## Project Work Package

### Project Name: Defining and Delivering an SLA

**Task ID or Description:** SLA Element Discovery  
**Assigned To:** Andrea Hesse  
Brian Duisenberg, Aaron Melgares, Naomi Gunther, CT/srv, Eric Mitchell, Leslie Geary  
**Due Date:** 1/8/07 - 06/01/07

### Deliverables for this Work Package

- SLA Template
- **Summary of findings**

Intersections with existing work/projects

# BAC, Assessment, CRSP, Metrics, ITIL and PM Process, Service Catalog, policy/procedures, internal service catalog, Outage Announcement Process

* Gap analysis and recommendations regarding intersections
* External and Internal Research performed
* Additional tool and process needs, if necessary
* Barriers and possible mitigations to implementation
* Recommendation of services to highlight in the SLA
* Any additional next steps/tasks for deploying the template

<table>
<thead>
<tr>
<th>Subtask ID #</th>
<th>Description of Work</th>
<th>Dates</th>
<th>Notes</th>
</tr>
</thead>
</table>
| 1            | Identify team       | 01/08/07 | Review charter, deliverables, schedule, checklist  
Identify documenter  
Look over SLAs from other higher ed  
Look over our TSA  
Bring SLA input from Desktop support, Server, Telco |
| 2            | Team meeting        | 01/09/07-01/15/07 |  
| 3            | Send notice to the DLs about Lessons Learned meeting | 01/08/07 | Service Catalog  
Processes  
OLAs (in general)  
Phone Interview (include OLA ED) |
| 4            | Team meeting        | 01/16/07-01/20/07 | Recap Lessons Learned  
Document Lessons learned  
Document SLA summary of research |
| 5            | DL meeting          | 01/16/07 | TSA Lessons Learned |
| 6            | Team meeting/items during the week | 01/22-29/07 |  
| 7            | Check in with OLA Element Team | 02/01/07 |  

UC Santa Cruz  
Information Technology Services  v1.0
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---|---|---|---
8 | Prepare presentation of findings for DLs/Bill/Janine | 01/30/07-02/06/07 | Prepare presentation
9 | Team meeting | 02/07-14/07 | Work on questionnaire/work item for DLs to “survey” clients/customers
10 | Present findings at DL meeting  
Give questionnaire/work item to the DLs | 02/13/07 | The DLs have 3 weeks to provide input; encourage input prior to the 3-week end time.
11 | Check in with OLA Element Discovery Team | 02/14/07 |
12 | Start writing document noted in header with known data | 02/14/07 |
13 | Check in with OLA Element Discovery Team | 03/01/07 | Synthesize data from DLs
Make initial observations about Services to highlight and/or SLA template
14 | Team meeting | 03/08-14/07 |  
15 | Check in with OLA Element Discovery Team | 03/15/07 | Work on template, recommendation of highlighted service(s)
16 | Team meeting and outside work | 03/15-22/07 |  
17 | Complete document as noted in the header | 03/15-22/07 |
18 | Present (first pass) the SLA template (Part A), document of findings and recommendations to the DLs | 03/21/07 | Remember to invite Janine
19 | Make any necessary changes | 03/21-25/07 |
20 | Present (second pass) the SLA template (Part A), document of findings and recommendations to SMT | 03/26/07 |
Deliverables for this Work Package

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<tbody>
<tr>
<td>21</td>
<td>Present (third pass) the SLA template (Part A), document of findings and recommendations to ITSMG. What does this mean to me?</td>
<td>04/25/07</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Give to DLs to present to Deans/AD/POs (hand off to Next Work Package- Deploy the SLA Framework)</td>
<td>04/26/07</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Present to ITC</td>
<td>05/02/07</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Celebrate!</td>
<td>05/02/07</td>
<td>A job well done!</td>
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</tbody>
</table>