IT Transformation Program Status Report

University of California, Santa Cruz IT Transformation Program, Phase 3	
For period: June 2006	
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Distribution: Larry Merkley, SMT, DLs, ITTP PMs	

Deliverables and Overall Status	Current Status
Change Management Board, Phase 1 No status	Yellow
Staff Transition There is a lot of work to be completed by 9/1. The milestone "Staff Transition Plans complete" was not made as scheduled on 7/1. The 3-signed TSAs (was SLAs) by 7/15 are in serious jeopardy of being missed.	Red
Service Catalog We have published the service pages for CruzMail, CruzTime, and CruzNet. The deliverable for the catalog assessment will be moved into a separate effort later this year. This leaves the catalog editing/change process as the final deliverable before this project can be closed.	Green
Server / Storage Consolidation Revised schedule to pull in VM release. Storage portion is second priority until VM recommendations are complete.	Green
Application Solutions A project charter needs to be completed, vetted and approved by SMT. Definition of the project has not made progress this month.	Red
Desktop Support, Phase 1 Weekly meetings have been scheduled with the DLs to review project materials and deliverables. Created a web site for general project information and draft deliverables. http://itsm.ucsc.edu/desktop Enabled a web discussion board to collect input on deliverables. Project risk remains red due to many dependencies with other efforts.	Red
Instructional Technology Review, Phase 2 Creating final report. Close out project on 7/7.	Green
Information Worker Rate Model, Phase 1 The scope of this project is currently under evaluation by Larry and Meredith.	None
Support Center Consolidation, Phase 3 The scope of this project is currently under evaluation.	None

Accomplishments Since Last Report:
- The ITTP Project Managers have created a project dependency diagram for projects inside and outside ITTP.
- ITTP Risk Log was produced by the ITTP PMs and reviewed by SMT.

Upcoming / Next Steps:
- Complete the Instructional Technology Review, Phase 2 project.
- Work on proposal for Support Center Consolidation, Phase 3.
- Next steps for Information Worker Rate Model need to be vetted.
- Complete Phase 1 of Storage and Server Consolidation project.
- Start closure items for Service Catalog.
- SMT approval of Staff Transition Project Charter.

Collaboration Needs:
- Document sharing and storage for public and team use for projects.
- Nested projects, which is an upcoming feature in Merlin.

Key Issues and Resolutions
- The Staff Transition Project does not have an approved plan for how to proceed.
  - 4/30 – The Senior Managers and Divisional Liaison's continue to meet to gather the data they need in order to come up with a plan for how to transition staff based on services provided. Some milestones are in place however an overall plan does not exist. The

plan will be developed at the next SM/DL meeting on 5/22. The project charter will then be rewritten, reviewed and approved to reflect the outcomes of the meeting.

- o 5/31 – The Senior Managers and Divisional Liaison's continue to meet to work on immediate next steps with an overarching goal. Full plans are not in place yet.
- o 6/31 – Ann will have a new charter for review in early July. It will be vetted by the DLs and (hopefully) approved by SMT by the end of July.
- The Application Solutions Project does not have an approved plan for how to proceed.
  - o 4/30 – The Application Solution Project Charter will fall more readily into place as the Staff Transition Project plan is developed. The Application Solution Project is heavily dependent on the Staff Transition Project.
  - o 5/31 – No progress was made on the charter this month.
  - o 6/31 – No progress was made on this charter this month.

Key Upcoming Milestones:	Completion Date
• Close the Service Catalog Project; catalog editing/change process is the final deliverable	July
• Close the Instruction Technology Review, Phase 2 project; the final report closes the project	July 7
• Close the first phase of Storage and Server Consolidation project; recommendation to SMT	July 28

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