

**Start Date:** 07/01/2005

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

**Project Manager:** Randall Alberts

**Summary:** The meeting started with a review of vPMO and showing members of the group how to access and to identify information in the system.

The remedy changes for the project could be ready in the test system as early as July 15th, according to John Bandy. It will then be up to the team when to release into the production system and how it should be timed with the OLAs.

**Completed Tasks:** 1.1.6 Project Budget Approved - The budget was approved for 2006

1.4.3.1 Reclassify the Asst HC Manager to Software Systems Engineer (iCommand) - The position is now closed. May need to wait for Tim's return for interviews.

1.4.9 HC Technicians documentation as system SME - On track - Have a standard documentation that all technicians are using.

1.4.11 Create job center grades in the Help Center - Working with HR to define job titles. Some issues over using current titles, titles currently in use elsewhere in the university, or creating new job titles.

1.6.12 Develop and implement effective Shorthand notation - Kenneth and the HC team is working on defining the shorthand abbreviations. There was discussion of a software title, Quick Keys, that could be used that will inset the entire word while the HC specialist is creating a ticket to save time.

1.8.5 HC Specialist pass the STI CHDP exam for certification - Currently on track with Kenneth the only known person taken the exam and passed.

1.9.12 Improve typing and enunciation skills of Help Center Specialist - It was discussed that part of the problem with the enunciation may be with the head set type. MJ suggested reviewing the headset types and look at replacing if needed. There could also be a problem with battery running low in the headsets causing problems with the customers not being able to hear the HC specialist.

1.11.1 OLA - Still on track and moving to complete OLAs with non UCCS groups while network upgrade is still in the planning stages.

1.11.3 Create opening script for File Server - On hold currently due to Network Upgrade planning

**Planned Tasks:** None.

**Composite Health:** 80

**Risk Rating:** 85

**Budget Rating:** 90

**Schedule Rating:** 80

**Quality Rating:** 90