# Project Change Control

**Project Title:** Defining and Delivering a Service Level Agreement (DDSLA)

**Prepared By:** Ann Berry-Kline  
**Date:** 06/27/07

<table>
<thead>
<tr>
<th>Type of Change:</th>
<th>Date Approval Needed: 06/29/07</th>
<th>Date Change Must Be Active: 07/09/07</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Scope</td>
<td>☑ Schedule</td>
<td>☐ Cost</td>
</tr>
<tr>
<td>☐ Other (describe):</td>
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**Description of Change:**
The change requested is to the overall DDSLA schedule. The desktop support work package has not started as originally planned. A mitigation plan has been defined which moves the completion date from 7/1 to 9/1 and ultimately the completion date of the program.

**Deliverables (Objectives) Effected:**
- The deliverables impacted from this change is the overall completion date of the DDSLA program.
- The deliverables from the desktop support work package will be completed on or by 9/1.

**Anticipated Effect of Change:**
- The slip in the schedule has allowed for a better understanding in the definition of the desktop support service.
- The slip in the schedule will enable an OLA and SLD to be completed for the service.

**Justification/Cause of Change:**
- Getting to a well-scoped definition of the desktop support service has been difficult given the many and conflicting desktop needs of the campus.
- Getting various stakeholders to accept the desktop support definition has taken time.

**Cost of Change:**
- None

**Alternative Solutions:**
- 

**Notification Review: (Who needs to be notified?):**
- Sponsors – Janine Roeth, Bill Hyder, Mark Cianca
- Project managers of other projects affected by this change – Aaron Melgares
- Stakeholders – Vicki Davis, the DLs, SMT
- Others

**To Be Completed by Appropriate Manager**

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<thead>
<tr>
<th>Reviewed and Approved By:</th>
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<tr>
<td>Project Sponsor: Bill Hyler for Janine Roeth</td>
<td>Project Manager: Ann Berry-Kline</td>
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