OLA ED, SLA ED Touch base
01/30/07

Attendees: Andrea, Adele and Ann

Andrea, Adele and Ann met to ensure that OLA and SLA template creation is in alignment. Andrea communicated elements that her team illustrated was important to an SLA. There were:

Global SLA:

- Builds on the TSA Template
- Defines a general level of predictability for ITS communication and services
- Reflects the business we do today and the direction we are heading
- References the service catalog
- Describes how work will be prioritized and predicts response times
  Communication process for Global outages
  - Includes reporting on service levels

- General Expectations
  - How long information is relevant:
  - How changes to service levels will be communicated
  - Proposed changes to services w/in the SLA timeframe

- Support Center is the first point of contact and provides:
  - Consistent and predictable status communication
  - Incident management
  - Escalation to ITS service providers
    - Consistent communication protocol as a request moves from unit to unit
    - Everyone works in ITR

- Roadmap to getting information:
  - Directions for requesting new services
    - Communication regarding New Services based upon CRISP taxonomy

Service SLAs including Local Services (Appendix B)

- Service Category
- Description
- Contact and hours info
- Response time
- Prioritization
- Escalations
• Reporting on service levels
• Cost

Andrea also talked about the development of the tool that she will introduce to the DLs today.

Adele and Ann shared the first draft OLA template with Andrea that included elements that have been illustrated as important. The first draft of the OLA template is out on the DDSLA website in the minutes section.

We talked about the role of shepherd or coordinator of a service request from request to completion. This role includes service management, coordination, and shepherding and technical knowledge.

The SLAs don’t really come to shape unless we have the ability to manage, monitor and gather metrics for services with committed service levels. This role includes tools, process and staff to complete this. No one in the organization does currently does this.

We talked about if OLAs should be serviced based or if groups should have OLAs and as a service process is developed, those OLAs are used. It will be something the OLA ED team works through and tests.

Each of us acknowledged that Aaron’s participation in these meeting would be necessary soon as we need to add the SLA elements and corresponding information to the service catalog. Development of the internal service catalog or where the OLAs live and connect to the service catalog need to be worked out as well.