ITTP Phase III

Celebration and Focus
Why are we here?

- Celebrate Deliverables Achieved
- Celebrate “September 1”
- Project and Program Changes
Project Deliverables

- Service Catalog
  - Published March 30, 2006
- Instructional Technology Review, Phase II
  - ITR Service Catalog Report
Project Deliverables

- Staff Transition
  - 87 Staff Transitioned to ITS on 1/1/06
  - 31 Staff Transitioned from DLs to AS/Support Center
- Transitional Service Agreements
Project Deliverables

- Change Management, Phase 1
  - Design Developed and Approved
  - Includes Process, Roles and Communication
Project Deliverables

- Server and Storage Consolidation, Phase I
  - Proof Of Concept
  - Server Risk Assessment
- Desktop Support, Phase I
  - Desktop Standards Defined
Project Deliverable

- Support Center Consolidation, Phase II
  - ITRequest
    - Within Support Center
    - All Service Providers

NEW!!!
Effective immediately, (ITS) Support Center doors are open and we are available for all your technical service and help desk support needs.

itrequest.ucsc.edu
THANK YOU
Moving Towards Closure of ITTP

Project moves

Two new projects
Moving Projects

- Infrastructure Improvement Projects
  - Storage and Server Consolidation
  - Support Center Consolidation
  - Desktop Support
  - Application Solutions
Moving Projects

- Funding Model
  - Larger Than ITTP; Campus-Wide Project
- Change Management
  - Moved to The ITIL Program
- Instructional Technology Review
  - Next Steps Under Consideration
Projects Remaining

- Nearly Completed
  - Service Catalog Project
  - Staff Transition Project
New Projects

• ITS Customer Request Process
• Defining and Delivering A Service Level Agreement
ITS Customer Request Process Project

- How does work come to ITS from Customers?
- What processes and roles are necessary?
- What metrics would we use to determine what it means to be doing a “good job”?
Defining and Delivering An SLA

- What does an SLA mean to you?
ITTP Phase III
Coming To An End

Service Catalog - Complete Sept 06
Staff Transition - Complete Oct 06
ITS Customer Request Process - Dec 06
Defining and Delivering an SLA - April 07
Questions?
Thank You For All Your Work!

Celebrate!