Minutes of the 12/1 DDSLA project team meeting.


**Next Steps and Action Items:**
The team is to review the charter. Review comments are due close of business on Monday, December 4th.

Ann will add time to the Identify/Document SLA Framework Work Package to include identification, status and recommendations for the necessary channels for communicating as part of the SLA Framework.

The progress of the DDSLA project charter will be reviewed by SMT on 12/12.

Ann will continue to refine the wording in the charter and define and set up resources necessary for the project

Communication Channels
One area the team has not covered yet is existing and new communication channels necessary within the SLA framework.

The first communication channel talked about was the SLA and its use by the DLs. Bill has asked the DLs to review service delivery based on the TSA with their Dean/PO monthly however shorter intervals are ok to. The interval depends on the needs of the division. Feedback from the reviews needs to go through the governance committees in order to help make choices about where resources should be focus based on priorities.

A second communication channel is the OLA between service providers. Knowing normal operating procedures and coming to a common escalation process will help ITS work more smoothly internally and appropriately communicate externally.

A third communication channel is the SLA framework online. It will need to link to areas already in-progress such as past assessment information and communications. We will need to create additional links for how to escalate an issue, where to go for important/critical messages, policies and procedures among other things.

A fourth communication channel is through the role of service management team. We didn’t get too far into this as we started to talk more about mining, using, completing gap analysis, handoffs and making recommendations for current processes, work-in-progress and other project work intersecting this project.

Ann will add time to the Identify/Document SLA Framework Work Package to include identification, status and recommendations for the necessary channels for communicating as part of the SLA Framework.
Throughout the meeting, the team also talked about initial reactions to the draft charter that is out for review (Review due COB Monday). Janine wanted to see a clearer alignment of goals to objectives to deliverables. She also wanted more specific wording regarding the mining, using, completing of a gap analysis, handoffs and making recommendations for current processes, work-in-progress and other project work intersecting with the project. Naomi will add verbiage to her review of the document that includes noting underpinning agreements with vendors in relation to OLAs. The highlighted services needs to start as a recommendation from the SLA Discovery Element.

The progress of the DDSLA project charter will be reviewed by SMT on 12/12.

Ann will continue to refine the wording in the charter and define and set up resources necessary for the project.