

**Start Date:** 06/20/2005

**End Date:** 06/24/2005

**Project Manager:** Randall Alberts

**Summary:** The Project Team has been working dilligently on the project. The HC team has completed training for CHDP. The Help Desk team is also working on developing cross training for the analyst on all of the GSU applications.

Time Jones has been looking for space in which the Help Center can move to accomidate additional headcount. The problem has been with the raised floor on the 4th Floor of CS. Currently Tim is looking at some space adjacent to the current Help Center location. This move would allow Tim to keep his office and some of the HC positions, but trading out the current cube panels for low walls to faster open communication.

June Moss' group has produced a first pass at some of the HC stats. This was mainly a test to preview the data sources and to set up the processes to run the reports. June showed the raw reports at Thursdays meeting and the team was excited about the results and format.

The Directors meeting took up the issue of transferring HC calls after hours. There was a proposal where calls could go to the Classroom Support Hotline until they leave at 10:00. The final solution may contain a two prong approach where the Help Center hours are extended and the Classroom support will pick up after the HC closes until they leave at 10:00pm. The night calls will continue to go to the NOC where they will handle on an overnight basis.

Also at the directors meeting was the issue of Quick Tickets by Group / Resolver. The discussion was if there could be a quick resolve by group. After discussion with Tim Jones, it was noted that this was not possible. The question will go back to the areas about having the areas create tickets and closing for issues that are quickly resolved.

**Completed Tasks:** Reclassify the Asst HC Mgr to Software Systems Engineer (iCommand) - This position was posted on Tuesday

Develop Training Plan for Help Center Technicians - Tim has each of the technicians taking ownership of one of the GSU application. Each tech will write up a brief case on each of their assigned applications and share with the others in the group. A new task will be added to the project plan.

Create job Grades within the Help Center - HR has given permission to go ahead and reclassify the current jobs. Employees currently in those positions will have 6 months in which to pass the A+ certification to retain their positions. The paperwork should be into Pam by Friday.

Help Center Specialists complete STI CHDP - All of the HC Technicians have completed training. They now have 30 days to pass the exam for the class. A task will be added to the project plan for everyone passing the exam.

Document File server OLA - There was a discussion surrounding having a sign off day so that all of the OLAs can be signed at once. This will accomodate all of the changes that will be necessary to Remedy.

Create and implement ROI Analysis Process - This was discussed, but more information surrounding L2/L3 will be needed. It was decided to push this task until Network D can assist.

**Planned Tasks:** None.

**Composite Health:** 80

**Risk Rating:** 85

**Budget Rating:** 90

**Schedule Rating:** 80

**Quality Rating:** 90