




UNM

Office of the President

January 28, 2016

TO: Gil Gonzales, CIO

FROM: Robert G. Frank, President 

RE: Service Level Agreements and IT Standards

---

I am writing about the Standards and SLA project that we agreed to in December 2015. To support completion of this effort in the agreed-upon timeframe, and to ensure timely review and approvals by the Executive Governance group, please see the schedule below for submission and review of draft SLAs and standards. I will leave it to your discretion to prioritize the order in which specific service areas are completed.

The following schedule is based on completion of 11 service areas per month in order to complete all 43 by the end of the semester.

Group 1:

Submission for review by executive governance: 2/13/16

Anticipated approval by executive governance: 2/17/16

Group 2:

Submission for review by executive governance: 3/11/16

Anticipated approval by executive governance: 3/16/16

Group 3:

Submission for review by executive governance: 4/8/16

Anticipated approval by executive governance: 4/13/16

Group 4:

Submission for review by executive governance: 5/7/16

Anticipated approval by executive governance: 5/11/16

Thanks you for your attention to this important and time-sensitive project.

CC: David Harris, EVPA