

Help Desk Improvement Project Meeting – May 5, 2005

Notes

1. Randall Alberts introduced himself as the new Sr. Project Manager
2. Attendance was low due to conflicts with some of the team members
3. Reviewed reports from Project Plan
 - a. Reviewed Should Have Started tasks
 - i. Report identified items that should have started by May 5th
 - ii. Worked to get status of items on the report
 - b. Reviewed Tasks Starting Soon
 - i. This report identifies everything that should start in the next two weeks
 - ii. Looked at issues that could impact team member completion of tasks and adjusted dates as needed
 - c. Each of these reports will be run and posted on the network drive for review by any of the project team members
4. Reviewed Issue / Action Item log
 - a. Combined all past actions items from past meeting notes
 - b. Only new issue is the development of a OLA template
 - i. Will hold up the development of future OLAs
 - ii. Do not want to have meetings with other groups until the first OLA is developed and issues flushed out
 - iii. Dates in project plan are unrealistic for groups that have never completed them in the past – Date needs to be rescheduled
5. Reviewed the Risk Management Plan
 - a. No new risks identified
 - b. Risk 7 is no longer a risk since June Moss positions was reclassified\
 - c. Risk 8 is no longer a risk after the hiring of Randall Alberts
6. Other items
 - a. Next meeting will be Thursday, May 12th
 - b. Randall will contact team mebers during the week if needed for clarification

Attendees

Randall Alberts
Joe Amador

June Moss
Ken Graves