SMs and DLs,
Sweet meeting. Good progress. Attached are the flip chart action items and notes from today’s meeting.

We did not cover how to proceed, by when or who has responsibility for each of the action items. I need a couple of days to gather that and will resend it out to you so that we can all proceed in a similar manner.

Additionally, the next possible meeting for the SM/DLs is June 6th from 1-5. It is on your calendars already as the ITTP Planning Meeting. Again, I’ll solidify in the next couple of days.
Ann

ACTIONS FROM THE MEETING:

* GAP Analysis; further define global/local services
* Alignment of Core IT
* Need core services intact
* 3 year vision of services
* What does day 1 look like?
* Service Health-red, yellow, green
* Statement to the campus: What will be done, what will not be done.
(Post Core Tech)
* Work together to create draft SLAs in terms of what services and service level agreements will be in place for each DL.
(Examine and deal w/ gaps)
* Need to create user friendly, simple SLAs that are a framework for the relationship/partnership.
* Normalize Service Catalog 123 level.