Minutes from 11/15 DD SLA meeting:

Next Steps for the team include:
- OLA sub team meets on Friday, November 17th to work on the OLA Element Discovery component of the SLA Framework.

- Ann will start adding details into the Charter template.

- Janine, Bill and Ann will have a touch base on Monday, November 20th to talk about the planning process and timeline.

- The DDSLA team will meet on Tuesday, November 21 to review the OLA Element Discovery schedule and start working on OLA and SLA relationships.

- Everyone will have a Happy Thanksgiving on Thursday, November 23.

The proposal was accepted at the 11/6 SMT meeting.

The team talked about general “ah-ha’s” about the examples of SLAs and OLAs that were included in the last set of minutes.

The team clarified and agreed that the initial SLA template will be developed to support global services with local services being appended and customized for each division. It will be a two-part template like the Transitional Service Agreement (TSA) however the scope of this project is to define and deliver the SLA for global services piece.

The team talked quite a bit about how the SLA needs to be used to satisfy many user groups. This included a discussion about change management (communication of maintenance windows) needing to be communicated via the SLA, how service levels are communicated and adhered to, how to present an n dimensional matrix of services provided with service level and users supported, how to hold both parties involved in the SLA accountable, how does the user escalate an issue and how does ITS respond to escalations given the SLA.

Bill suggested that when the SLA sub team completes the SLA template and Document of Findings that a “decision making rule” be part of the recommendation. This “decision making rule” would recommend something like if the EVC and 6 of 10 of the division heads agree upon the global services provided by ITS that the SLA is determined to be accepted or agreed upon. The OLA sub team will also complete a template and Document of Findings. A similar recommendation should come from this sub team about a “decision making rule” with Larry Merkley and a majority of ITS units in agreement for acceptance of the OLA.

The team reviewed and updated the SLA Element Discovery schedule that was put together as part of the “SLA” sub team. An issue was raised while putting the “SLA” schedule together as to the difference between an OLA and an internal SLA. The team
reviewed definitions an SLA and OLA for clarification. In short definitions of an SLA and OLA follow.

“An SLA defines the support relationship between a service provider and its customer. The agreement describes the products and/or services the customer receives, each party’s responsibility, the financial agreement (if any) and how the service provider measures and reports services. The objective of the SLA is to present a clear, concise and measurable description of what the service provider does for the customer.

An OLA defines the interdependent relationships among the internal support groups working to support an SLA. The agreement describes the responsibilities of each internal support group toward other support groups, including the process and timeframe for delivery of their services. The objective of the OLA is to present a clear, concise and measurable description of the service provider’s internal support relationships.”

The team was given an example of an OLA from Duke University for future reference.

1 http://www.oit.duke.edu.oit/sla