Minutes
Attendees: Naomi Gunther, Dave Klein, Christi Bengard, Marion Bashista, Aaron Melgares, Lindsay Bass, Ann Berry-Kline

Open Action Items
* PMs – Send Ann educational topics for PM meetings – On going
* Ann will talk to Larry about his preference for on-going information – project status reports, smaller deliverable-based milestones, etc. 4/13 – Ann has asked Larry twice for feedback on status reports. Will continue to hound … 5/? – Ann sent Larry email asking again if the ITTP status reports are useful; what would he liked changed; feedback. No answer yet.

Closed Action Items
* Ann – Will ensure a glossary gets incorporated into the wire frames. Waiting for web site. Marion will put the glossary and roles and responsibilities on the new website.

Collaboration Tools
Marion, Aaron, and Dave gave an update about the Collaboration Tools Project. Marion stated that Lisa Gardner has requirements and a draft charter ready. The requirements are divided into long-term and short-term requirements and they have been scored/ranked. The team has looked at open source tools called Plone and Joomla. Aaron likes the relative ease of use of Plone and Dave likes Joomla for the same reason. Both are fairly easy to learn but they do have a small learning curve. We talked about training that might go along with the use of the tool. Marion stated that administration of the tool is also something that will need to be considered when choosing a tool.

The team will be looking at several commercial tools before making a recommendation.

New PMG website
Marion displayed and talked about the new PMG website. We walked through the tools and templates page. We talked about adding the glossary and roles and responsibilities sections of the methodology document to this page as standard references. We walked through the life cycle and project process flow chart. We also looked at the projects page. The team gave Marion updated information and talked about potential future use of this page. Aaron wondered about the ITS website being service driven and that we have all these sites under the PMG website so we were able to show him that these sites will be accessible from the ITS web page. There is a project page and project management links on the left nav bar.

Ann took a silent action item to look into licensing for merlin on the macs. I want to talk to Hillary to find out more information about licensing this project management tool.

PM meetings for all PMs
Ann posed a question to the team about opening the meeting up to all PMs. The focus of the meeting would change as a result of it. The team thought that this would not be a good idea but that a monthly open forum should be held for all PMs. This would be a
good place to verify the inventory, talk about cross project dependencies, common issues/needs/tools/, and get feedback about the project management framework. Ann will set up an introductory meeting. The initial list of invitees will be generated from Marion’s inventory list.

**ITTP Phase 3 Planning Meeting scheduled for June 6th.**
Ann asked the team what they thought about canceling another ITTP Planning meeting. Ann stated that she’d like to take the meeting again to get the Senior Managers and DLs together again. The group thought in general that Staff Transition is the project that most slows the other projects so it is ok to take this time again. Ann also stated that having the status reports really helps understand and see the work that is being accomplished. It helps the teams stay connected as well.

**Project Updates**
Support Center Consolidation, Phase 2 – Naomi Gunther
Naomi talked about the closing activities for Support Center Consolidation, P2. Certain tasked have been defined as operational for escalation, deployment, and training of ITRequest. Those tasks now reside in Linda Rosewood’s capable hands. Naomi will be working on the closing documents for the project.

Naomi also talked about the next phase of Support Center Consolidation. Naomi is gathering requirements for a long-term, enterprise-wide CRM tool based on ITTP, P2 outcomes and current knowledge of our business. Stay tuned!

Instructional Technology Review, Phase 2 – Heather Mietz Egli/Bruce Horn
Aaron stated that the ITR has completed data gathering. They are now working on patterns and duplications of service categories and taking their findings on the road. They have presented to SMT and LTC. They will be taking their findings to ITC and other groups as well. They will be working on their report that will feed the next phase of ITR.

Desktop Support – Vicki Davis/Aaron Melgares
Aaron reported that he and Vicki Davis have been working on a charter for the last 3 weeks for Desktop Support. They’ve reviewed it will Bill Hyder and have gotten his approval. Aaron and Vicki are scheduled to go to SMT on 5/17 for approval to proceed. Aaron stated that the plan includes defining HW/SW/printers plus 8 desktop services.

Application Solution – Christi Bengard
Christi reported that they are working on redesigning and simplifying services in preparation for the SM/DL meeting on 5/22. Christi talked about one of the services that is to help flush out and define the needs of the client/customer. The service would help design a clients needs given what is available through global, local and fee for service services.

Storage and Server Consolidation – Dave Klein
Dave reported that he is working on getting a smaller SAN purchased. He’s also waiting for a bid from EMC about the SAN we currently have. He also talked about possibly
rearranging activities in the projects to fast track the server migration plans such that the CT migration could be done over the summer rather than in the fall. Dave said it is also a possibility that the project may split back into two projects: one for server consolidation and one for storage. One of the reasons they are looking at shifting the project around are resources (or lack of) and also pressure from the Staff Transition project to migrate servers from the divisions.

Change Management – Janine Roeth
Ann reported briefly that the Change Management team is starting to take their process on the road. Andrea presented it to the DLs this week.

Staff Transition – Ann Berry-Kline
Ann reported that the Senior Managers and DLs have met twice now. They now have staff slotted for CT, App Solutions, Support Center, or LITS positions. Each of the DLs and Senior Managers have entered service data into a tool that allows us to capture service needs from the DLs and services supported given FTE for CRM. The next meeting will be to continue to understand services supported given FTE from Application Solutions and Core Tech. The meeting will also begin working on SLAs and normalizing the verbiage in the service tool. The DLs will meet two days later to continue the normalizing. Ann and Mel will walk the group through several exercises to talk about how to bridge the staff and service transitions.

Ann mentioned that although progress is being made step by step, it is unnerving to not have a charter yet. Ann hopes that once the SMs and DLs get through this next meeting, that a charter or plan should present itself from this point until close of the project.

ITTP, Phase 3 – Ann Berry-Kline
The program and project status reports seem to provide lots of good data about what is being completed and progress that is being made.

Service Catalogs – Aaron Melgares
Aaron reported that he is planning to publish 2 new views of the service catalog. One is services by customer type. The customer types are student, faculty, staff, guest and alumni.

Aaron talked about the next phase of the catalog where each of the categories are web pages now. He will change that so that each of the services will be web pages with links then to related software, cost of service, standards for the service, etc. He will start with the SW licensing, cruzmail, cruztime, and cruznet pages.

Aaron will also be working on a process for how to make changes to the service catalog. The team talked about adding a coming soon or new services section. Aaron asked Dave to send this suggestion through the feedback utility in the tool.

Aaron said he will be doing an assessment but that cannot happen yet. The project will close in July pending that item.
Lindsay reported that she is working on getting Ann the close documents for Information Worker. She will schedule a meeting with Larry to go over next steps. Lindsay talked about the benefit of looking at lessons learned. She talked about how her work group came up with the importance of having a well-defined charter; in this case a clear understanding around values and principles. Because it lacked a clear charter, it was hard to measure the success criteria and hard to determine if the objectives were met for the work group. Lindsay said the close template was a great tool to help her think of different areas that needed cleaning up and what the next steps should be.