We started the meeting by validating the state of the OLA template. It is in good shape. We validated that the SLA template will follow the same outline. Most of what we are engaged in now is the implementation issues with these templates. Ann introduced a picture to help identify and quantify each of those areas. The picture is attached. Notes regarding the remainder of the meeting follow the picture.

We started with the OLA template and progressed to the global service agreement. In practice, customer need will be the starting the place for this process. The OLA templates will be filled out on a per group or unit bases. It will not reference services but be a menu of what the unit provides/does. We validated that the OLA will outline the communication protocol, work performed, metrics/assessment/KPIs to help manage delivery of work, and roles and responsibilities.

**Work Item:** We identified that the OLA template needs to be reviewed and settle a bit.

**Work Item:** We identified that the OLA templates need to be filled out bit groups/units in ITS for the services that are recommended.

The next step is documenting the service delivery process. We identified that this is a huge piece of work.
**Work Item:** We identified that there needs to be a service owner for each service.

We talked about what a “service” is. Is it Desktop Support or is it backups within Desktop Support. For the sake of the SLA we are leaning towards staying at the higher level. In Desktop Support service, that means that the delivery of a “service” could have 20 or more delivery process flows depending on which part of the service you are requesting. When the services are selected, we will need to be clear which process flows will be developed as a scoping piece.

**Work Item:** Part of the work of developing the service delivery process flows will be to identify gaps and recommend how to proceed to SMT as resources will be necessary to fill gaps.

Some actions from recommendations lead to another project unto itself; some will remain as part of DDSLA.

The service delivery process flow and related OLAs for a service will need to be kept in a singular holding area. Ann had been calling that the Service OLA but is really the up and coming Internal Service Catalog. In here the service owner is listed, the service providers along with their contact names and numbers, technical information about the service, the service delivery process and how to support this service (incidents, under what circumstances the service progresses to major incident handling, etc). The internal service catalog will need to be viewed by ITS staff.

**Work Item:** Ann has an action to work with Aaron about each of the areas in the process that require linking into the ITS web pages/Service Catalog.

Linking the OLAs to the SLAs will require forethought and resources.

The internal service catalog is a detailed version of the service. The external service catalog is the customer/client view of the service. It contains only that information appropriate to the customer/client.

The SLAs will refer to services in the service catalog. The Global Service Agreement will highlight the SLAs in place plus how to work with ITS, etc.

**Work Item:** Although this is deliverable already for the DDSLA program, I’m mentioning it again here. A plan to implement this process for all services will be developed.