

## ITTP Project Manager Meeting Minutes

07/20/06

### *Action Items*

- \* The team will go through the ITTP risk log to make updates and clarifications.
- \* Ann will talk to Mark about PMGs role in big projects such as AD or Asset Management.
- \* Ann and Marion will add to the PM methodology such that if a small solution (under 80 hours) or class 1 or 2 project crosses authority boundaries that commitment by both sets of management can agree and properly schedule the necessary work.
- \* Christi will get a web page made for Application Solutions program. Web site for Applications Solutions underway; will have pointers to Applications Solutions; portfolio consolidation web page.
- \* Ann took an action item to talk to Janine about those process dependencies that affect work groups (incident mgmt, prob mgmt, capacity mgmt, change mgmt). Ann talked to Janine about processes needed between groups that are not in place. These are different than project dependencies. The workflow between groups is most closely represented of ITILs Capacity Management. Janine stated that capacity management is not in the planning phase at this time. She talked about aligning priorities among the various groups will help align the workflow. I added during the meeting that coordination at the lowest levels still needs to happen until we formalized a process. Ann and Marion took an action item to add to the PM methodology such that if a small solution (under 80 hours) or class 1 or 2 project crosses authority boundaries that commitment by both sets of management can agree and properly schedule the necessary work.

### Project Status

Change Management – Janine stated two days earlier that she'd look into what deliverables remain for Change Management. Janine thought the project would be able to close this phase. The start of the next phase would be tied to the hiring of the Change Management Project Manager.

Service Catalog – Aaron reported that creating the update and change process is the remaining deliverable. Aaron stated the project will not close this month due to staff availability. Getting people together has been difficult; lots of folks on vacation. The project will close in August.

ITR, Phase 2 – Heather verified last week that they were on schedule to close on 7/7.

Staff Transition – Ann reported that the Staff Transition Charter along with a detailed schedule has been updated. It is out for review with the DLs. It will go to SMT next week for final blessing. Christi and Aaron had questions about the staff remaining to be transitioned. Ann took an action to talk to the DLs that need to produce transition plans.

Server and Storage Consolidation – Dave reported that stress testing completed. They found performance issues when they took 16 VMs each sending 8G to the SAN. Draft OLAs are in the works. A cost model is being developed for baseline and tiered services. The team is looking into the price of off-site storage. Marion added that from the DL meeting yesterday that storage and back up are issues several DLs mentioned.

Christi asked how servers are going to be prioritized. Dave said wasn't sure and would call a meeting of those interested.

Application Solutions – Christi reported that the consolidation of applications is on hold due to the multitude of other work going on. Christi talked about the need for an ITS team to support internal tools. She is helping to develop a proposal that will go to SMT to support a variety of internal tools such as webhelpdesk (IT Request), the collaboration tool and the change management database. Christi also talked about the necessity for the lead architect position to really move forward with the consolidation of applications. Christi did say that some consolidations were planned such as the campus oracle strategy.

Desktop Support – Aaron stated that he and Vicki are not receiving enough information from the DLs and their staff. He will continue to ping for information. He will also be meeting with Bill regularly and will put this in his issue log.

Information Worker Rate Model – No progress on this project. The scope is being defined.

Asset Management – The team talked about Asset Management going to SMT yesterday. SMT requested 4 additional items before granting approval.

Aaron brought up that he has been hearing a lot about Active Directory lately. It is probably because Janine and Bill have an action item to define the services that AD contributes to so it can be supported through the support center. It brought up a good question about who the project manager should be for larger projects that touch all of ITS and the community it serves. Ann took an action to talk to Mark about PMGs role in big projects such as AD or Asset Management.

ITTP Risk Log – Ann gave the team the action to go through the risk log to make updates and clarifications. Ann will request that the ITTP Risk Log get added to the SMT agenda next week.

The next ITTP PM meeting will be rescheduled. It partially overlaps with the next Town Hall.

The team will try ReadyTalk at the next meeting. ReadyTalk offers a wide variety of conference services. We will teleconference with our UC teleconferencing and we'll take advantage of the unlimited WEB conferencing that is free with or without a teleconference call. Aaron will host the meeting. I will be on vacation!