# Project Proposal

## Project Title: Defining and Delivering an SLA

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**Date:** 11/6/06

### Situation/Problem/Opportunity:

Transitional Service Agreements (TSAs) were used as staff were transitioned into the ITS organization. The TSAs were the first step in creating a communication process and building trust between ITS and the Deans and Principal Officers of the campus. From discussions with campus leaders, it has been determined that Service Level Agreements (SLAs) are a necessary deliverable to complete the IT Transformation Program.

### Purpose Statement (Goals):

The purpose of this project is to

- Define elements that will comprise the SLA template
- Develop the global SLA
- Develop internal processes that align and support the SLA
- Develop and implement ways to monitor and report on aspects of service delivery
- Develop communication strategies with Campus to support the SLA

### Deliverables (Objectives):

- **Defining**
  - Document of findings from the brainstorming sessions drawing conclusions and potential elements for the SLA
  - SLA and OLA template and support framework
  - Supporting documentation for the SLA framework
  - Approved implementation plan by ITS

- **Delivering**
  - A deployment plan for Operating Level Agreements between ITS units
  - A deployment plan for the SLA framework
  - A deployment plan baseline and roadmap of service assessment, metrics and reporting
  - A signed/agreed upon SLA between ITS and Deans.

### Success Criteria:

- Signed SLA between ITS and Deans/Principal Officers
- ITS' ability to understand client impacts and deliver services
- ITS' ability to inform continuous service delivery and campus growth needs through SLA performance
- ITS and campus leaders meet and communicate about services provided
- ITS is able to monitor and report on service delivery performance including variances

### Methods/Approach:

- **Defining the SLA**
  - Gather "lessons learned" information about the development, review and signage of the TSAs from Bill Hyder, SMT, DLs and Deans/Principal Officers.
  - Brainstorm with a variety of working groups to tease out elements that are pertinent to our working environment. Review SLAs from other universities and colleges.
  - Inventory materials currently in use to contribute to elements of the SLA.
    - Identify and document gaps between the materials and conclusions from brainstorming sessions
    - Define and document work to reduce or eliminate gap
    - Determine and document when that work could be completed (near term or 1+yr endeavor) based on staff and the mix of ITS priorities
  - Develop initial SLA template or framework
    - Review with focus groups; gather feedback and incorporate changes as appropriate
    - Review with SMT and Deans/Principal Officers; gather feedback and incorporate changes as appropriate
    - Define roles and responsibilities for SLA agreement, administration and applicability
    - Define the process for use of the SLA as a communication vehicle.
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- Freeze SLA template for initial use
  - Gather current baseline of service assessment, metrics and reporting. Determine how to enrich.
  - Align ITS to the SLA framework
    - Operating Level Agreements and operational capability to monitor and report
    - Exception management
    - Operational capability
  - Delivering the SLA
    - Begin to align roles and responsibilities for SLA agreement, administration and applicability
    - Negotiate the SLA
      - Use the baseline template or framework
      - Use baseline assessment, metrics and reporting structures
      - Use financial data on where IT $ are spent on services

Resources:
- People –
  - Project Team (Janine Roeth, Bill Hyder, Naomi Gunther, David Turner, John Hammond, Rich Chew, Andrea Hesse, Eric Mitchel, Adele Guerzon)
  - Advisory (SMT, Deans/Principal Officers, DLs, ITC)
  - Working groups which include DLs, members of ITS, Deans/Principal Officers, Clients/customers?
- Time – Wanted April 07; upon initial best guesses a Spring delivery is valid
- Dollars
- Other

Risks and Dependencies:
- Defining and determining where IT service growth to a diverse client base may present a challenge.
- Agreeing on a set of elements for the SLA that satisfies a diverse client base will be a challenge.
- Effort identified in gaps to provide elements of the SLA may be larger than expected or nonnegotiable as a roadmap item.
- Managing the SLA at the operational, tactical and strategic levels will present challenges.
- Organizational maturity will impact the progress of this project.

To Be Completed by Appropriate Manager

If known, enter the project sponsor’s name.

Project Sponsor: Larry Merkley

If known, enter the manager’s name.

Manager: Janine Roeth