CRSP Meeting Notes 11.08 and 11.09

Criteria for determining if a service is a tailored service

- Falls outside a defined service or small alteration to that (cuff the pants), non-routine effort

- **A diverse customer group is asking for it**
- If it involves more than one ITS department
- **Multiple non-ITS departments or divisions-requires coordination**
- Requires a permanent budgetary commitment greater than X
- Request exceeds current resource capacity
- Requires a new on-going support commitment
- Political considerations (gating factor)
- Significant effort >80 hrs
- Criticality
- Complexity

**Ideas**

Mushroom classification key model with dimensions of:
~Level of effort
~Current capacity
~Kind of service

We need a tool to determine which staff knows what.
Internal service catalog as an resource for ITS staff only
We need to be able to say no
We have too many offerings
We need a defined service delivery process for every service
We may not have the capacity to spend time to address all small requirements/requests