OLA Element Discovery working team minutes
1/29/07

Attendees: John, Adele, Leslie, Ann, Alan

Action Items:
Ann will mock up an OLA template for use at our next meeting.

The team reviewed our deliverables and timeline
OLA Template – by 2/21
Review by select ITS Managers - by 2/27
SMT review on 3/12
ITSMG OLA workshop on 3/23

We reviewed the campus roadmap statements. Those are:
Web development
Server consolidation
Enterprise Applications- CLP
Department Apps – Support/Maint
Desktop Support
Incident Management (urgent)

We talked about dependencies that this project has on service definition, service processes (for request) and metrics and monitoring

We talked about OLAs+ Service Delivery Process+ Service Level = SLA.

We started by lining up 3 OLA templates and talking about each section. We decided on an outline and started deciding which OLA template did the best job for each section. Ann will mock up an OLA template for use at our next meeting. The team decided to use virtual server hosting as the test case for the OLA template. This will help identify gaps in the OLA, issues surrounding the OLAs and service delivery process and the OLA implementation process. We will branch out to other services there after.

The team was able to identify the following issues:
- Currently there is no one to manage and monitor service levels. This includes metrics gathering and reporting. This includes tools, processes and staff to collect data.

- Currently there is no one to manage and monitor service delivery. This includes coordinating and shepherding service requests to completion.

- Existing response times to service and incident requests.