

**Start Date:** 07/21/2005

**End Date:** 07/28/2005

**Project Manager:** Randall Alberts

**Summary:** This week the major achievement was the review of NetworkD on the progress that we have made. Don Lee reviewed our project documentation and looks at our procedures. Don was impressed with the two OLAs that we had completed and only minor changes were needed.

**Issue Updates:**

\* Remedy Support Contract - Currently the University is working without a Remedy Service Contract. The purchase of the service for FY06 has been approved by IS&T and we are waiting on purchasing to issue the PO.

\* Tier 2 / Tier 3 Definition - While Don Lee was on Campus, we met with the Performance Metrics group to get an understanding of the break between the tiers. The actual mapping of these levels will not happen until 1st Q CY06 due to UCCS being involved with the Network Upgrade project. Some decisions were made that we would look to designate groups as Tier 2 or 3 based on their function so that some reporting can be done until the mapping project.

\* ACD Order - The phone is in Lab and Classroom area and the lines have been run for the HC area. Will need to test each of the lines to make sure that they are receiving calls properly.

\* Moving Lab & Classroom to Remedy - Will need to get CTI's from C&L so that they can be entered into Remedy. Will also need a change in Remedy so that each building and classroom can be set up in the tables. This will help the C&L as they run reports on classrooms to see where trouble spots are located.

- Currently training the dispatchers with side-by-sides. Planning on having a training class for the Technicians in Remedy.

\* Remedy Administrator - The administrator's main function is centered around creating skills, CTI definitions, creating log-ons, etc. This is functionality that should be done by the functional owners. The members of John Bandy's group are more developers / programmers of the systems. It was decided that one of the new HC leads would fulfill this role for the system while Troy Page would serve as a back-up.

**Risk Updates:**

\* iCommand Deployment - Out of the original 6 issues, only two remain regarding iCommand deployment (Deep Freeze and Antivirus software). The need for the Help Center is for help with resetting workstation passwords. This can be accomplished through the deployment of PC Anywhere. This can be deployed without the need for iCommand. Joe Amador and Tim Joes will meet to discuss PC Anywhere deployment.

**Completed Tasks:** 1.4.3.1 Reclassify Asst HC Mgr to Sftwre Sys Eng - The reclassification has happened. Interviews are ongoing. The goal of this task was complete.  
1.4.11 Create Job Grades in HC - Working with HR on this issue. Will need to move out and note that still waiting on HR.  
1.6.4 Replace IS&T Org chart with Functional Org on IS&T Web Site - Complete  
1.6.8 Review Ticket Routing and ensure that the appropriate people are tasked with accurate and timely routing - This is an ongoing training item as well as part of the future QA on agents. This item can be closed  
1.9.1 Complete HC SOP & publish to web - This date will need to be pushed out to mid-August  
1.10.16 - Investigate and initiate printer queue maintenance capabilities for HC - This task has been set to Keith Campbell to review and comment.  
1.11.3.x - Opening Script for department issues - This task was added to get information from each of the departments to make sure that the HC asks the correct question upon receiving a call. The HC staff will take the first pass and will then forward on to the correct group for review and approval.

**Planned Tasks:** None.

**Composite Health:** 80

**Risk Rating:** 85

**Budget Rating:** 90

**Schedule Rating:** 80

**Quality Rating:** 90