MEETING CALLED BY: Mel Barracliffe
TYPE OF MEETING: Working Meeting
FACILITATOR: Mel Barracliffe
NOTE TAKER: Teresa Silva
ATTENDEES: Mel Barracliffe, Teresa Silva, Leslie Geary, Aaron Melgares, Ann Berry-Kline

Not present: Scotty Brookie, Peter McMillan

Agenda topics

REFINE CRSP PROCESS FLOW

DISCUSSION

~ITS needs to have a resource database. This would track projects, their timelines and the staff who are working on them. This would be separate from the ITS work inventory. It would also track resource skill sets and competencies. I would give the ability to look at all of the charters and compare the availability of resources relative to all other charters.

~There would also need to be the education of management and employees about time management and tracking/estimating their work.

~A resource manager is needed. “ITS Staffing Manager”. This person would have the power to get outside resources if needed. They’d have to be skilled enough to size up competencies. They have to know the skills to know what is needed to get a job done.

~There needs to be a step in the CRSP project that identifies when projects are failing. We need to know at what point we re-assess the project.

~Will step 1.1 be a multi-level process? This procedure will differ based on the customer (student, staff, inside ITS, etc.)

CONCLUSIONS

Since ITS doesn’t have our own DL, how do we funnel our own work through this process?

ACTION ITEMS

<table>
<thead>
<tr>
<th>Action Item</th>
<th>Responsible</th>
<th>Deadline</th>
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<tbody>
<tr>
<td>All members to write definitions about each step in the process and indicate any issues with the steps if applicable</td>
<td>Entire committee</td>
<td>11/21/06</td>
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<tr>
<td>Send Mel and Teresa test cases for process flow</td>
<td>Entire committee</td>
<td>Ongoing</td>
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Some of the focus group will join us at our November 21st working meeting.