

## Help Desk Improvement Project Meeting Minutes - May 12, 2005

### Notes

1. Project Plan Task Review
  - a. *Project Budget Approved* – MJ is working on this with JL to determine the amount needed and services to be rendered. Moved date out to June
  - b. *Establish skills needed from Remedy Database* – Clarification made that this tasks includes reviewing past Remedy trouble tickets to determine the most reported problems and match help desk staff skill levels
  - c. *Develop and implement ACD data infinite storage / retention capability* – June Moss has set up a folder, however the team is waiting on a new data analyst who will finalize the structure based on work preferences – 5% complete
  - d. *Publish Report (First Skills assessment)* – Report has been completed and is waiting on approval. Task moved to 99% until approval is complete
  - e. *Document and implement a Help Center Effective Troubleshooting process*– Report has been completed and is waiting on approval. Task moved to 99% until approval is complete
  - f. *Document and implement Help Center “on hold” script*– Report has been completed and is waiting on approval. Task moved to 99% until approval is complete
2. Issues and Action Items
  - a. No new issues or action items
  - b. *OLA Templates* – Working on the first OLA between File server Support and Help Center. Once complete, this will be the template moving forward
3. Risks
  - a. Closed / reduced Risk
    - i. *Remedy Training* – Training Budget Phase I was approved, this includes Remedy Training
    - ii. *Data Manager Position* – Risk was reduced with the reclassification of June Moss position. Risk was closed at last weeks meeting
    - iii. *Project Manager Position* – Risk was reduced with the hiring of Randall Alberts as Sr. project Manager. Risk was closed at last weeks meeting
  - b. New Risks
    - i. There was a new risk identified with the campus refresh that has to be completed before October 31<sup>st</sup> as part of the VoIP project. This is affecting most of the technology projects being worked on. It will require an assessment of the resources needed for the refresh to determine the impact on this project
4. New Business
  - a. Joe Amador will be on vacation next week

***Attendees***

Randall Alberts  
John Mandy  
Ken Graves

June Moss  
Joe Amador