# Staff Transition Project

## University of California, Santa Cruz

### Staff Transition Project

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

### Status Notes:

- **Overall Status:**
  The prior status of this project was not quantifiable thus all red. The Staff Transition Project as a whole is severely late. That said, the project plan has been written and is in review. Good progress is being made with the job descriptions and scheduling to have the roster filled out for discussion by the DLs. Excellent progress is being made in creating a detailed plan to start the support center rotations. Many issues open.

- **Schedule Performance:**
  On targeted schedule.

- **Budget Performance:**
  On budget with reservation. SMT needs to work out allocation of fewer FTE/$ than originally anticipated.

- **Project Risks:**
  The assignments of staff, at least those in this first transition for Support Center, need to be solidified. Rotations are being based on specific divisions, competencies and geographic location. The deliverables for the first phase of the Desktop Support Project need to be in place before the rotations can begin.

### Project Metrics vs. Plan:

| Schedule: 0% behind (specifications) | Budget: 0% over |

### Accomplishments Since Last Report:

- The project plan has been written and is being reviewed by Bill Hyder, Mark Cianca, Linda Rosewood, Vicki Davis and George Sisson.
- The IT staff roster was finalized on 1/1/06.
- A table with pertinent roster information to help assign, plan and track staff during the transition.
- Bill has on the 3/1 DL council agenda to talk about the Staff Transition Project Plan (review) and filling out the roster with potential assignments for staff as a basis for discussion.
- The Support Coordinator job description was created; the job was posted on 2/21. The committee membership is confirmed.

### Upcoming / Next Steps:

- Comments from the DLs will be incorporated into the project plan.
- The project plan will be taken to SMT to be “blessed”.
- On the agenda for the 3/15 DL meeting is to reconcile the IT staff assignments.
- Interviews for the Support Coordinator positions will begin in mid-March. Offers could be made in March.
- The DLs will ensure that the LITS job descriptions are up-to-date knowing that they will change as we progress through the transition.
- DLs to provide Vicki Davis with specific information on where computers (by platform) and IT office space is located. Also needed is the DLs best guess at how many macs and pcs are located, by building, and where IT office space is for those staff slated to move into the Support Center.
- Bill to take approach issues to SMT for discussion and resolution.
### Key Issues and Resolutions

- The 3 FTE for starting the staff transition in the Support Center need to be hired and trained by May 8th.
- The assignments of staff, at least those in this first transition for Support Center, need to be solidified. Rotations are being based on specific divisions, competencies and geographic location.
- The deliverables for the first phase of the Desktop Support Project need to be in place before the rotations can begin.
- SMT needs to agree on approach to the following issues:
  - Time the transition of staff that serve multiple ITS functions (how to track or pick up unmet needs)
  - Additional services not identified in the original survey
  - Fewer FTE than originally planned (how does this affect what the ITS units are planning on/what services can be provided)
  - Growth since the survey was taken.
- Staff turnover is an issue that impacts the transition of staff for CRM (Support Center). The demand for support is hindering the ability to use open FTE for “priming the pump”.

### Other Issues and Resolutions

- Optional but important information for stakeholders

### Key Upcoming Milestones:

<table>
<thead>
<tr>
<th>Completion Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/1</td>
<td>DLs begin assignment of IT staff into ITS positions; CRM (LITS, DL, SC), AS, CT</td>
</tr>
<tr>
<td>3/15</td>
<td>DLs reconcile assignments of IT staff.</td>
</tr>
<tr>
<td>3/16 -22</td>
<td>Conduct interviews for Support Center Staff; make offers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
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<tbody>
<tr>
<td></td>
<td>Strong probability item will meet dates and acceptable quality.</td>
</tr>
<tr>
<td></td>
<td>Good probability item will meet dates and acceptable quality. Schedule, resource, or scope changes may be needed.</td>
</tr>
<tr>
<td></td>
<td>Probable that item will NOT meet dates with acceptable quality without changes to schedule, resources, and/or scope.</td>
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**Project Manager**
Ann Berry-Kline

**Project Sponsor**
Bill Hyder