Next Steps for the team include:

- **Metrics integration points**
  - Metrics/Assessment sub team meeting on Monday, November 27th

- **Assessment integration points**
  - Metrics/Assessment sub team meeting on Monday, November 27th

- **SLA deployment** - review

- **OLA deployment** - review

- **Charter review – 1st Draft**
  - DDSLA team meeting on Friday, December 1

**Minutes**

Ann reviewed the outcomes of the OLA sub team meeting. Researching and creating a template will be relatively easy. The complex part of this work element is to identify and recommend solutions to how the data is gathered, identifying and making changes to intake and processing of workflow, what tool(s) will support the movement of internal work flow and how would OLAs be monitored.

Creating and deploying the OLA template have dependencies with the creation and deployment of the SLA template.

Ann also reviewed activities for identifying, documenting and creating the SLA framework.

Identifying activities for the following areas remain:

- **Metrics integration points**
  - Metrics/Assessment sub team meeting on Monday, November 27th

- **Assessment integration points**
  - Metrics/Assessment sub team meeting on Monday, November 27th

- **SLA deployment**
  - DDSLA team meeting on Friday, December 1

- **OLA deployment**
  - DDSLA team meeting on Friday, December 1

Ann has started to convert the proposal plus all the information gathered into a charter.

The team talked about appropriately scoping the project for the April-June timeframe. For the SLA, OLA, service catalog, process for deploying OLAs, assessment and metrics, we talked about the purpose or intent, roles/actors, current state, April state and unicorn state.
The purpose/intent of the OLA is to understand how work from service requests/projects, and incidents/problems are routed internally from service provider to service provider. The purpose is also to understand the average duration of each segment of work related to a service request/project or incident/problem in order to reflect the combined time in the SLA. Currently, there is no OLA template in use but there are one to one relationships between certain service providers. The roles/actors involved in the OLAs are
- ITS managers – handoff contacts, pertinent information, timeliness
- Customer/client – receives a complete service
- ITSM supports the completeness of the OLA information

For the April-June timeframe the scope of the OLA element of work will focus on generating a template, begin gathering known information for the template and making that information accessible to all ITS members. This may take place on a service-by-service basis. The template may have holes in information. This is a first step to mapping a service from inception to end in order to how to make it repeatable/predicable. It also enables us to understand resource needs to provide the service. A framework document was handed out of the internal service catalog that may serve as a place to hold OLA information. Deepening the understanding and use of the incident management, problem management, project management, change management, and service request processes will help us process different types of work requests throughout the division.

The purpose/intent of the SLA is to present a clear, concise and measurable description of what the service provider does for the customer. The SLA will read like an executive summary. Some (mature) services will be highlighted from the service catalog. The roles/actors involved are
- DLs – the account managers for the division they support
- Service Providers – ITS units – support service delivery according to OLA
- ITSM – Service catalog information complete.
- Clients – the Deans/POs – Negotiates and agrees to the services and service level
- Customer – actual people receiving services

Current state is the TSAs. For the April-June timeframe, the scope of the SLA element of work will focus on generating an SLA template based on extensive customer and client feedback and research. In addition, having agreement by (or a majority vote) Deans/POs of the completed SLA.

The purpose of the service catalog is to provide a detailed list of services ITS provides to the campus. The SLA will reference the service catalog for global services. The service catalog is the link from OLAs to the SLAs.

Strategic planning will inform the SLA framework as to priorities for service development and management.

The team talked about how metrics and assessment might intersect with the SLA framework.