OLA elements team

**OLA elements Discovery team**

- **1 our goal**
  - 1.1 anOLA template
  - 1.2 OLAs stack up to create service levels
  - 1.3 we can't do SLAs until we know what we are going to do

- **2 committee**
  - 2.1 ann berry-kline
  - 2.2 adele gurzon
  - 2.3 linda rosewood
  - 2.4 leslie geary
  - 2.5 john hammond
  - 2.6 alan yoder
  - 2.7 richard chew (absent)

- **3 deliverables of this committee**
  - 3.1 create an OLA template
  - 3.2 create a document of "findings"
    - 3.2.1 touchoints with other projects
    - 3.2.2 etc, these are outlined in the work package
  - 3.3 part of the DDSLA project
    - 3.3.1 its.ucsc.edu—ddlsa.php
    - 3.3.2

- **4 our group**
  - 4.1 will meet between now and the end of March

- **5 things Ann needs**
  - 5.1 Ann is temporarily leading this team
    - 5.1.1 but team should be lead by a svc provider
    - 5.1.2 there are 3 svc providers at this table
    - 5.1.3 discussion of why svc provider is better
    - 5.1.4 Adele will eventually lead the team
  - 5.2 a documenter
    - 5.2.1 adele will be the documenter
    - 5.2.2 ann can help her
    - 5.2.3 linda will take notes in meetings
    - 5.2.4 adele will write the final document

- **6 review of research/resources**
  - 6.1 it is not rocket surgery
6.2 why is it so hard
   6.2.1 one of our findings will be why there are barriers to creating/implementing

6.3 implementation of new SLA includes gap analysis
   6.3.1 where are we not meeting client needs
   6.3.2 discussion of current TSAs
   6.3.3 we will be using TSAs in gap analysis

7 discussion of DITY newsletter
   7.1 first element in place is the service catalog
   7.2 then review how IT departments will assure services
   7.3 we've already done this
   7.4 the sla team will recommend the highlighted services
      7.4.1 likely to be the services in the TSA roadmap
   7.5 discussion of what a service provider is
      7.5.1 organization based
      7.5.2 or service based
   7.6 discussion
      7.6.1 where are OLAs going to fit?
      7.6.2 how far down will they go?
      7.6.3 maybe the definition of a svc provider isn't as important as the definition of the process, with a time metric and a quality metric.
      7.6.4 example
         7.6.4.1 do you want an OLA for "server provision"
            7.6.4.1.1 or "purchase server"
            7.6.4.1.2 rack server
            7.6.4.1.3 network server
            7.6.4.1.4 etc
      7.6.5 question: does the SLA project have the possibiity of restructuring the organization? we could recommend
   7.6.6 sd SLA's and OLAs be agnostic to the organizational structure
   7.7 looked at example OLAs
      7.7.1 from Duke
      7.7.2 from the DITY newsletter
   7.8 again, what is a svc provider, where are the borders
      7.8.1 if we start with the director/manager group level
         7.8.1.1 concerns: does this reinforce silos?
         7.8.1.2 management structure does
         7.8.1.3 but agreements between groups doesn't
         7.8.1.4 OLAs objective is to take the objection to silos out of the picture
## OLA elements Discovery team

- 7.8.1.5 as long as they are talking, that's good.
- 7.8.1.6 the agreement wouldn't break down the silo anyway
- 7.9 maybe this question doesn't matter
- 7.10 perhaps the borders are where the roles fill different parts of the process
- 7.11 unless there is a manager responsible for the delivery, then you can't enforce the OLA
  - 7.11.1 how many of the manager roles there are, depends on how deep you go

## 8 next week

- 8.1 look at the service catalog
- 8.2 how IcM works into OLAs
- 8.3 and TSAs