

Id: 10.

Start Date: 08/11/2005

End Date: 08/25/2005

Phase: Construction

Project Manager: Randall Alberts

Summary: The project has reached 55% completion and we have completed 4 OLAs with the Help Center (File Server, Telecommunications, Labs & Classrooms and Decision Support).

The main focus for this week has been the work on the OLAs and the process of developing definitions of OLA and Help Center terms. This process will help in the OLA process and will continue to grow as needed.

Issues

- Level 2 / Level 3 Interim Definition - There continue to be an issue with not having a definition of Level 2 and Level 3 at GSU. This is a problem for Performance Metrics and the reports that they are scheduled to run for this area. The group is working to define each group as a Level 2 or 3 group based on the majority of the work that they complete. The group will try to have a draft to discuss at the next meeting. Would like to build a table in Remedy so that it could be used as part of the Remedy Data warehouse.
- Standard Request Priority vs. Request Case Type - There is discussion about moving to using the Request case type in Remedy vs. changing low priority to request. This will require additional training for everyone using Remedy.
- ACD Order - The new phones in the Help Center and the Lab and Classroom phone is still not in the proper queue for using. Tim is working with Telecommunications to correct.
- Remedy Support Contract - The PO has been issued and GSU is waiting for an invoice from BMG so that it can be paid.

Risks

- Remedy Test Environment - Have spoken to Remedy and they do not have a test environment license. The only option that GSU has is to purchase an additional Development license at \$5500 for Help Center or \$16,500 for full development.

Change Request

- A change request was submitted to change the default for Urgency under Customer information to Medium.

Completed Tasks: 1.4.13 Realign Help Center manager's workload with job description - No Change
1.6.9.1 Spectrum (PeopleSoft) Allowing the HC to reset password - Still in discussions with Financial systems on ability
1.9.1 Publish Help Center SOP to website -
1.10.1 Formal Remedy Training (Phase I) - This is an on going process that will continue into the fall
1.13.6 Create and Implement an ROI process - There was some discussion on this at the meeting. This will require a Level 2 / 3 definition so that cost can be compared between calls resolved at the Help Center versus being sent to more costly support options. Look at FCR increase and compare to L2/L3 decrease and use an aggregate number to determine savings.

Planned Tasks: None.

Composite Health: 80

Risk Rating: 85

Budget Rating: 90

Schedule Rating: 80

Quality Rating: 90