

Start Date: 07/28/2005

End Date: 08/04/2005

Project Manager: Randall Alberts

Summary: The Project is moving along. Several of the Quick Hits are being addressed and an effort is being made to complete these as soon as possible.

Issues:

- 7. Remedy to Match OLA Service Levels - Had a meeting this week to determine the Remedy priorities. This will be a simple change that can be accomplished when the introduction of the OLAs
- 21. Remedy Required Field - This was discussed at this week's Remedy meeting and was moved up on the schedule to be completed.
- 26. Moving Lab & Classroom support to Remedy - Tim Joes is working on setting up a training class for this group.
- 29. Moving of after Hour HC calls to Labs & Classroom Support - Need to decide when we should move the calls so that Labs & Classrooms can take the calls. The phone lines have been installed in the area.

Risks

No Changes

Completed Tasks: 1.4.2 - Increase HC Staff two Headcount - The task was split into two. One was for approval and the other made into a mile stone of the two heads being added. The current status is that the HC is still waiting on the classification of the new job titles so that the positions can be posted.
1.4.11 - Create Job Grades in the Help Center - Continue to work with HR on defining the job titles and the progression path for the agents.
1.6.9.1 - Spectrum (PeopleSoft) - Have spoken with the PeopleSoft administrators about the ability for the HC to reset passwords for PeopleSoft users. Currently there is a bug in the HR system that should be corrected. Once corrected, the HC would be able to reset passwords. The Financial systems will require giving the HC technician more access in order to reset passwords for users.
1.10.16 Investigate and initiate printer queue maintenance capabilities within the Help Center - Sam White is working on granting permissions for the HC agents to remove jobs from the managed print queues. Tim Jones has sent the list of the people needing access to Sam.

Planned Tasks: * Have scheduled a meeting to begin the OLA process between Database Administration and the Help Center.

Composite Health: 80

Risk Rating: 85

Budget Rating: 90

Schedule Rating: 80

Quality Rating: 90