

Phase/Document Name	Document Address
Service Transition	
	CAB - RFC Evaluation Questions http://www.gccaz.edu/oit/GP/Documents/CAB/CABRFCEvaluationQuestions.pdf
	CAB - Change Management Policy (Draft) http://www.gccaz.edu/oit/GP/Documents/CAB/ChangeManagementPolicyDraft.pdf
	CAB - ITIL Change Manager http://www.gccaz.edu/oit/GP/Documents/CAB/ITILChangeManager.pdf
	CAB - Change Advisory Board http://www.gccaz.edu/oit/GP/Documents/CAB/GCCChangeAdvisoryBoard.pdf
Service Strategies	
	ITIL Implementation http://www.gccaz.edu/oit/GP/Documents/SS/ITILImplementation.pdf
	IT Risk Assessment http://www.gccaz.edu/oit/GP/Documents/SS/ITRiskAssessmentSurvey.pdf
	Phases of Implementation http://www.gccaz.edu/oit/GP/Documents/SS/PhasesofImplementationGCC.pdf
	STRATEGIC DECISIONS Part 1 http://www.gccaz.edu/oit/GP/Documents/SS/Strategic_Decisions_Part_1.pdf
	STRATEGIC DECISIONS Part 2 http://www.gccaz.edu/oit/GP/Documents/SS/Strategic_Decisions_Part_2.pdf
	STRATEGIC DECISIONS Part 3 http://www.gccaz.edu/oit/GP/Documents/SS/Strategic_Decisions_Part_3.pdf
	DISTRICT-WIDE INFORMATION AND INSTRUCTIONAL TECHNOLOGY STRATEGIC PLAN – Full Version http://www.gccaz.edu/oit/GP/Documents/SS/IITSP V4 Full Version Final 1 11 11.pdf
	DISTRICT-WIDE INFORMATION AND INSTRUCTIONAL TECHNOLOGY STRATEGIC PLAN – Short Version http://www.gccaz.edu/oit/GP/Documents/SS/IITSP V4 Short Version Final 1.10.11.pdf

Service Operations

	GCC Employee Workstation Support SLA	http://www.gccaz.edu/oit/GP/Documents/SLA/GCCEmployeeWorkstationSupportSLA-2.pdf
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