Minutes of DL/Application Solutions meeting


Action Items from the meeting:
- Ann and Pat will work to make the business systems roadmap statement more succinct.
- Warren is to get Christi and Pat the job descriptions for the staff moving over to Apps.
- Bill, Bomi, Pat and Christi will meet to work out the administration of the 4 media servers.
- Ann will set up the next DL/CT meeting to continue to go through service definitions and gaps after August 3rd. Done

Bill had several edits to the Humanities TSA. SMT approved the format and framework. It is ready to be signed. Pat asked Andrea clarifying questions about what the LITS work will be and what would be expected of Pat’s group that is not specifically stated in the TSA. The TSA is to remain somewhat vague in its language. Appendix B houses the work remaining in the division that the LITS will do. The TSAs are to be reviewed and updated annually.

Roadmap Statements are embedded in the Transitional Service Agreement. The group talked about the two-roadmap statements from the Application Solutions group. They are:

1) For 2006-07, Applications Solutions will support the portfolio of applications including:
   • Mission critical departmental applications
   • Services that meet the business need of all divisions (e.g. CLP, ETA)
   • Services that reduce or eliminate the number of existing departmental systems serving similar functions.
   • Maintenance of remaining existing applications

And

2) Divisional and departmental web sites will be supported by a combination of ITS and divisional staff. ITS will support a standard set of tools and templates and, during 2006-07, intends to undertake a phased deployment of a web/content management system to facilitate content management and presentation.

The DLs asked what the level of maintenance would be for existing applications. Pat stated this would cover applications such as FIS and each division’s core applications as negotiated. Pat talked about prioritizing within each of the bulleted statements based on the fté available. The last bullet in the first roadmap statement is redundant. Ann and Pat will work to make the statement more succinct.
The group then moved to the web services statement. The DLs wanted to know what kind of web services would be offered. Pat and Christi clarified that FITC was moving into their group. They will offer migration assistance, training, and standard templates. Custom web sites will be on a fee for service basis.

Pat talked a bit about priorities within Application Solutions. CLP and a content management system will be a priority this year within Application Solutions. The portfolio of departmental applications will be prioritized within each division; divisions would prioritize mission critical applications high. The academic divisions will be able to prioritize their applications as well. divdata is one example.

The group talked about a variety of issues such as do LITS support mission critical apps or does Application Solutions and how do you prioritize your LITS fte if you keep services that are provided globally. In each case, these would need to be clearly stated in the TSA.

The group talked about the content management tool. Christi explained that the tool would be user selected from a set of options. She expects to verify and/or collect requirements after as the project plan (scope) is completed. She is looking at a proof of concept system in July 07. Pat stated that we are proceeding with this project even though the budget for this initiative has not been approved yet. The same situation exists for CLP.

Christi talked a little bit about the collaboration tool being proposed. It is a zope product. The DLs had some strong feedback about the zope/plone. Peter noted that he would need to deal with a zope application. It will need some custom programming in order to transition out of zope.

We talked about staff transitioning. Warren is to get Christi and Pat the job descriptions for the staff moving over to Apps. In addition, Ann stated that some of those people were confused as to whom they are working for and where they are at in the transition. Warren needs to clarify with them and use the transition plan templates to help inform them and Christi. Bomi asked about a staff member that transitioned in that needs to still support 4 servers. Bomi’s LITS do not have this expertise and he needs someone to support the servers until they can be taken into the data center. Bill, Bomi, Pat and Christi will meet to work this out.

Ann walked the DLs through the schedule since we were projecting. We talked about the 4 areas of work remaining. That being:
- Transitional Service Agreements
- A communications plan
- Service normalization and gap analysis that would potentially lead to a risk and contingency document
- Staff Transition Plans
We talked about the DL meeting with John Hammond, Brad Smith, Marion Bashista, and Adele G. The data center road map statements were reviewed during this meeting. Adele will be meeting with Brad and his staff on August 3\textsuperscript{rd} to continue to work on the service catalog definitions. Ann will set up the next DL/CT meeting to continue to go through service definitions and gaps after August 3\textsuperscript{rd}. 