

ITTP PROJECT MANAGER MEETING

03/30/06

Agenda for today's meeting

Reminder – Project status reports are due on/by Monday.

Open Action Items

- * PMs – Send Ann educational topics for PM meetings – On going
- * Ann – Will ensure a glossary gets incorporated into the wire frames. Waiting for web site
- * Marion will contact Shawn with the following questions/follow-up: Marion's on vacation
 - Can he install/implement WebDAV 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.
- * 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. In agenda
- * Ann will set up dates with Bill for projects to present, status, talk about topics at upcoming DL meetings. – In progress – have sent info to Bill; will get dates soon.

Risks, short-term mitigation and deliverables

Risks in the near-term – per project – what can you identify?

Mitigation – possible mitigation plans or document risks

Milestones/mid-product deliverables – per project – what can you add to your project plan/schedule?

Project Status

- Staff Transition
- Application Solutions
- Desktop Support
- Service Catalog
- Support Center Consolidation, Phase 2
- Server and Storage Consolidation
- Change Management
- Information Worker Rate Model
- ITR, Phase 2
- ITTP, Phase 3

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.