

ITTP Project Manager Meeting Minutes

09/28/06

Action Items

- * Each PM (Dave, Aaron/Vicki, Christi, Heather/Bruce, Janine, Naomi, Ann) is to review, update and get approved the change control form for their project by October 5.
- * Ann will contact Heather for status on ITR, Phase 2 closure document.

ITTP, Phase 3 – SMT Outcomes

Ann reviewed the SMT outcomes with the team. That email is attached to these minutes. The team took actions to review the information in the change control forms for the projects they manage. The change control forms are due to Marion on 10/5.

Monthly status reports should now be sent directly to Marion. Marion will also set up a monthly project status summary for the directors.

The team also talked about the new projects and their viewpoints with important components of those projects. From the itSMF conference, Naomi took away a strong message that OLAs are a key success factor when setting up SLAs.

This will be the last ITTP PM meeting with this group. We talked about when and how to celebrate the team. We decided to boldly set a celebration for the ITTP PMs on Friday, October 13th at the Red.

ITTP Working Meeting

The team reviewed the ITTP Celebration and Refocus meeting agenda. The team recommended shortening the time to just 2 hours and having the cake at the end in order to keep people's attention.

Once approved by Mark and Larry, a simple agenda will be sent out to invitees as well as a modification to their calendars for the duration change.

Outcomes of ITTP Phase 3 deliverables discussion at 9/21 SMT meeting:

I write to summarize the outcomes of the ITTP discussion we had at SMT on 9/21. Please review and send me clarifications by Wednesday, September 27.

Through a thorough review of the ITTP, Phase 3 projects, the scope of ITTP needs to be refined.

- The 4 remaining projects for ITTP will become infrastructure improvement projects within the unit it originated from
 - Server and Storage Consolidation
 - Application Solutions
 - Desktop Support
 - Funding Model
- Support Center Consolidation, phase 3 is too far out to keep ITTP, Phase 3 open for
- Change Management will be managed through the ITIL program
- Instructional Technology Review is looking at next steps
- Two additional projects will be added. They are:

- Moving from a Transitional Service Agreement to a Service Level Agreement between ITS and each division
- Defining a customer request process that in effect looks at how we (ITS) get work done

Change requests will be created for 7 of the projects. The staff transition project will close upon the signing of the TSAs for the divisions. The service catalog project will close after completing its remaining deliverable this month.

The purpose of the first new project is to define and deliver a Service Level Agreement between ITS and each division. The purpose of the second new project is to define a customer request process that in effect looks at how we (ITS) complete our work. Project managers and proposals for the new projects are forthcoming.

On Thursday, I will set the agenda for the ITTP meeting on October 5th and will vet it with Mark and Larry. I will then pursue lining up the presenters and preparing the presentation deck.

New Projects

Defining and delivering an SLA – Janine, Bill and Ann

ITS Customer Request Process – Mark, Bill, and Pat

Nearly Closed Projects

Staff Transition – Ann Berry-Kline, Project Manager

Project nearly complete

Service Catalog – Aaron Melgares, Project Manager

Project nearly complete.

Moving Projects

Server and Storage Consolidation – Dave Klein, Project Manager & Adele Guerzon, Service Manager

This project will continue as planned as an infrastructure improvement project within CT.

Desktop Support – Vicki Davis, Co-project Manager and Aaron Melgares, Co-project Manager & Service Manager

This project will continue as an infrastructure improvement project within CRM.

Instructional Technology Review – Bruce Horn & Heather Mietz Egli

Next steps are being evaluated by the VP IT

Support Center Consolidation – Naomi Gunther, Project Manager

The next phase of Support Center and CRM in general is being defined. It will be handled as an infrastructure improvement project or set of projects within CRM/ITS.

Applications Solutions – Christi Bengard, Project Manager

Definition of technology standards, consolidation, support and maintenance of departmental applications will continue as a set of infrastructure improvement project within AS.

Change Management – Janine Roeth, Project Manager

Change Management is an ITIL process and will be managed within the ITIL program.

Funding Model – No Project Manager named at this time

This project is a campus project. It is larger than ITTP.