

Start Date: 07/14/2005

End Date: 07/21/2005

Project Manager: Randall Alberts

Summary: The major achievement this week is that the Classroom and Lab Support dispatchers have been sitting with the Help Center to learn their roles. A phone has been installed in the Lab and Classroom support area. There is still a question surrounding the license count. May want to purchase two fixed licenses for the C&L dispatchers.
Additional ACD phones were scheduled to be installed in the Help Center, but the positions where they were to be installed are occupied. Will have to request the install after the people have been moved.
Metrics is now able to automatically download data from Remedy so that it can be incorporated into reports.

Risk Changes:

* The iCommand outstanding issues are being resolved. Will be able to deploy after the network roll out.

Issue Changes:

* The Tier 2 / 3 definitions are needed for the Metrics group. If the definition stage is moved to January, then will need to define a process for metrics.
* Additional issue added surrounding the signing of the Remedy support contract. The last contract ran out at the end of June and needs to be renewed. Team is trying to determine the current status of this contract.

Completed Tasks: 1.4.2 Increase HC Staff 2 - Working with HR on the issue of title. Want to reclassify to "Customer Service Rep". Working with Pam on issue
1.4.3.1 Reclassify Asst HC Mgr to Software System Engineer - Waiting on Tim to return for interviews
1.4.9 HC Technicians documentation as system SME - Currently on schedule to be completed on Monday
1.8.5 HC Specialist pass the STI CHDP exam for certification - All specialist have now passed the exam
1.9.2 Access need for Total Contact Ownership Process - Need definition on this task.

Planned Tasks: None.

Composite Health: 80

Risk Rating: 85

Budget Rating: 90

Schedule Rating: 80

Quality Rating: 90