
**Action Items:**
* John and Rich to bring elements of services provided to help us continue to work through the OLA discussions. These would be an element (DNS management) with description of work/activity, response time, contact person, necessary info to produce/provide the element, and if appropriate cost information.
* Ann to continue to refine the format of the OLA template for readability and useability.

**Agenda**
* Review the template
* Try it out with server hosting information
* Learn what works/what doesn't with the template and current culture

**Meeting Minutes:**
- The team reviewed the Rev0 template that was sent out by Ann. This template included the various elements from two different sample OLAs that the team reviewed in our previous meeting.
- Looking at the OLA's from a functional viewpoint, we identified and discussed the following potential OLA's
  1. Server Administration
  2. Network Services (example of services: IP Addresses, Network Connectivity, DNS Mgmt)
  3. Security Services
  4. Help Desk
  5. Apps Solutions (example of services: Support & Maintenance)
  6. Telecom
  7. Media Services

The understanding is that these OLA's would feed into SLA's as appropriate.

Discussion primarily around OLA element of 'Supported Services and Charges' vs 'Service Scope and Service Components'.

Team to continue to work thru the elements in our Rev0 template. Using a real life example for next week.

**Parking lot**
* Project support related to OLA's was tabled for now since we wanted to focus on elements related to a existing service like Server Hosting.
* Service Catalog, while our main source of SLA's and potential OLA's, it was brought up that currently LITS work is not in the Service Catalog. Thus all services are not in the catalog.