

2/16/06 ITTP PM Minutes

Attendees: Aaron Melgares, Christi Bengard, Dave Klein, Naomi Gunther, Marion Bashista, George Sisson, Mel Barracliffe and Ann Berry-Kline

### **New and Open Action Items**

Open

PMs – Send Ann educational topics for PM meetings

Ann – Will ensure a glossary gets incorporated into the web pages.

New

PMs – Send your projects file sharing requirements broken out by short-term and long-term by Wednesday, 2/22.

Ann and Marion– Gather requirements from PMs; research nas2 and basecamp; make a recommendation to team by 3/2.

Ann will ensure that Staff HR is in the loop as negotiations are completed for each staff's transition.

Dave took an action item to research changing the scope of the Storage and Server Consolidation project and come to a resolution.

Project Status

Support Center Consolidation, Phase II

Naomi reported that the team is working on remaining configuration elements before deployment; creating training modules, and preparing for the escalation meetings. Sharing resources with work on the staff transition and desktop support projects continues to slow the project. Upcoming activities include ITR day and the support center switching to ITR for their own internal use. Meetings with network and core systems are being set up to work through how incidents are escalated. The project is expected to be completed in April.

Service Catalog

Aaron reported that the project is on schedule for a mid-March completion. Aaron is working on publishing the catalog with Lisa Bono's help. About ½ of the services are in draft verification and will be finalized soon. The other ½ are in development and will not be published until they are finalized. A deliverable that will be worked on shortly is a process for how to maintain the service catalog once published. After the service catalog has been published for a period of time, Aaron will complete an assessment of the value and use of the service catalog by customers and service providers.

The team talked about how to set up services for future project work. Aaron stated that there is information on that called the "service factory" at

[http://melgares.ucsc.edu/services/service\\_factory.html](http://melgares.ucsc.edu/services/service_factory.html)

Application Solution

Christi talked about being behind schedule with the Application Solutions project. Christi reflected that the lack of progress towards the staff transition project is creating issues for her ability to move forward.

The team talked at great length about existing holes in the divisions; the ramifications of a staff person transitioning from a division who currently supports more than what that incoming ITS unit does; necessary infrastructure not being in place, the use of temporary help, the frustration in ITS and the divisions which undermines the vision of the centralized ITS, and how to communicate about what is and is not being supported.

Ann talked about the upcoming events that will shift the gridlock that all the projects are feeling. Ann is producing a project plan for staff transition, George is producing a project plan for the desktop support project (which is deemed a critical area of development), and Linda Rosewood and Vicki Davis are coming up with a detailed staff transition plan for the Support Coordinators (a critical place to start the staff transitions). One of the duties of a Support Coordinator will be desktop support. These three plans layered together will be going to SMT for approval soon. If accepted and implemented they will shift the gridlock some. Bill Hyder (the Sponsor) and Ann will continue to execute the staff transition project working towards small increments rather than doing all the staff at one time. Ann also took an action item to ensure that Staff HR is in the loop as we walk through negotiating each staff's transition.

#### Information Worker

Lindsay was not at the meeting so I am adding status post-meeting (writer's privilege!) Lindsay has been leading a workgroup to look at the options to build in the \$500,000 identified in the funding envelope for 06-07. This first phase of the project has a hard delivery of March 1<sup>st</sup> in order to be implemented by July 1, 2006. Quickly and simply, the workgroup has come up with 3 possible options noting pros, cons and additional input. Lindsay will continue to flush out details for the most likely option. There is a mid-term and long-term scope that will continue to be worked on after this first phase.

#### Desktop Support

George reported that he is working on scoping the assessment portion of the Desktop Support project.

Staff Transition – See Application Solutions section.

#### Server and Storage Consolidation

Dave talked about the Server and Storage Consolidation project noting that it is really a Server and Storage *Infrastructure* Project. The project does not include work to determine the services available, a costing model or installing capacity. The team thought a scope change was in order. Dave took an action item to further research and come to a resolution.

#### Change Management Board

Janine was not at the meeting so I am adding a quick status that she gave me yesterday. The Change Management Process working team is meeting every other week

now to launch an initial and working change management process. Janine is working on adding members to the working team from the following areas: DLs, Support Center and Application Solutions.

#### ITR, Phase 2

Bruce and Heather were not at the meeting. ITR, Phase 2 is on schedule of completing in June, 06.

#### **Open issues**

A lack of shared file space – Marion and Ann are gathering requirements. We will research both in-house possibilities and basecamp. We will come to the next meeting with a recommendation.

Staff Transition project in general is causing gridlock across the following projects: Support Center Consolidation, Phase 2, Desktop Support and Application Solutions. A layered set of plans are being prepared for SMT to "prime the pump" in the Support Center. Bill will also be hiring temp help in the divisions to help out where staff turnover is occurring. Bill and Ann will be trying to move the underlying work of the staff transition project along as briskly as humanly possible.

Staff transitions/Server and Storage Consolidation – Staff that are ready to transition that also have server admin/maintenance as part of their job can't fully transition until Storage and Server Consolidation has capacity. Is there a potential interim solution prior to the virtual computing hardware being available? Ann and Dave raised the issue to Mark. Ann to pursue the issue since it's the staff transition project potentially mucking with an existing plan. Bill will talk to Brad about this.