Global SLA covers ITS “utilities”
Importance of clarity

General Level of Predictability
- General Expectations:
  o How long information is relevant
  o How changes to service levels will be communicated
  o Requests for comment on proposed changes to services w/in
    - Engagement of Change Mgmt Process Caveat: CM refers to CIs not Services
    - SLA could point ITIL processes

Service level for central point of contact:
- Consistent and predictable status communication
- Support Center needs to know who supports what services – which SLA applies
- Communication protocols – what happens as a request moves from unit to unit w/in ITS
- Roadmap to getting information:
  o Defining a path to help—who is the best first point of contact?
  o Accessing services from other divisions – eg. Cruzcat
  o Directions for requesting new services

- What happens to Appendix A? How to update and when?
  o If services are well defined then is appendix A still relevant?
  o Service catalog includes roadmaps

- How to do we describe prioritizations (reasonable person standard)
  o Decision making matrices – resulting in a score (see change request)
  o Localized by integrating requirements

Notes:
- Intersection/alignment with Crisp project
- Maintenances calendar as a resources (forward schedule of changes)