05/08/07 DDSLA Program Team Meeting minutes

Work Packages
Internal Service Catalog

Development was completed in record time. The team is finding and fixing bugs as well as
ensuring the information is organized. It will be moved to the staging server and then into
production on Friday and should be ready for information at that time. All ITS staff will have
access to the internal service catalog only service managers and those they designate will have
write permissions. The

SLA Deploy
- ITS and Campus SLA – Vetting process underway, Expected to be completed 6/1
  - Bill, DLs and Deans/POs met once; no show stoppers during this round
  - Ann to present at ITC – Information-only
  - Larry and EVC Kliger meeting to approve around 6/1

Appendix B/Local service catalogs updated
- All the DLs updated their appendix B’s before their first meetings with their Dean/PO.
- Confirmation of Humanities, UNEX should be ready by 6/1
- Need confirmation from SOE, PBSci, SocSci, Arts, Libraries, SA, UR/CO, BAS over the next
two weeks
  * Local SLA work necessary for Student Affairs, University Relations/Chancellor’s Office
  * Library may not complete on time due to various Library groups meeting times

- ITS and Campus OLA – Work completed!
  - I’ve confirmed with Linda the business process for all tickets that come into the support center
    support the respond within 8-business hour metric.
  - I also confirmed with Linda that web forms can be used in IT Request (sent that bit to Phillip as
    this was one of his questions to me).
  - Have approached Eric K and John H to document in the OLA MIH for off hours. We meet next
    week to see what we need to do to get this formalized. It will not be the 459-HELP phone number
    as was previously discussed. A process has been defined by Eric and John and just needs to be
    planned and implemented.
  - Sent SMT some info on metrics from other universities to help them come up ideas for metrics
    they’d like to pursue.
  - Work yet to do; plus document!!
    - Major Incident Handling – Off hours – Ann needs to set up training for MIH for Ops, Server
      Support, Productivity Tools and NTS. The process is ready to be implemented once staff is
      trained.
    - IT Request to Business Objects – 8 business hours metric – We have a schedule to complete the
      work. Ann needs to validate with Pat and Christi that resources can be locked for this project. We
      have to understand if the metric that we are ABLE to measure is 1 business day or 8 business
      hours. If it is different than 8 business hours, we need to change the SLA.
    - Escalation process for DLs and Bill to handle complaints

- OLA/SLA Implementation
  - CruzMail retreat was held yesterday. We got through a goodly portion of the service schematic,
    the customer request processes and procedures, and change management. We have started
discussions about some metrics and kpis we want to pursue and how to vet the service description.
  We will schedule another ½ retreat to finish normal incident handling, Major Incident Handling,
and some basic Problem Management processes. OLA and SLA items will be gathered along the
way.
- The service definition gaps are better understood for CruzNet. A project plan needs to be created to schedule out the resources and timeline. I want to rethink how to proceed given the schematic information generated from the CruzMail retreat. Having the schematic really helps define what is (or in the near future). The processes fall into place when you have the schematic.

- Desktop Support – Procedures are being developed by the Desktop Support people to support the service features and functions. Aaron has written up service manager roles. More from Aaron at the meeting.

- CruzTime – nothing! No progress is being made on this highlighted service.

- Communications
  - Communication from Larry to ITS staff went out last week regarding the ITS and Campus SLA, the highlighted services and ISC…what was the feedback, if any???
  - A second communication from Larry to ITS staff will need to be sent confirming we have agreed on the ITS and Campus SLA. (on or around 6/1)
  - Communication from Larry to Campus has been started. Expected to be sent after 6/1.