

Minutes

Attendees: Naomi Gunther, Aaron Melgares, Dave Klein, Christi Bengard, Ann Berry-Kline

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
- * 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.
- * Ann will talk to Larry about his preference for on-going information – project status reports, smaller deliverable-based milestones, etc.

Closed Action Items

- * Marion will contact Shawn with the following questions/follow-up:
 - 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.

Lisa Gardner used our requirements along with others to begin evaluating collaboration tools for us to use. Lisa will notify me when one has been chosen.

- * Ann and Marion work with Lisa to see if the public project files can be linked to the web. Marion has been working with Lisa Bono on a structure for collecting all general project information.
- * 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. See below.

Risks, short-term mitigation and deliverables

Risks in the near-term – per project – what can you identify? The team went through each project main risks and cited possible mitigation plans were necessary. The issues log is the tool for citing and documenting risks and possible mitigation plans. Project Managers are encouraged to review the issues log with their sponsor(s) on a regular basis.

Applications Solutions – Christi identified as a risk the lack available hardware resources as well as people resources. To mitigate, resources will be well understood and identified on a per project basis in each project plan. Approval of the project will require resource allocation and locking.

Service Catalog – Aaron identified that some deliberation as to the best practice for publishing and maintaining up-to-date information for the internal view of the service catalog. ITS doesn't have or use an intranet. The ITS webpage is mostly PDF files which will be hard to keep up-to-date without getting its information directly from a database. Christi and Aaron talked about a couple of solutions that they could pursue.

Support Center Consolidation, Phase 2 – Naomi identified a need to retain a dba and an application support person for ITRequest. Christi stated that she has a job description for an applications support person ready to go to Larry for approval. Pending approval, she'll then begin the hiring process. This person(s) would be responsible for supporting a suite of applications such as ITRequest, IT Request Tracker, and potentially some collaboration tools.

Staff Transition – Ann stated that having the DL/SMs meeting will go along way to mitigating risk within the project. Many issues exist yet but discussions have begun. Of those issues, Ann is most concerned with the IT staff person who currently is a generalist and will move to a specialist role. The work they supported must be maintained by someone or retired. A second concern is a general concern about simply having enough fte to do the required support once the transition starts.

In the near-term, Ann is most concerned with the plan for the 3 FTE for “priming the pump” in the Support Center. This includes components of the Staff Transition, Support Center Consolidation, Phase2 and Desktop Support projects. This plan is not well developed. It needs to go to SMT for approval. A meeting will be held on Monday to prepare a plan about what needs to happen and when.

ITTP, P3 – Ann will be creating a communications plan for ITTP, P3 in order to mitigate confusion about the program and to better communicate about progress being made. A second risk area involves the project management tool merlin. The next version of merlin should be out soon. With the new version, Ann will hopefully be able to nest projects and cite dependencies between projects. We know more about the dependencies today than ever before however this will help us get to some real scheduling as we proceed in the future. A third area of risk/mitigation for the program will be to keep ITTP, P3 at a high priority in the division. There are many projects competing for scarce resources within the division.

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

The team talked about adding milestones or would a monthly status report suffice? Ann to ask Larry which he prefers.

Project Status

Staff Transition

A DL/SM meeting was held where they walked through a first pass of the IT staff roster together. Each staff member was designated for LITS, Support Center, AS and CT positions by their DL. The roster was modified slightly. Given the proposed numbers of

FTE in each area, DLs and SMs are to begin evaluating what services can be supported. Bill and each DL will meet with each of the transitioning IT staff. The services supported and the service levels need to be defined by June. Transitions and training need to happen in order to be ready for fall quarter.

The plan for “priming the pump” in the Support Center will be revisited given new information around the roster, the desktop support project, supports center consolidation deployment and interviews nearing completion. A completed plan will then go to SMT for approval.

Application Solutions

Christi has a first draft of the Application Solution Project Plan. It will continue to be developed.

Desktop Support

Service Catalog

The service catalog was published this week! Yeah! Congratulations to Aaron and all those involved in making this happen!

Support Center Consolidation, Phase 2

Naomi stated that ITR would be turned on internally (to Support Center) on 4/17. ITR day on 3/17 went well uncovering about 40 issues. Twenty of those issues need to be fixed prior to 4/17. Staffing continues to be an issue. Core team members cannot be spared for any other work or the 4/17 turn on date will be in jeopardy. Naomi stated that Support Center would like to test ITR for up to a month before beginning deployment to other parts of ITS and the campus.

Server and Storage Consolidation

Testing is progressing. The team is interviewing storage vendors. Dave stated that they team had a great meeting with Apps Solutions and the DB group. They gave the core team a better perspective on necessary requirements. Testing, training and requirements refinement continue.

Change Management

Information Worker Rate Model

ITR, Phase 2