

# Project Status Report

Defining and Delivering a Service Level Agreement			
<b>For period:</b>	March 2007		
<b>Submitted by:</b>	Ann Berry-Kline		
<b>Distribution:</b>	ITSMG		
Status Item	Current Status	Prior Status	Status Notes:
Overall Project Status	<span style="background-color: green; color: white; padding: 2px 5px;">Green</span>	<span style="background-color: green; color: white; padding: 2px 5px;">Green</span>	<p><input type="checkbox"/> Overall Status:</p> <ul style="list-style-type: none"> <li>▪ The OLA template, and next steps for the completing the Internal Service Catalog and OLA/SLA implementation were approved by SMT this month.</li> <li>▪ The SLA template, 4 services to work on first, and next steps for SLA deployment were also approved by SMT this month.</li> <li>▪ Requirements for the first revision of the Internal Service Catalog have been gathered and possible solutions are being evaluated.</li> <li>▪ Work packages for completing the analysis and project proposal for Cruzmail, Cruztime and Cruznet have been completed. A work package for Desktop Support has not been created or approved yet.</li> <li>▪ A work package for developing and vetting the Global SLA has been approved and the team is being notified.</li> </ul> <p><input type="checkbox"/> Schedule Performance: The program is progressing as scheduled.</p> <p><input type="checkbox"/> Budget Performance: No budget was submitted for this project. Recommendations for tools and additional roles and responsibilities will be a deliverable of this program in order to mature the SLA Framework.</p> <p><input type="checkbox"/> Project Risks:</p> <ul style="list-style-type: none"> <li>▪ The greatest risks this month are aligning staff resources and the need for many deliverables to come together in May.</li> <li>▪ The greatest issue at the moment is not having an over arching metrics vision to work towards rather metrics will be chosen on a service by service basis. See below for an abbreviated list of risks and issues.</li> </ul>
Schedule	<span style="background-color: green; color: white; padding: 2px 5px;">Green</span>	<span style="background-color: green; color: white; padding: 2px 5px;">Green</span>	
Budget	<span style="background-color: green; color: white; padding: 2px 5px;">Green</span>	<span style="background-color: green; color: white; padding: 2px 5px;">Green</span>	
Project Risk	<span style="background-color: yellow; color: black; padding: 2px 5px;">Yellow</span>	<span style="background-color: yellow; color: black; padding: 2px 5px;">Yellow</span>	
<b>Accomplishments Since Last Report:</b>			
<ul style="list-style-type: none"> <li>▪ SLA Element Discovery Work Package               <ul style="list-style-type: none"> <li>○ Completed the SLA template. Collated and documented data from the DL questionnaire. Completed a Summary of Findings, Recommendations and Next Steps as the last deliverable of the work package.</li> <li>○ Presented to SMT for approval the SLA template and Summary of Findings, Recommendations and Next Steps. The SLA template, services to highlight and next steps for SLA deployment from the Summary of Findings document were approved. The services to highlight (create OLAs, service request and delivery</li> </ul> </li> </ul>			

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process flows, SLAs, etc) are Cruzmail, Cruztime, Cruznet, and Desktop Support. The template and document has been posted to the DDSLA web site.

- With the approval of the SLA template and Summary of Findings document, the SLA Element Discovery working team was disbanded on 3/26.
- OLA Element Discovery Work Package
  - Completed the OLA template. Completed a review by a subset of IT Managers.
  - Presented to SMT the OLA template and Summary of Findings, Recommendations and Next Steps. The OLA template, creation and completion of the Internal Service Catalog, and Transitional Service Team strategy were approved.
  - The OLA Element Discovery working team celebrated quietly over munchies and was disbanded after SMT approval on 3/12.
- Identify and Document Initial SLA framework Work Package
  - A work package and time line was created for the first implementation of the Internal Service Catalog.
  - A working team was assembled and started to identify requirements for the Internal Service Catalog. Requirements gathering phase ended on 3/23 however the team will continue to collect requirements for a future implementation of the internal service catalog as we evaluate potential solutions, implement and deploy the first revision of the Internal Service Catalog.
- OLA/SLA Implementation Work Package
  - Continued to work on the OLA Implementation Work Package. It is nearly complete. It includes an assessment/analysis tool to baseline the OLA/SLA work to complete for each service and a time line to complete the assessment of the first 4 services that will be highlighted.
  - The first service that will be assessed or analyzed is Cruzmail. A work package for this service to move from analysis to SMT approval of the project proposal has been created.
  - The analysis for Cruztime and Cruznet will be started once the Cruzmail project work has begun. Similar work packages are being drawn up at this time. The analysis for Global Desktop Support will begin once the project work for Cruztime and Cruznet has begun. This approach is taken to learn from the analysis, project, and service teamwork, and mitigate risk in getting some, if not all, of the services completed by 6/30.
- SLA Deployment
  - Andrea Hesse, Eric Mitchell and Ann Berry-Kline worked to define the SLA deployment work package. This work package was vetted with many and presented as part of the SLA Summary of Findings, Recommendations and Next Steps document. This work package focus' on
    - Developing and vetting the Global SLA.
    - Having the DLs update and prepare their local service catalogs (Appendix B of the TSA); completing any SLA work on local services as determined by the DL.
    - Preparing a mid-program communication to Assistant Deans/Principal Officers to notify them of the SLA template and services being highlighted.
- DDSLA Program
  - OLA/SLA exercise at ITSMG.

## Upcoming / Next Steps:

- Internal Service Catalog
  - Chose a solution and begin implementation given the requirements captured and the big requirement of a completion date of 5/1.
  - Because of the limited time to create the internal service catalog, continue to identify more robust solutions that could be employed within the short term. Support and Maintenance of the huge amount of data is a known issue that needs to be resolved in subsequent evolution of this important piece of ITS' service delivery infrastructure.
- OLA/SLA Implementation Work Package
  - Complete the analysis and project proposal for Cruzmail. Gain SMT approval to complete the work identified to create OLAs, an SLA, service request and delivery process flows, and a managed metric. Other pieces of service definition may be added to the project depending on the timeline of the aforementioned deliverables.

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- Complete the analysis and start the project proposal for Cruztime and Cruznet.
- Start the analysis of Global Desktop Support.
- SLA Deployment Work Package
  - Complete the mid-program communication to Assistant Deans/Principal Officers from Bill Hyder, Director of CRM.
  - Engage the DLs to update and prepare their local service catalogs for discussions with their Assistant Deans/Principal Officers regarding the Global SLA and their local support.
  - Develop and vet the Global SLA. Gain SMT approval of the Global SLA.
- DDSLA Program Team
  - SLA exercise at ITSMG.
- Campus Communication Plan
  - Begin to develop the campus communication plan for announcing the Global SLA, individual Service Level Agreements in place and the plan to move all services towards SLAs.

## Process/Project/Infrastructure Intersections

These are intersections with other processes, projects or infrastructure in the division.

- Supported Processes
  - Incident (including Major Incident Handling) Management – alignment and deepening
  - Change Management (including the Outage Announcement Process and upcoming CCB improvements) – alignment and deepening
  - Service Management - alignment and deepening
    - Service definition checklist
    - Service request
    - Service delivery process
  - Assessment and Governance - service vision teams and SMEs
- Internal Service Catalog - design and development
- Collaboration tool – usage for internal service information
- CRSP validation sessions – alignment and deepening of incident and project management, resource management and service catalog
- Budget Advisory Committee (BAC) – moving to a service based funding approach

## Key Issues and Resolutions (a more detailed risk and issues log is kept within the program team)

- Implementation of the OLAs and SLAs for highlighted services will spend resources that are already thin. Understanding the roles and responsibilities of all components of the delivery of a service will enable us to set service levels which is integral to the SLA.  
04/01 – With the 4 services to highlight recommended and approved, the services will be staged so as to mitigate some of the impact to resource needs.
- This project will highlight the capacity and alignment issues related to delivering a service or set of services. Training is necessary to help ITSMGs be able to identify and allocate capacity towards the delivery of off the shelf, altered and new services. Alignment of units to deliver these services may be necessary.  
04/01 – Resource and capacity management training will be offered to ITSMGs in April. If the class is sound, more will be scheduled.  
Getting OLAs and SLAs in place will create the ability to measure resource needs to service levels.
- Although staff and services have transitioned into ITS, many services have not transitioned to global services or been standardized/normalized to the service catalog. This will add complexity when putting the OLAs and service delivery processes together for a service.  
03/01 – No update, same mitigation. Recommend through the gap analysis and proposal of each service, the transition of globally provided services to those groups in order to simplify and standardize the service delivery process.

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- Staff and tools to track, monitor and report on service level metrics are not part of the organization at this time. IT will be difficult to set and/or monitor some service levels with out adequate tools. Dicing up the responsibility to individuals across ITS will add more to staff's workload.

04/01 – This remains an issue. Each service that goes through gap analysis and proposal will recommend what metrics will be managed and monitored. At this time, the expectation is that the metric(s) reported on will be minimal.

The role of monitoring metrics will need to be delegated on a per service basis depending on the metric chosen. The role of setting the metric(s) to be managed will be with the service team. An over arching vision for metrics would help service teams work towards a common vision.

- Incentives to ensure service level and OLA compliance will require updates to yearly plans. These need to be ready for fiscal year 2008.

04/01 – This remains an issue. No mitigation plan has been identified.

## For more details about the project

- <http://its.ucsc.edu/transformation/ddsla.php>

## Key Upcoming Milestones:

## Date

- | Key Upcoming Milestones:   | Date                            |
|--|---------------------------------|
| ▪ DLs prepare and/or update their local service catalog  | 04/02-05/01                     |
| ▪ Begin to develop the campus communication plan   | 04/06                           |
| ▪ Cruvertime   |                                 |
| ○ Analysis of Cruzmail   | 04/03-04/10                     |
| ○ Cruzmail project proposal to SMT   | 04/23 ** need to move **        |
| ○ Start Cruzmail project work  | 04/23 ** need to move up **     |
| ▪ Cruznet  |                                 |
| ○ Analysis of Cruznet  | 04/11-18                        |
| ○ Cruznet project proposal to SMT  | 04/23                           |
| ○ Start Cruznet project work   | 04/23                           |
| ▪ Cruvertime   |                                 |
| ○ Analysis of Cruvertime   | 04/11-18                        |
| ○ Cruvertime project proposal to SMT   | 04/23                           |
| ○ Start Cruvertime project work  | 04/23                           |
| ▪ Global Desktop Support   |                                 |
| ○ Analysis of Desktop Support  | 04/23 **need more information** |
| ▪ Mid-program communication to Assistant Deans/Principal Officers  | 04/1-16                         |
| ▪ Develop the Global SLA   | 04/02-17                        |
| ▪ Vet the Global SLA   | 04/18-23                        |
| ▪ SMT review and approve the Global SLA  | 04/23                           |
| ▪ Post the Global SLA  | 04/25                           |
| ▪ Internal Service Catalog ready to populate with service data   | 05/01                           |
| ▪ DLs <i>make an appointment</i> with their Assistant Dean/Principal Officer to review/sign the Global SLA and their local service support | 05/01                           |

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Color Key	
 <b>Green</b>	Strong probability item will meet dates and acceptable quality.
 <b>Yellow</b>	Good probability item will meet dates and acceptable quality. Schedule, resource, or scope changes may be needed.
 <b>Red</b>	Probable that item will <b>NOT</b> meet dates with acceptable quality without changes to schedule, resources, and/or scope.