Minutes of the 03/14/07 DDSLA Program Team meeting minutes.

Attendees: Bill Hyder, Aaron Melgares, Janine Roeth, John Hammond, Eric Mitchel, Adele Guerzon, Andrea Hesse, Naomi Gunther and Ann Berry-Kline

**ACTION ITEMS** from the meeting:
Please send any internal service catalog requirements to Aaron before 3/23.

Minutes:
OLA template, launch of the internal service catalog, and transitional service team strategy was approved by SMT.

Andrea reported that the SLA template version 2.0 is ready for another review at tomorrow’s SLA ED meeting. The Summary of Findings document is about 2/3 complete. Andrea will send out for a review soon. The team is on schedule for meeting the SMT presentation date on 3/26. Sneak peak of the services are: desktop support and maintenance, network connectivity and server hosting.

With the announcement that the internal service catalog will be launched, Ann asked the team to brainstorm requirements to help scope the work to complete the internal service catalog. The current list of requirements is on the collab tool in the DDSLA program space under documents. Requirements will be gathered until 3/23. Please send any internal service catalog requirements to Aaron before then. Additionally, the team talked at length about roles and responsibilities regarding the creation of OLAs/SLAs, maintenance and support of the internal service catalog, the content of the internal service catalog, and process and metrics compliance. It was suggested that we use examples to help flesh out what are the requirements for the internal service catalog. Some service suggestions are: virtual hosting and desktop. Others that would be easy transitions are services in networking and telecom.

The team turned to an SLA deployment conversation where we talked about the differences between a service level agreement and a service level objective. With no monetary penalty, there are few differences between an agreement and an objective. The global SLA will outline general principles for what customers can expect and how they are to communicate with ITS. The SLA for each service will be embedded in the service catalog page. The OLAs and service delivery process flow(s) align service providers to support an SLA.

One of the team members asked if all the divisions have to sign the SLA. Andrea stated that the global SLA would point to the service catalog and be an agreement between ITS and campus. As long as the majority of the divisions ok the service catalog, this would be Bill and Larry taking this to Dave Klieger for final approval. Local services would be signed by Deans/POs. Eric thought ITS does not have the trust of the divisions to get this through. We talked at length about using the dollars/service pie chart along with governance as the way to address unmet needs and/or service levels. The OLAs/SLAs are
ways to hold ITS accountable for what we’ve committed to and enable ITS to hold tangible conversations with campus about tradeoffs or funding of services/service levels.

The last item on the agenda was to talk about OLAs and ITSMG. ITSMG is next week. Ann is looking for ways to effectively use the time. The team thought it would be good to give context as to why we are doing OLAs/SLAs; what is the purpose or business value for completing this work; what value does this bring to IT managers (predictable, repeatable, etc). ITS is a system; it helps us define the capacity of the system and fine-tune it once quantified. It was also stated that “someone” (ie Larry, Senior Managers) should state participation is not optional. The OLAs tie together where the processes intersect in a service. Completing OLAs provide alignment to a greater thing other than working in a silo’d environment. The OLAs create a level of necessary internal transparency to work together. Completing OLAs allows the decision making process to work faster with roles and responsibilities clarified. Speak to next steps. When will groups be asked to complete their OLAs/SLAs.