# Project Status Report

## Defining and Delivering a Service Level Agreement

<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><strong>Green</strong></td>
<td><strong>Yellow</strong></td>
<td>- Overall Status: The Standard Desktop Support OLA and SLA were reviewed and approved by the DLs and SMT. The resulting collateral is in the process of handoff to the appropriate groups. The Next Services Recommendation was presented to SMT in early October. The document is now available on the DDSLA website. Completed documentation of the OLA/SLA process and handed it off to the IT Services group. Several work items were moved out of the DDSLA program to other responsible parties. DDSLA Change #3 captures these changes. The DDSLA Closure document was completed and is located on the DDSLA website. The DDSLA Program Recap, Lessons Learned and Recommended Follow-on Projects/Work document was completed and reviewed by the DDSLA Sponsors. The document will be reviewed by the team leads and when completed added to the website.</td>
</tr>
<tr>
<td>Schedule</td>
<td><strong>Green</strong></td>
<td><strong>Red</strong></td>
<td>- Schedule Performance: The program is behind its original schedule. The program is now scheduled to close on November 9th.</td>
</tr>
<tr>
<td>Budget</td>
<td><strong>Green</strong></td>
<td><strong>Green</strong></td>
<td>- Budget Performance: Budget expectations for this project are net 0.</td>
</tr>
<tr>
<td>Project Risk</td>
<td><strong>Green</strong></td>
<td><strong>Yellow</strong></td>
<td>- Project Risks: None</td>
</tr>
</tbody>
</table>

### Accomplishments Since Last Report:

- **OLA/SLA Implementation Work Package**
  - The Standard Desktop Support (SDS) OLA/SLA were reviewed and approved by the DLs and SMT. Handoff of the resulting collateral is underway. This work package will close when the collateral handoff is complete.
  - The CruzTime OLA/SLA work package was moved out of the DDSLA program to Steve Kennedy in IT Services.

- **SLA Deployment**
  - The remaining local SLAs (BAS, SocSci, SA, and Library) were moved out of the DDSLA program to Bill Hyder, Director of CRM.

- **Campus Communication Plan**
  - The letter from Larry to Campus will not be sent. This change was documented in DDSLA change #3.
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- Present the “Next Services Recommendation” to SMT.
- Finished work with IT Services to transition roles and responsibilities and work for the OLA and SLA templates.
  - Updated the OLA and SLA templates, roles and responsibilities.
  - We have nearly completed documenting the OLA/SLA process for existing services along with a flowchart. This is a step in moving the work of this project to IT Services operations.

- **Closure**
  - Completed the DDSLA Recap, Lessons Learned and Recommendations. One review remains. It will then be posted to the DDSLA website.

Upcoming / Next Steps:

- **OLA/SLA Implementation Work Package**
  - Finish handoff of the SDS OLA/SLA collateral.

- **SLA Deployment Work Package**
  - Pursue, document and solidify the ITS and Campus OLA that supports the ITS and Campus SLA.

- **DDSLA Program Team**
  - Meet with the DDSLA Sponsors to help mitigate, manage, and close the program.
  - Complete the closure documentation.
    - Finish review process for the Recap, Lessons Learned and Recommendations

Key Issues and Resolutions

None

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