

3/16/06 ITTP PM Minutes

Attendees: Aaron Melgares, Dave Klein, Marion Bashista, George Sisson, Lindsay Bass, Janine Roeth, Christi Bengard, Naomi Gunther.

Open Action Items

- * PMs – Send Ann educational topics for PM meetings
- * Ann – Will ensure a glossary gets incorporated into the wire frames.
- * Marion will contact Shawn with the following questions/follow-up:
 - Can he install/implement WebDev as a front-end web interface to nas2 file share?
 - Can users link to the 'public' folders on nas2 and see the documents from the its.ucsc.edu web pages?
 - Estimated time lag to request adds/deletes of new user access to file share folders.
 - Get file share space folder/tree structure along with associated permissions, purpose, etc. for testing by the team.
- * Ann and Marion work with Lisa to see if the public project files can be linked to the web.
- * George to get the Feb Desktop Support status report to Ann and Bill.
- * Christi to get the Feb Application Solutions status report to Ann and Pat.
- * The team will take the next meeting to talk about risks in the near-term (while projects are being worked on), mitigation suggestions available and project deliverables.
- * PMs are encouraged to look at the invitee list on cruzmail and send missing team member names to Lisa Bono.
- * Ann will set up dates with Bill for projects to present, status, talk about topics at upcoming DL meetings.

ITTP Planning meeting agenda

Lindsay asked about changing the agenda for IWRM since she was in between phases at the moment. Lindsay also stated that the project is getting ready to switch project managers. ☺

Ann is wants to ensure that the ½ day meetings are a good use of time and beneficial to all that are invited. The team generally agreed that although it is hard to take a ½ day that there is value in synchronizing the projects as well. PMs are encouraged to look at the invitee list on cruzmail and send missing team member names to Lisa Bono.

All in all, we're ready for the working meeting.

DL resource partner table

The team reviewed the table. We talked about the need to engage the DLs and this is one way. The team also talked about who was ready to status, present, etc at an upcoming DL meeting. Christi asked to give status for Application Solutions in about a month from now. Dave could give status for Storage and Server Consolidation. Lindsay would like to talk to the DLs about their client's values in regard to the IWRM project. George would like to talk to the DLs about how to handle unmet need with regard to Desktop Support.

Naomi would like to present ITR to the DLs in the near future. Ann will set up dates for these with Bill.

Risks, short-term mitigation and deliverables

The team talked at great length about the difficulties that are present in all of our projects in changing the culture of the organization. It is imperative that the Project Teams add short-term deliverables, acknowledge risks for the short-term, and try to understand, propagate and utilize interim processes to move through transition as best as possible.

The team talked about the need to define criteria for evaluating client needs and how each division's needs are different. What is truly critical? How will ITS support these varying needs? The team will take the next meeting to talk about risks in the near-term (while projects are being worked on), mitigation suggestions available and project deliverables.

Open issues

A lack of shared file space – I've raised this issue to Mark. He is bringing this to SMT as an issue for all of ITS. This issue is being worked on. Finding out about nas2 is a start but not a great not a complete solution.

Staff transitions – 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 ready?

7-ish less FTE transitioned than originally planned

How to deal with growth since the survey

Difficulty in defining global and local services.

Staff transitions/Support Center Consolidation/Desktop Support – Support Center needs staff resources in order to deploy the working model. Turnover and the lateness of the staff transition plan are affecting their ability to deploy.

3/16 Status: a Support Coordinator job was posted. 35 applications were received.

Interviewing will begin soon. The goal is for 6 new hires; 3 for the Support Coordinator positions, 3 to back fill in the divisions to help with turn over.