# Project Change Control

**Project Title:** Defining and Delivering a Service Level Agreement

**Prepared By:** Ann Berry-Kline

**Date:** 07/23/07

## Type of Change:
- [x] Scope
- [ ] Schedule
- [ ] Cost
- [x] Other (describe): Specific deliverable slips that do not affect the overall program scheduled end date of 9/1.

**Date Approval Needed:** 7/27

**Date Change Must Be Active:** After approval

## Description of Change:

Six of the 10 local SLAs, local service catalogs and/or updated TSAs have not completed as originally scheduled. Each will be described with a new completion date.

1. **Arts** – The previous Dean approved the local service catalog in use in the Arts division. The Arts Divisional Liaison has, as a long-term project, begun to integrate service levels and identify FTE % to items listed in the Arts service catalog. The new Dean will not start in the very near term making it difficult to close this deliverable with him or her. An acceptable work around was to link the current service catalog to the ITS Service Catalog. Signature of the Arts local SLA was waived this year.

2. **UNEX** – A recent loss of staff and upcoming changes in services for SVC has made the previously agreed upon local service catalog and SLA unachievable. This local service catalog and SLA will be integrated into the SVC plan as a deliverable for that project.

3. **BAS** – The updated TSA did not complete as scheduled. Its new estimated scheduled completion date is end of July.


5. **Student Affairs** – The local SLA did not complete as scheduled. Additionally, the PO is requiring an SLA from Application Solutions to accompany the local Student Affairs SLA. Its new estimated scheduled completion date is end of September.

6. **Library** – The local SLA, service catalog and/or updated TSA did not complete as scheduled. Its new estimated scheduled completion date is late-July.

## Deliverables (Objectives) Effected:

- **Arts** – Completed 7/20
- **UNEX** – Will not be completed for the DDSLA program; will be added as a deliverable to the SCV plan.
- **BAS** – estimated completion is end of July
- **SocSci** – estimated completion is 7/27
- **Student Affairs** – estimated completed is end of September
- **Library** – estimated completion is late-July

## Anticipated Effect of Change:

- Except for Arts and UNEX, these changes are within the updated scheduled completion date of 9/1.

## Justification/Cause of Change:

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## Cost of Change:

- None

## Alternative Solutions:

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UC Santa Cruz

Information Technology Services v1.0
## Project Change Control

### Notification Review: (Who needs to be notified?):
- **Sponsor** – Janine Roeth, Bill Hyder, Mark Cianca
- **Project managers of other projects affected by this change** – Linda Rosewood
- **Stakeholders** – Scotty Brookie, Alan Yoder, Warren Mikawa, Mike Edmonds, Eric Mitchell, Peter McMillan

### To Be Completed by Appropriate Manager

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<thead>
<tr>
<th>Reviewed and Approved By:</th>
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<tbody>
<tr>
<td><strong>Project Sponsor:</strong></td>
<td><strong>Project Manager:</strong></td>
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<tr>
<td>Janine Roeth</td>
<td>Ann Berry-Kline</td>
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<td>Bill Hyder</td>
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<td>Mark Cianca</td>
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