

**Start Date:** 07/08/2005

**End Date:** 07/14/2005

**Project Manager:** Randall Alberts

**Summary:** The project is moving along. OLA meetings are continued to be planned. The Help Center is completing testing of the Agents for certification.

No changes to Risks

Issues:

\* ACD Queuing in the NOC - ACD will queue to the Classroom and Support Hotline after HC hours until 10:00pm. ACD phone has been installed.

Working on training agents on Remedy.

\* Remedy to match OLA service levels - Ready in Development. Waiting on Tim to test and signing day to implement.

\* Tier 2 / Tier 3 Definition - JL has wanted to push this function off until January so that UCCS has time for network implementation. This will be done with Network D.

\* ACD Order - ACD Phone has been installed in Lab and Classroom Support area.

\* Process to update another's ticket in Remedy - This process was reviewed and the issue can now be closed

\* NEW - Check on Remedy License count for Classroom & Lab Support - Need to determine if the current Remedy License count will support the C&LS group. Also need to determine training schedule to bring group on line for using remedy.

**Completed Tasks:** 1.4.9 HC Technicians documentation as system SME - Still on schedule to complete 7/25/05  
1.8.5 HC Specialist Pass the STI CHDP Exam - 2 more agents have passed their exam  
1.10.1 Assign Remedy Administration Function - Need to move date until after positions filled  
1.10.2 Fill Knowledge Management Specialist responsibility - Need to move date until after positions filled  
1.10.3 Fill Categorization Specialist Responsibility - Need to move date until after positions filled

**Planned Tasks:** None.

**Composite Health:** 80

**Risk Rating:** 85

**Budget Rating:** 90

**Schedule Rating:** 80

**Quality Rating:** 90