CRSP Project Meeting Minutes-Work Session 2

MINUTES          OCTOBER 19TH, 2006  1:00-3:00PM         DELAWARE ROOM 141

MEETING CALLED BY     Mel Barracliffe
TYPE OF MEETING       Project Launch Meeting
FACILITATOR           Mel Barracliffe
NOTE TAKER            Teresa Silva
ATTENDEES             Mel Barracliffe, Teresa Silva, Scotty Brookie, Leslie Geary, Aaron Melgares, Ann Berry-Kline
                      NOT present: Peter McMillan

Agenda topics

REFINE THE PROCESS
DECOMPOSITION

Description of Topics:

Incidents

Change Request
Request for exception to standards
Urgent support
Help me fix my existing application
Operational day to day
Application and system changes
Need new reports (AIS)

IT Mgmt and Planning
Strategic Initiatives
Simpson letter requests
Division IT growth
Help specifying a new bldg
Staffing needs
  Temporary and permanent/ongoing
Support for proposed grad program
ITS generated project ideas

Service Requests

Non ITS Requests
Existing service
Project Manager
Problems (ITIL)
Software functional help
Requirements analysis
  Project requests
  General consulting/advice
  Ideas, needs
  Help me figure out what I need
  Request for project that has wider applicability
  Small db app w/possible campus application
  Referral to appropriate person
  Customer Project (not ITS managed)
  New services
  Contractor referral requests
  New features in existing service
### FEEDS TO:
- Requests to action
- Stop
- Project idea
- Catalog
- Planning - feeds to IT Mgmt and Planning
- Change -feeds to Change Requests

### Service Invocation
- Server hosting
- Professional faculty website
- Help w/ compromised server
- Training
- HW and SW needs
- Small customized database

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<thead>
<tr>
<th>ACTION ITEMS</th>
<th>Each project team member is to add to and fill out examples under each topic.</th>
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<tbody>
<tr>
<td>OBSERVERS</td>
<td>NA</td>
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<tr>
<td>RESOURCE PERSONS</td>
<td>Teresa Silva</td>
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<td>SPECIAL NOTES</td>
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