## Status Notes:

- **Overall Status:**
  - The Arts local service catalog was posted on in the SLA folder in the Service Catalog. Four of 10 divisions need to complete their local SLA, updated TSA or local service catalog.
  - The CruzMail OLA, SLA and other collateral are nearly complete.
  - The CruzNet OLA, SLA and other collateral are nearly complete.
  - The first IT Request Response Time Performance Report was run. 78% of all tickets were responded to within 8 business hours!

- **Schedule Performance:**
  - The program is behind its original schedule.
  - Areas behind schedule include:
    - CruzNet OLA/SLA (by 6 weeks)
    - CruzMail OLA/SLA (by 6 weeks)
    - CruzTime OLA/SLA (TBD)

- **Budget Performance:**
  - Budget expectations for this project are net 0.

- **Project Risks:**
  - Ensuring the ITS and Campus OLA is completed to support the SLA.
  - Ensuring the 5 remaining DLs complete their local service support discussions with their PO.
  - Bandwidth of staff to complete OLAs and service level descriptions for the 4 services.
  - Completing the roles and responsibilities from a variety of areas that this program touches so that staff understand new expectations.

## Accomplishments Since Last Report:

- **OLA/SLA Implementation Work Package**
  - The CruzMail OLA and SLA were reviewed by the DLs. Feedback given was integrated. The DLs, as a group, agreed the CruzMail OLA and SLA were an accurate representation of the current service. The documents were sent to SMT for review. The outcome from the SMT meeting was that the SLA needed to have more service level descriptions that help bound the service. The feedback received was integrated into the current version of the CruzMail SLA. The OLA and SLA was represented to the DDSLA Sponsors. Issues still remain and the OLA/SLA have not been accepted.
    - This work package is behind schedule.

  - The CruzNet OLA/SLA were reviewed by the DLs. Feedback given was integrated. The CruzNet OLA and SLA were sent to SMT for review. The outcome from the SMT meeting was that the SLA needed to clarify the currently delivered service description. The CruzNet OLA/SLA team met with Brad and Doug to review the service as delivered and the roadmap items to be dealt with starting this fall once ITAIC begins to meet again. Ann and Adele updated the OLA, SLA, and service page. The SLA was reviewed with the CruzNet OLA/SLA team.
    - This work package is behind schedule.
The Desktop Support OLA/SLA team has met 3 times this month. The team has started to complete the OLA. The service delivered as of 9/1 is what is being captured. Due to schedules, this work package is on a very tight schedule.

A project proposal was written and resources were requested for completing the CruzTime OLA and SLA. Feedback for when to begin this work was the beginning of October due to CruzMail Stabilization efforts, upcoming cluster efforts and start of the quarter. This work package would start technically after the close of the DDSLA project. Stay tuned for developments of this work package!

**SLA Deployment**

The Arts service catalog and UR/CO local SLA were posted to the SLA folder in the service catalog. A project change control form was completed and approved by the DDSLA sponsors that documents the staggered completion dates or changes from the original deliverable of the following divisions:

- Arts – Completed 7/20. No signature necessary.
- UNEX – Will not be completed for the DDSLA program; will be added as a deliverable to the SCV plan.
- BAS – estimated completion is end of July
- SocSci – estimated completion is 7/27
- Student Affairs – estimated completed is end of September
- Library – estimated completion is late-July

Work completed on the ITS and Campus OLA that supports the ITS and Campus SLA. This included:

- The tickets in the “Not Known” division were researched. Once understood how tickets came into this grouping, a recommendation was made to clean up the data for future reports and post the report as is.
- SMT reviewed the IT Request Response Time Performance Report. The director’s want this report routed monthly for the next 3 months. The quarterly report, which is our baseline, will be posted to the web. The workflow, roles and responsibilities, and a standard cover were finalized. The report and cover were routed to SMT.
- Major Incident Handling training was schedule for support center and data center folks for the end of August.

**Campus Communication Plan**

- A communication was sent to Principal Officers regarding the ITS and Campus SLA.
- A letter from Larry to Campus has been drafted and is in review.

Began the project proposal for the next services to work on.

- Gathered requirements; wrote the situation/problem/opportunity
- Wrote the goal statements. The DDSLA sponsors have reviewed and revised the goals statements.
- The list of services that fit the requirements were identified and due to the size of the list, a way to prioritize the list was discussed.

**Upcoming / Next Steps:**

- **OLA/SLA Implementation Work Package**
  - For CruzMail, hand off the CruzMail OLA and SLA to the CruzMail Service Manager in early August.
  - For CruzNet, hand off the CruzNet OLA and SLA to the Infrastructure Service Manager in mid-August.
  - For CruzTime, get the team organized along with meetings on calendars starting in early October. Validate that the standard processes of incident, major incident and change management are in place, complete the OLA, SLA and necessary process flows.
  - For Standard Desktop Support, finish drafting the OLA and SLA. Review with the DLs and SMT.

- **SLA Deployment Work Package**
  - 4 DLs to complete negotiations with Principal Officers regarding local service support.
  - Pursue, document and solidify the ITS and Campus OLA that supports the ITS and Campus SLA.
  - Ensure Major Incident Handling is understood by support center and data center folks.
Project Status Report

- DDSLA Program Team
  - Meet with the Program team and the DDSLA Sponsors to help mitigate and manage the program.
  - Update the OLA and SLA templates to reflect recent lessons learned. Replace the “old” templates.
  - Start the closure documentation.
    - PMG Closure document
    - Lessons learned
    - The “Transitional Service Team” process enhanced with other new service management tools recently developed.
    - Roles and responsibilities
    - Recommendations for enhancing the SLA process

- Campus Communication Plan
  - Complete and send the letter from Larry to campus.

- Finalize the plan to complete service level descriptions for services.

Key Issues and Resolutions

- Documenting new and updating existing roles and responsibilities has not been completed for this program yet. As OLAs and SLAs are completed, new roles and responsibilities will need to take effect. This documentation is necessary but will be completed JIT.
  08/01 – Roles for support and maintenance of the OLA and SLA template are complete. The roles for the support and maintenance of completed OLAs and SLAs was worked on but more detail is needed.

- Implementation of the OLAs and SLAs for highlighted services will spend resources that are already thin.
  08/01 – This remains a high risk and requires a schedule change. Resources are thin between CruzMail and CruzTime. After some resource leveling, the CruzTime OLA/SLA team will start to meet in October that is outside of the projected project timeline. Ann and Steve have some work to do yet to see if the timeline could be stream lined.

- Staff and tools to track, monitor and report on service level metrics are not part of the organization at this time. This project is a net zero project which will require me to recommend tool and process projects to help mature the SLA framework. It is be difficult to set and/or monitor some service levels without adequate tools. Dicing up the responsibility to individuals across ITS will add more to staff workload.
  08/01 – This remains an issue. The expectation set from the beginning of this project is that the metric(s) reported on will be minimal. The ITS and Campus SLA default metric is response within 8 business hours. Aging bucket target metrics are also viable for all services using IT Request. Availability, system performance and other metrics are out of reach without the appropriate tools or add ons.

- The role of monitoring metrics will need to be delegated on a per service basis depending on the metric chosen. The role of setting the metric(s) to be managed will be with the service team. An over arching vision for metrics would help service teams work towards a common vision.
  07/01 – This will be documented in the Roles and Responsibilities document near the end of the program.

For more details about the project

- 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>4 DLs finish negotiations with PO regarding local service support</td>
<td>09/01</td>
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<tr>
<td>Ensure MIH training is completed</td>
<td>08/20</td>
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<tr>
<td>CruzMail</td>
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<tr>
<td>Complete CruzMail project work</td>
<td>08/02</td>
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<tr>
<td>CruzNet</td>
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<td>Complete CruzNet project work</td>
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<tr>
<td>CruzTime</td>
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<tr>
<td>Start Cruztime project work</td>
<td>10/01-11/15</td>
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## Project Status Report

- **Global Desktop Support**
  - Finish Desktop Support project work | 09/01
- **Pursue, document and implement ITS and Campus OLA** | 09/01
- **Complete the plan to complete service level descriptions for services** | 09/01
- **Capture and document all new roles and responsibilities** | 09/01
- **Complete closure documentation** | 09/01

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<th>Description</th>
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<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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