Defining and Delivering a Service Level Agreement

For period: August 2007
Submitted by: Ann Berry-Kline
Distribution: ITSMG

<table>
<thead>
<tr>
<th>Status Item</th>
<th>Current Status</th>
<th>Prior Status</th>
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</thead>
<tbody>
<tr>
<td>Overall Project Status</td>
<td>Yellow</td>
<td>Yellow</td>
</tr>
<tr>
<td>Schedule</td>
<td>Red</td>
<td>Red</td>
</tr>
<tr>
<td>Budget</td>
<td>Green</td>
<td>Green</td>
</tr>
<tr>
<td>Project Risk</td>
<td>Yellow</td>
<td>Yellow</td>
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Status Notes:
- Overall Status:
  - The first CruzMail OLA, SLA, quarterly service-specific metrics report, and other collateral are complete.
  - The first CruzNet OLA, SLA and other collateral are complete.
  - The Standard Desktop Support OLA/SLA team completed the initial (first pass) OLA. Work has started on the metrics and SLA.

- Schedule Performance:
  - The program is behind its original schedule.
  - Areas behind schedule include:
    - Standard Desktop Support OLA/SLA (2-4 weeks)
    - CruzTime OLA/SLA (8 weeks)
    - Local SLAs, Updated TSAs or service catalogs – 4 divisions have not completed yet (2-4 weeks)

- Budget Performance:
  - Budget expectations for this project are net 0.

- Project Risks:
  - Ensuring the ITS and Campus OLA is completed to support the SLA.
  - Ensuring the 4 remaining DLs complete their local service support discussions with their PO.
  - Completing the roles and responsibilities from a variety of areas that this program touches so that staff understand new expectations.

Accomplishments Since Last Report:
- OLA/SLA Implementation Work Package
  - The CruzMail OLA, SLA and quarterly report were represented to the DDSLA sponsors. The DLs and CruzMail OLA/SLA team reviewed the OLA, SLA, service page and quarterly report for service specific metrics. Minor modifications were made to the OLA and SLA. The OLA, SLA and incident and service specific quarterly reports were linked to the appropriate areas and (depending on the document) is now viewable from the CruzMail service page, CruzMail internal service catalog, metrics web page and/or SLA web page.
    - This work package has completed.
  - The CruzNet OLA, SLA and service page were re-presented to the DDSLA Sponsors. It was resubmitted to the DLs and CruzNet OLA/SLA team for final review. Minor modifications were made to the OLA, SLA and service page. The OLA and SLA were linked to the appropriate areas and (depending on the document) is now viewable from the CruzNet service page, CruzNet internal service catalog and/or SLA web page.
    - This work package has completed.
  - The Desktop Support OLA/SLA team has completed the first pass of the OLA. Work has started to evaluate metrics and complete the SLA
    - This work package is behind schedule. A new completion date has not been determined yet.
  - Steve Kennedy is completing the first pass of the CruzTime SLA. Meetings will be calendared to start this
work package in October.

- **SLA Deployment**
  - No progress this month on the local SLAs, updated TSA or service catalog:
    - BAS – estimated completion is end of August
    - SocSci – estimated completion is unknown
    - Student Affairs – estimated completed is end of September
    - Library – estimated completion is early-September
  - Work completed on the ITS and Campus OLA that supports the ITS and Campus SLA. This included:
    - The notification process for Senior Managers was completed this month which deeps
- **Campus Communication Plan**
  - A letter from Larry to Campus has been drafted and is in review. It is expected that the communication will be sent to “campus” in early September.
  - Submitted for review the first draft of the “Next Services Recommendation” to the DDSLA Sponsors.
  - Began updating the compliance status for the ITS and Campus OLA.
  - Started work with IT Services to transition roles and responsibilities and work for the OLA and SLA templates. We have completed a cross reference of the service definition checklist and the OLA and SLA templates as well.

**Upcoming / Next Steps:**

- **OLA/SLA Implementation Work Package**
  - For CruzTime, get the team organized along with meetings on calendars starting in early October. Validate that the standard processes of incident, major incident and change management are in place, complete the OLA, SLA and necessary process flows.
  - For Standard Desktop Support finish drafting the SLA. Create a quarterly report based on the metrics chosen. Review with the DLs and SMT. Begin identifying a transition plan of service roles and responsibilities.

- **SLA Deployment Work Package**
  - 4 DLs to complete negotiations with Principal Officers regarding local service support.
  - Pursue, document and solidify the ITS and Campus OLA that supports the ITS and Campus SLA.

- **DDSLA Program Team**
  - Meet with the DDSLA Sponsors to help mitigate, manage, and close the program.
  - Update the OLA and SLA templates to reflect recent lessons learned. Replace the “old” templates.
  - Start the closure documentation.
    - PMG Closure document
    - Lessons learned
    - Recommendations for enhancing the SLA process

- **Campus Communication Plan**
  - Send the letter from Larry to campus in early September. This communication also serves as a notice to campus that the IT Transformation is closed with the completion of the ITS and Campus SLA.

- **Finalize the Next Services Recommendation.**

- **Transition DDSLA collateral deliverables to operations**
  - Continue to work with IT Services to transition and integrate DDSLA collateral into the IT Services Service Management Methodology.
    - The “Transitional Service Team” process enhanced with other new service management tools recently developed, specifically the Service Definition and Service Review.
    - The SLA/OLAs content is consistent with the Service Catalog (public and internal) and integrated with the Service Definition Checklist.
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    - Roles and responsibilities
    - OLA and SLA template Support and Maintenance

Key Issues and Resolutions:

- Documenting new and updating existing roles and responsibilities has not been completed for this program yet. As OLAs and SLAs are completed, new roles and responsibilities will need to take effect. This documentation is necessary but will be completed JIT.

- 08/01 – Roles for support and maintenance of the OLA and SLA template are complete. The roles for the support and

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<tr>
<th>Color Key</th>
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<tbody>
<tr>
<td>Green</td>
<td>Strong probability item will meet dates and acceptable quality.</td>
</tr>
<tr>
<td>Yellow</td>
<td>Good probability item will meet dates and acceptable quality. Schedule, resource, or scope changes may be needed.</td>
</tr>
<tr>
<td>Red</td>
<td>Probable that item will <strong>NOT</strong> meet dates with acceptable quality without changes to schedule, resources, and/or scope.</td>
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