### Defining and Delivering a Service Level Agreement

**For period:** February 2007  
**Submitted by:** Ann Berry-Kline  
**Distribution:** ITSMG

<table>
<thead>
<tr>
<th>Status Item</th>
<th>Current Status</th>
<th>Prior Status</th>
<th>Status Notes:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Project Status</td>
<td>Green</td>
<td>Green</td>
<td>❑ Overall Status: The working teams are progressing mostly to plan. The OLA template has not made the review dates as scheduled however slack in the schedule will absorb the slip. I’ve added a section to Monthly DDSLA status report to include intersections with other processes, projects and existing infrastructure.</td>
</tr>
<tr>
<td>Schedule</td>
<td>Green</td>
<td>Green</td>
<td>❑ Schedule Performance: The SLA Element Discovery and OLA Element Discovery working teams are progressing as scheduled. The OLA Implementation Work Package is being defined now.</td>
</tr>
<tr>
<td>Budget</td>
<td>Green</td>
<td>Green</td>
<td>❑ Budget Performance: No budget was submitted for this project. Recommendations for tools and additional roles and responsibilities will be a deliverable of this program in order to mature the SLA Framework.</td>
</tr>
<tr>
<td>Project Risk</td>
<td>Yellow</td>
<td>Yellow</td>
<td>❑ Project Risks: The risks for this program are growing. Iterative scoping of the project will be necessary to mitigate risk. See below for an abbreviated list of risks and issues.</td>
</tr>
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### Accomplishments Since Last Report:

- **SLA Element Discovery Work Package**
  - Met with the DLs to walk through the questionnaire and timeframes for review.
  - Began a review of the SLA template. The outline of the SLA template mirrors the OLA template.
  - Presentation at CCSC.

- **OLA Element Discovery Work Package**
  - Worked on the OLA template. It is almost ready for review of a subset of ITS Managers.
  - Started to work on next steps for the OLA Implementation work package.
  - Mocked up the Network Service Activation, Move or Change service. That included an OLA, SLA, service delivery process flow chart, information for the internal service catalog, and analysis of work to complete the move the service into the new framework.

- **Identify and Document Initial SLA Framework Work Package**
  - An initial design of the internal service catalog was created. The initial design has had very positive reviews. This is an integral part of this project.

- **OLA Implementation Work Package**
  - Initial verification of the strategy with Janine and others.

- **DDSLA Program**
**Project Status Report**

- Presentation at Town Hall.
- Two work packages originally planned will be rolled into the OLA Implementation and SLA Deployment Work Packages. They are: Communication Channels WP and Metrics and Assessment WP.

### Upcoming / Next Steps:

- **SLA Element Discovery Work Package**
  - Synthesize data from the questionnaire that the DLs used with the Deans/PO and select clients.
  - Start the Document of Findings and Recommendation of Services To Work on First.
  - Finish the draft SLA template and send out for review with DLs.
  - Recommend and gain approval of the SLA Template and services to focus on at SMT.

- **OLA Element Discovery Work Package**
  - OLA template review by select ITS Managers and the SLA Element Discovery working team.
  - Integrate feedback; make necessary changes.
  - Continue to work through (OLA Implementation) next steps strategy.
  - Start Document of Findings and Next Steps (OLA Implementation).
  - OLA Template and Next Steps at ITSMG.
  - Disband working team.

- **Identify and Document Work Package**
  - Work towards solidifying the initial work plan for the internal service catalog. The internal service catalog will require development, maintenance and support that is not well understood.

- **OLA Implementation Work Package**
  - Finalize/gain approval of work package strategy by SMT.
  - Add depth and detail to the strategy. Deliverables include a work package document, resource requirements and a high-level schedule. More detail will be added when the services to highlight are recommended.

- **SLA Deployment Work Package**
  - Work on strategy for SLA deployment with Andrea and Eric.

### Process/Project/Infrastructure Intersections

These are intersections with other processes, projects or infrastructure in the division.

- **Supported Processes**
  - Incident (including Major Incident Handling) Management – alignment and deepening
  - Change Management (including the Outage Announcement Process) – alignment and deepening
  - Service Management - alignment and deepening
    - Service definition checklist
    - Service request
    - Service delivery process
  - Assessment and Governance - service vision teams and SMEs

- **Internal Service Catalog - design and development**
- **Collaboration tool – usage for internal service information**
- **CRSP validation sessions – alignment and deepening of incident and project management, resource management and service catalog**
- **Budget Advisory Committee (BAC) – moving funding to a service based approach**

### Key Issues and Resolutions (a more detailed risk and issues log is kept within the program team)

- Developing OLAs and SLAs concurrently is risky. Ensuring alignment between the two working teams is key to
mitigating this risk.

03/01 – The leaders of the OLA ED, SLA ED and Project Manager meet regularly to stay in alignment with expectations of each other’s work. Thus far, the OLA and SLA templates are in complete alignment.

- Implementation of the OLAs for highlighted services will spend resources that are already thin. Understanding the roles and responsibilities of all components of the delivery of a service will enable us to set service levels which is integral to the SLA.

03/01 – Part of the strategy for OLA Implementation will propose a plan to transition each service stating what, who and how long to SMT. SMT will allocate resources on a per service basis. This, plus other parts of the strategy are being worked on and will go to SMT as part of the OLA Template and Next Steps approval on 3/12.

- This project will highlight the capacity and alignment issues related to delivering a service or set of services. Training is necessary to help ITSMGs be able to identify and allocate capacity towards the delivery of off the shelf, altered and new services. Alignment of units to deliver these services may be necessary.

03/01 – Resource and capacity management training will be offered to ITSMGs in April. If the class is sound, more will be scheduled.

- Although staff and services have transitioned into ITS, many services have not transitioned to global services or been standardized/normalized to the service catalog. This will add complexity when putting the OLAs and service delivery processes together for a service.

03/01 – Recommend through the gap analysis and proposal of each service, the transition of globally provided services to those groups in order to simplify and standardize the service delivery process.

- Staff and tools to track, monitor and report on service level metrics are not part of the organization at this time. IT will be difficult to set and/or monitor some service levels with out adequate tools. Dicing up the responsibility to individuals across ITS will add more to staff’s workload.

03/01 – This remains an issue. Each service that goes through gap analysis and proposal will recommend what metrics will be managed and monitored. At this time, the expectation is that the metrics reported on will be minimal.

- Incentives to ensure service level and OLA compliance will require updates to yearly plans. These need to be ready for fiscal year 2008.

03/01 – This remains an issue.

For more details about the project

- [http://its.ucsc.edu/transformation/ddsla.php](http://its.ucsc.edu/transformation/ddsla.php)

<table>
<thead>
<tr>
<th>Key Upcoming Milestones:</th>
<th>Date</th>
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<tbody>
<tr>
<td>Route OLA template and document to select ITS Managers for review</td>
<td>03/05/09</td>
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<tr>
<td>SMT approval of OLA template and Document of Findings and Recommendations of Next Steps (OLA Implementation)</td>
<td>03/12/07</td>
</tr>
<tr>
<td>DL review of (first pass) the SLA template and Document of Findings and Recommendations</td>
<td>02/13 – 03/15/07</td>
</tr>
<tr>
<td>SLA template and services to highlight recommended by SLA Element Discovery working team with DLs</td>
<td>03/21/07</td>
</tr>
<tr>
<td>ITSMG introduction to the OLA template for use and next steps at ITSMG</td>
<td>03/22/07</td>
</tr>
<tr>
<td>Present (second pass) the SLA template and Document of Findings and Recommendations to SMT</td>
<td>03/26/07</td>
</tr>
<tr>
<td>OLA Implementation Work Package</td>
<td>Scheduled to start 04/07</td>
</tr>
<tr>
<td>SLA Deploy Work Package</td>
<td>Scheduled to start 05/07</td>
</tr>
<tr>
<td>Communication Plan Work Package</td>
<td>Scheduled to start 06/07</td>
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## Color Key

<table>
<thead>
<tr>
<th>Color</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>Green</td>
<td>Strong probability item will meet dates and acceptable quality.</td>
</tr>
<tr>
<td>Yellow</td>
<td>Good probability item will meet dates and acceptable quality. Schedule, resource, or scope changes may be needed.</td>
</tr>
<tr>
<td>Red</td>
<td>Probable that item will <strong>NOT</strong> meet dates with acceptable quality without changes to schedule, resources, and/or scope.</td>
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