May 4, 2007

Dear ITS Colleagues:

In December I wrote to you about the Defining and Delivering a Service Level Agreement (DDSLA) program. That message announced the start of the program and stated that all staff members in ITS will be affected by the program deliverables.

Today, I write to update you on three important deliverables that are in the process of being implemented.

The first deliverable is the ITS and Campus Service Level Agreement (SLA). The purpose of the ITS and Campus SLA is to:

- Define a general level of predictability for ITS communication and services
- Reflect the business we do today and the direction we are heading
- Reference the ITS Service Catalog for clear service level descriptions
- Describe how work will be prioritized and predict response times, including a single communication process for global outages
- Include reporting on service levels

All ITS management, including the divisional liaisons, have had the opportunity to review and comment on the ITS and Campus SLA. The Senior Management Team approved the document for continued vetting with other campus leaders. It is expected that the Campus and ITS SLA will go into effect on July 1, 2007.

The ITS and Campus SLA is an agreement about how the campus initiates work with us and how we respond. We ask that the campus initiate work with us in one of the following six methods:

- Online / IT Request (itrequest.ucsc.edu)
- Phone (459-4357)
- Email (help@ucsc.edu)
- Work Orders
- Walk-Ins
- The Divisional Liaison (DL)

It is important that each of us promote these methods as part of our work in delivering services. The IT Request system is the tool we use for creating tickets and tracking many types of work. Since IT Request is still fairly new, customers may not be aware of how to use it. Please take the time to show them – this step will help reduce the amount of tickets the Support Center creates manually and empowers the customer to request help themselves.

Our initial service level goal is to assign and acknowledge all service requests or incidents within eight business hours. We acknowledge many services receive or require faster turn around time. For IT Request, this service level will be measured from the time the ticket is opened (the automated response is
sent) until the first technote is updated with follow up information to the customer. Technician follow-up can be through email, phone or in person. If you are not using IT Request to track requests or incidents, your manager will provide the method in which this service level will be reported on quarterly.

Another service level goal is to notify customers of planned service changes and maintenance. The ITS online maintenance calendar currently serves as the official schedule of changes for ITS service maintenance and outages as part of the Change Management process. Please refer to the ITS Service Outage Announcement Process to understand what to do for service changes and maintenance.

The second internally facing deliverable is the Internal Service Catalog. The Internal Service Catalog will be populated with service information as Operational Level Agreements (OLAs) and other service definition work for individual services. The Internal Service Catalog is a resource for ITS staff to access service related data from one place. The Internal Service Catalog is for ITS staff only, due to the vast amount of non-customer facing service data that will be linked from each service page. We anticipate that the Internal Service Catalog will be ready to be populated with service data on May 11. We will update you as this important resource becomes available.

The third deliverable of the DDSLA program has both outward and inward facing components. The first services to have an Operational Level Agreement (OLA), a Service Level Agreement (SLA), established monitored metrics and internally facing service information are included in the Internal Service Catalog:

- CruzMail
- CruzNet
- CruzTime
- Standard Desktop Support

The individual service level descriptions will be added to the service web page. We will keep you up-to-date as these services are completed.

The ITS and Campus Service Level Agreement as well as individual service level descriptions demonstrate our continued commitment to provide reliable and consistent service delivery to the campus. All of these agreements will be located on the ITS Service Catalog web page and within individual service web pages.

We all contribute to the successful implementation of the ITS and Campus Service Level Agreement. Thank you for your help and support.

Best regards,

Larry Merkley
Vice Provost
Information Technology