

**Start Date:** 06/24/2005

**End Date:** 07/01/2005

**Project Manager:** Randall Alberts

**Summary:** This week was the accomplishment of two major milestones for the project:

1) Completion of the HCIP survey - The survey has been created and is about ready for launch. I have sent the survey out to the team members so that they can review and take the survey. If everyone is OK with the survey, we will look at distributing to staff in the next few weeks. Once we get their feedback, we will see what changes can be implemented and survey the faculty once fall classes are in session. We hope to be able to see if improvements are noticed.

2) Have completed the OLAs with File server and Telecommunications. We are waiting to sign all OLAs at the same time, but these two are at a point where they can be stored until all OLAs are ready.

The Remedy escalation problem should be fixed. Currently it is working in the test environment. This is a major milestone in moving forward with the OLAs.

- Completed Tasks:**
- 1.4.3.1 Reclassify Asst HC Manager to Software Systems Engineer - Position closed on 6/30. MJ will hold interviews in Tim's absence. Joe Amador and Sam White will assist with the interviewing process.
  - 1.4.9 HC Technicians documentation as system SME - Technicians are working on documenting the systems they were assigned. On Schedule
  - 1.4.11 Create Job Grades in HC - Have received a confirmation from HR that the two new positions can be classified as Customer Service Representative Lead. As soon as the paperwork is complete, they will post. Have the paperwork ready for the reclassification for the current positions.
  - 1.6.1 Improve ticket closed email notification to address customer concerns - Closed ticket changes are in test mode in Remedy, however other priorities will push the date. Three parts: 1) increase solution field size 2) Add solution field to closed ticket e-mail and 3) notify Remedy users that field will now be sent to customers.
  - 1.6.12 Develop and implement effective HC shorthand - HC has started developing a common list of abbreviation to be used by the HC
  - 1.8.5 HC staff pass the STI CHDP exam - The exam is 75 questions long. Kenneth Graves has passed the exam. The other team members have 30 days in which to pass.
  - 1.9.12 Improve typing and enunciation skills - Need assistance in determining what this means. Can look at CBT for typing and talking with the department of communications for enunciation skills.

**Planned Tasks:** In the next few weeks the project team will be meeting with UIS and UETS to begin the OLA process.

**Composite Health:** 80

**Risk Rating:** 85

**Budget Rating:** 90

**Schedule Rating:** 80

**Quality Rating:** 90