IT Services Catalog

Discussion around progress of Rhonda's committee:

- Fields defined in matrix of items
- Completing the matrix at this point

Talked about views - what will be publicly viewable and who will be able to view them

- Preliminary discussions on how to normalize the database
- There are certain fields that need to be decided on so that cost centers can be organized to collect the correct data for 09/10
- Intent to leverage this for individual unit web pages

TNS

- Grappling with defining services - what's a service item
- Also, putting someone accountable in role of Service manager/owner
- What are the service manager defined roles and responsibilities
- These will be additional responsibilities
- Floating a service strategy process - how do they handle review changes - includes change management. What's the right level of change approval? Now, have mis-communications and have stalling. Hopefully this will add structure, consistency and oversight

DLT

- Service Manager, Technical Manager and Service Contact can be the same person
- Who gets to update data within the service catalog

AIS

- Change approval system - what level are they and who can make the changes
- You don't want to record all your operational changes, but some think you do

CSS

- A lot of users don't quite know how to suggest changes and if they will get feedback as to when it's going to be changed. There is no mechanism with good feedback for the customer at this point.
- Need to track internally, but also have to keep the customer in mind. Each environment is different

Common Questions among units:

- What changes are operational and what changes need to be recorded?
  - DLT recording through ticket system, but not doing much else other than notification.
  - AIS - auditors requiring a record of all changes due to the data they have - it's also a great historical tool - right now, don't have list of all the changes. Some systems have version control (eLion), whereas, ANGEL changes every day - much harder to handle. Trying to do a better job of making everyone record all changes they make. Modified a request for service system they already have, but it's difficult.
- Jerry requested getting a dedicated group together to talk about how everyone processes their system changes to determine best practices. A lot of things don't have past metrics, so it's hard to measure

- Does is make sense that ITS look at change management from a higher level - or do we do it in our individual units. As systems become ITS-wide, do we need a broader ITS strategy.
  - We should have a broad ITS reporting of changes that should be common - need visibility
  - There's definitely a reason for all of us to be on the same page
  - The services catalog should show us interrelationship of services - to understand the impact of one service on another
  - Project working with MAC group to enhance ITS Alerts to say when something is down - what it impacts
    - Disaster recovery is supposed to document the dependencies, but it's not interactive
- Jim Leous will look at putting Change management issue before the ITANA group and bring a conversation together around using a central/like tracking system - DLT is looking for something
to purchase, not astronomical, that they can pilot and then bring to the ITANA group to see if others can use. Have talked to Outreach - they have BMC products. There are some implementations that Andrea will arrange tours for staff of the systems.

- Andrea is putting out her work on the ITIL wiki
- Should change management be tied to SLA's? Would be great to share SLA's and create a template for them across ITS. DLT is making service level agreements user friendly.