

Status Report

Start Date: 08/04/2005

End Date: 08/11/2005

Project Manager: Randall Alberts

Summary: The project progress is staying on track. The large accomplishment for this week was the visit by NetworkD to complete the implementation of a Performance Measurement tool for the Help Center. The drawback for this week was the rejection by HR to change job titles in the Help Center. This has led to some tasks being moved out while waiting for this approval. This will also move the publishing of the SOP out a week as now the document will have to be changed to the current titles and roles.

Issues:

- 7. Remedy to mathc OLA Service Levels - Lots of discussion surrounding the use of the Standard Request as a priority code. There is some confusion surrounding this as a priority code and also having a case type of request.
- 7.1 Standard Request Priority vs. Request Case Type - Need to discuss as a team the need for a Standard Request Priority and a definition of when to use vs. when to use a case type of Request.
- 17. Change Request - This is an ongoing definition that is being evaluated and will be closed out of this project.
- 21. Remedy Required Field - This has been completed and put into production.
- 24. ACD Order - The phones are in place in the Help Center and in Labs & Classroom Support, however the phones are in the wrong ACD queue. Tim Jones will put in a request to have the phones moved to the correct queue.
- 26. Moving Lab & Classroom support to Remedy - Will need to address specific needs at the next Remedy meeting.
- 29. Moving of after hour calls to L&CS Hotline - Team does not want to move during the first week of classes. Due to the phone problems will not be able to move before classes start. Will look at moving in Late September.
- 30. Level 2 / Level 3 Definition - Have added a new issue to come with a temporary definition for L2/L3. This is needed so that the Performance Metrics group can continue with their completing of reports for management.

Risks

No Changes

Completed Tasks: 1.3 Project Security Review - Had Network Security at the status meeting to determine if a security review for the project was necessary. It was determined that since we are not collecting any sensitive data that there is no need for a full review.

1.4.3.4 Obtain HR approval - HR has denied the Help Center's request to change job titles. Instead the Help Center will have to use current titles.
CLOSED

1.6.3 Initiate process for Security to Alert HC every time it turns down a port
- This is not realistic for Security to send a message to the Help Center, however there is a Remedy ticket completed for every turndown. The Help Center will need to set up a process to review tickets with the correct CTI to determine. CLOSED

1.8.1.2.1 - Customize Performance Management tool - Don Lee was working with Tim Jones this week in customizing the tool for the Help Center and teaching the technicians how to use. CLOSE

1.9.1 Complete HC SOP and Publish to Web Site - The SOP is complete; however with the denial of the title changes, then the manual will need to be updated. This will take more time in order for the document to be published.

1.11.1 Department OLAs - Have begun working with UIS in developing OLAs for those groups. Have met with Decision Support and Database Administration in preparing the OLAs.

Planned Tasks: None.

Composite Health: 80

Risk Rating: 85

Budget Rating: 90

Schedule Rating: 80

Quality Rating: 90