

HCIP Meeting Recap

Thursday, April 28, 2005

Attendance: Tim Jones, Joe Amador, Kenneth Graves, John Bandy, June Moss (Keith Campbell out sick)

ID:	Task	Comment
*71	Create Help Center workforce time accounting management	90% complete (go-live date is 5/29)
*74	Reclassify the Asst HC Mgr to HC Lead	“
83	Customize to GSU environment	Change date to 5/5
84	Help Center Specialists complete	Change date to 5/5
95	Make closing in the computer labs customer friendly	100% complete
163	Develop and implement ACD data indefinite storage/retention capability	Current possibility is to store info in text files, but each time report runs, the file over-writes. Aged data stored in backups, but only temporarily. Completion dependent upon remedy capabilities.
169	Build template for OLAs	100% as per Tim Jones Joe Amador requested a copy of the template.
188	Establish objectives for Talk Time.... And Walk Away codes usage.	90% complete

* approval from provost to increase by 2 staff /all positions being reclassified as per MJ and JL