Defining and Delivering a Service Level Agreement

For period: September 2007
Submitted by: Ann Berry-Kline
Distribution: ITSMG

<table>
<thead>
<tr>
<th>Status Item</th>
<th>Current Status</th>
<th>Prior Status</th>
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</thead>
<tbody>
<tr>
<td>Overall Project Status</td>
<td>Yellow, Red</td>
<td>Yellow, Red</td>
</tr>
<tr>
<td>Schedule</td>
<td>Red</td>
<td>Red</td>
</tr>
<tr>
<td>Budget</td>
<td>Green, Green</td>
<td>Green, Green</td>
</tr>
<tr>
<td>Project Risk</td>
<td>Red, Yellow</td>
<td>Yellow, Red</td>
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Status Notes:

- **Overall Status:**
  The Standard Desktop Support OLA and SLA are prepared as much as possible given gaps in service transition and delivery that need to be solidified before proceeding with the OLA/SLA review cycle.
  
  SDS metrics were chosen (the initial set) and reporting of those metrics is being pursued.
  
  The Next Services Recommendation was completed and will be presented to SMT in early October.
  
  Documenting the OLA/SLA process for existing services is nearly complete. This is a step towards moving the work of the project to operations in IT Services.

- **Schedule Performance:**
  The program is behind its original schedule.
  
  Areas behind schedule include:
  - Standard Desktop Support OLA/SLA (8-10 weeks)
  - CruzTime OLA/SLA (8 weeks)
  - Local SLAs, Updated TSAs or service catalogs – 4 divisions have not completed yet (6-8 weeks)

- **Budget Performance:**
  Budget expectations for this project are net 0.

- **Project Risks:**
  - Ensuring the 4 remaining DLs complete their local service support discussions with their PO.
  - Completing mitigating actions to move the SDS OLA/SLA forward.

Accomplishments Since Last Report:

- **OLA/SLA Implementation Work Package**
  - The Standard Desktop Support (SDS) OLA/SLA team prepared the OLA and SLA as much as possible. A number of outstanding issues (gaps in service definition) exist that has stopped the OLA and SLA from going to review. These issues along with recommended mitigations will be reviewed with the DDSLA Sponsors before continuing the review of the OLA and SLA.

  A set of metrics has been identified and the reporting is being pursued. The set of metrics include:
  - % of desktop incidents resolved on first contact with client by Support Center (target: 80%)
  - Average number of open desktop support tickets
  - % desktop tickets completed within 2 days
  - Number of unresolved desktop tickets each day (show daily graph over time)

  This work package is behind schedule. A new completion date has not been determined yet.
No progress was made with the CruzTime OLA/SLA. The work package is scheduled to begin in mid-October.

### SLA Deployment
- Little progress has been made this month on the local SLAs, updated TSA or service catalog:
  - BAS, SocSci—estimated completion is unknown
  - Student Affairs – A presentation was made to SA. The local SLA will be reviewed and it is estimated that it will be signed in the end of October.
  - Library – The Library is going through a major transition in its administrative structure that effects how ITS and the Library interact. As this transition solidifies so will the local SLA/Service Catalog. It is estimated that the local SLA will be completed in early November.
- The ITS and Campus OLA that supports the ITS and Campus SLA is being worked on. Compliance with the ITS and Campus SLA is also a part of this work.

### Campus Communication Plan
- No progress - A letter from Larry to Campus has been drafted. The communication will be sent to “campus” soon.
- The ITS and Campus SLA was changed to html. A copy of the signed pdf is still online as well.
- Completed the “Next Services Recommendation” to the DDSLA Sponsors.
- Finishing work with IT Services to transition roles and responsibilities and work for the OLA and SLA templates.
  - Updated the OLA and SLA templates, roles and responsibilities.
  - We have nearly completed documenting the OLA/SLA process for existing services along with a flowchart. This is a step in moving the work of this project to IT Services operations.

### Closure
- Completed the DDSLA Closure document
- 70% complete with the DDSLA Recap, Lessons Learned and Recommendations

### Upcoming / Next Steps:

#### OLA/SLA Implementation Work Package
- For the CruzTime OLA/SLA project, get the team organized and get meetings on calendars starting in mid October. Validate that the standard processes of incident, major incident and change management are in place, complete the OLA, SLA and necessary process flows.
- For the SDS OLA/SLA project, conduct a Project Review, mitigate issues and complete the DL and SMT review of the OLA and SLA.

#### SLA Deployment Work Package
- 4 DLs to complete negotiations with Principal Officers regarding local service support (BAS, SocSci, SA, Library)
- Pursue, document and solidify the ITS and Campus OLA that supports the ITS and Campus SLA.

#### DDSLA Program Team
- Meet with the DDSLA Sponsors to help mitigate, manage, and close the program.
- Complete the closure documentation.
  - Recap, Lessons Learned and Recommendations
  - Present the Next Services Recommendation to SMT
  - Present the Recap, Lessons Learned and Recommendations

#### Campus Communication Plan
- Send the letter from Larry to campus. This communication also serves as a notice to campus that the IT Transformation is closed with the completion of the ITS and Campus SLA.
- Present at CCSC.
- Transition DDSLA collateral deliverables to operations
Project Status Report

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- Transition DDSLA collateral deliverables to operations
  - Finish work with IT Services to transition and integrate DDSLA collateral into the IT Services Service Management Methodology.

Key Issues and Resolutions

- Staff and tools to track, monitor and report on service level metrics are not part of the organization at this time. This project is a net zero project which will require me to recommend tool and process projects to help mature the SLA framework. It is be difficult to set and/or monitor some service levels without adequate tools. Dicing up the responsibility to individuals across ITS will add more to staff workload.
  10/01 – Having a metrics vision and ways to get a performance metrics will be documented as a recommendation of the DDSLA program.

- NEW The Standard Desktop Service OLA and SLA are prepared as much as possible however there are too many gaps to move forward with the review process.
  10/01 A project review will be conducted on Oct 9 with the DDSLA Sponsors to mitigate or reduce the number of gaps remaining.

- NEW No status is given for 2 of the 4 local SLAs, updated TSAs and/or service catalogs. No estimated completion dates are given.
  10/01 The remaining local SLAs are 4 months late from their original schedule. These may need to be written out of the program and transferred to Bill Hyder, Director of CRM, as we near the completion of the other deliverables.

For more details about the project

- [http://its.ucsc.edu/transformation/ddsla.php](http://its.ucsc.edu/transformation/ddsla.php)

<table>
<thead>
<tr>
<th>Key Upcoming Milestones</th>
<th>Date</th>
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UC Santa Cruz

Information Technology Services
### Color Key

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<thead>
<tr>
<th>Color</th>
<th>Description</th>
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<tbody>
<tr>
<td>Green</td>
<td>Strong probability item will meet dates and acceptable quality.</td>
</tr>
<tr>
<td>Yellow</td>
<td>Good probability item will meet dates and acceptable quality. Schedule, resource, or scope changes may be needed.</td>
</tr>
<tr>
<td>Red</td>
<td>Probable that item will <strong>NOT</strong> meet dates with acceptable quality without changes to schedule, resources, and/or scope.</td>
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