DDSLA Program Team meeting minutes
01/30/07


Action items:
Ann took an action item to clarify and add more data to the issues log and resend to the program team.

For up to date minutes regarding the working teams, please go to http://its.ucsc.edu/transformation/ddsла.php

**SLA ED Working Team**

Team members are: Andrea Hesse, John Hammond, Eric Mitchell, Naomi Gunther, Brian Duisenberg and Aaron Melgares.

Andrea handed out work in progress thus far towards the SLA template and assumptions. A “lessons learned” with the DLs has been completed. The great take away from this was that the TSA template is an adequate place to build the SLA from. The working team has designed an instrument for the DLs to gather information from their Deans/POs and select customers. Andrea introduced the instrument to the DLs today. The DLs will have 3 weeks to apply the instrument and send feedback to Andrea. The SLA ED working team is on schedule and the deliverables are achievable. All issues noted have been captured in the DDSLA issues and risk log.

**OLA ED Working Team**


After some research internally and externally, the working team identified important elements of an OLA. The team has put together a draft OLA template that they will start using real services as test cases to flesh out problems with the template and also start to identify implementation barriers.

Janine wanted to know if any resources were set-aside in the upcoming budget cycle for the service delivery process work. Ann and Janine are to meet to identify what resources we can.

**DDSLA Issues and Risk Log**

We started to go over each of the items. Time was short so we only got through 4 or 5 of the issues. Ann took an action item to clarify and add more data to the issues log and resend to the program team.