OLA Element Discovery Working Meeting Minutes
1/22/07

Action Items:
The purpose of today’s meeting was to continue to look at areas that touch, affect or shape the OLAs.

Team members are to look through the TSAs to understand services that LITS are providing and unmet needs in the divisions.

Ann to send Janine a list of issues for escalation at SMT.

The meeting:

We looked through the service catalog. We talked about the different elements that comprise a service such as cost, definition, supported hardware/software, tiered support and standards.

We looked at the CRISP process for how work would come into the division to be assigned. Work would come into the division as a request. That request would be assigned as Incident (service not working properly), standard service (off the shelf), or altered service (service needing consultation). Today, most of our services are considered altered services.

We looked at two OLA templates from our research package.

We tried to apply current understanding of an OLA to specific services.

OLA definition
“An OLA defines the interdependent relationships among the internal support groups working to support an SLA. The agreement describes the responsibilities of each internal support group toward other support groups, including the process and timeframe for delivery of their services. The objective of the OLA is to present a clear, concise and measurable description of the service provider's internal support relationships.” From OIT Duke

We talked about a variety of elements that were important for today’s ITS environment. They are:
- Hours of operation
- Escalation and statusing procedures
- Roles and Responsibilities
  - Including Service Manager
  - Service Provider
  - Service Owner or the one accountable for the delivery of the service
- Time necessary to complete your part of the service
- Process of service delivery
- Metrics and monitoring
The team hit on a variety of issues that impair the implementation of the OLA but not necessary the development of the OLA template.

1) There is not a Service Manager for each service category.
2) Capacity to deliver a given service is not well understood. No resource management algorithm is in use or applied across ITS units. This issue grows exponentially when looking at multiple services being delivered by the same person or unit. In addition to finding an acceptable resource management algorithm, percentages of staff time devoted to services needs to be broken out by (for example) critical, needed and optional services. This can be broken out into two different categories:

Standard (off the shelf) services – One service = the service requested
Altered (needing consultation) services – Multiple services = the service requested

In many cases, response time is associated with service level that translates into understanding the capacity it takes to deliver a service.