The team started with SLA element discovery status. The questionnaire is ready to give to the DLs for a 3-week period. After that the SLA ED team will work on collating the data to recommend services and next steps. The team has determined that the OLA outline is appropriate and will align the SLA to this as well.

The Program team turned their attention to the implementation of the OLAs. The OLA templates seem to be solidifying but the process for utilizing them is now being tossed around. Of the pictures on the board, it seemed that all the team members were talking the same language. OLAs will be created for each group to document what they do (in general), in what time frames, under what circumstances, whom to contact for interactions, etc. A process flow determines the service delivery. The internal service catalog (what Ann was calling the Service OLA) holds the process flow and service providers necessary to deliver the service. Then the SLA is drawn from that. In an ideal situation, all SLAs would be the starting point of this process.

The team took 10 minutes to review and comment on the DDSLA presentation for Town Hall. Thanks everyone for your input.