

Start Date: 08/25/2005

End Date: 09/01/2005

Project Manager: Randall Alberts

Summary: The project continues to move along at a steady pace. This week saw the completion of the OLA with Student Information Systems as well as planning for the next round of OLA with teams.

During the meeting there was a discussion surrounding the opening scripts that were added to the project plan. There was discussion if this information should be a part of the SME documentation and look more at the function of the applications. It was discussed that these scripts should be the minimum information to be gathered. If this is the case then the information should be given by the group and added to the CTIs.

There was also a discussion of Tier distinctions of the groups working with the Help Center. The group reviewed a spreadsheet that listed the percentage of time that each group spends in each level based on the cases that they handle in Remedy. This list will help June Moss and her group in developing the reports needed.

There was also a discussion on the reports to be run from the Remedy database. Need to investigate the use of Crystal reports so that the report can be built using several parameters so that managers can see information that only relates to their cases. Managers have also asked for the information to be pushed to them so that they can either open the report in their e-mail or click on a link and pull up the report.

Reviewed the OLA glossary and made changes to several of the definitions. Will correct and forward back out to the group for review and approval.

Issues:

- Standard Request Priority vs. Request Case Type - It has been decided that the Help Center will use the Request Case Type in Remedy. This will avoid having to change the low priority. This issue was closed.
- Moving of after Hour HC calls to Labs & Classroom Support - Looking to take place on September 19th if the ACD phone problem is solved.
- ACD Order - Phones are still not working, but Tim Jones is working to get corrected.
- Remedy to Match OLA Service Levels - Will only need to change urgent to critical. This is scheduled to be completed by 9/15

Risks

- No changes

Completed Tasks: 1.4.3.5 Post HC Lead Position - Paperwork was given to Pam this week and position should be posted the week of Sept 5
1.4.13 Re-align Help Center managers workload with job description - Needs to be moved out two weeks
1.6.9.1 Spectrum (Peoplesoft) - Have sent the Help Center's IDs to Spectrum so that their accounts can be set for assisting users with password resets. Once this is finished then will only need to give training to technicians.
1.6.10 Improve Arts and Sciences technician availability reporting to the Help

Center - Have set up a meeting to discuss.

1.6.11.1 Add 'issue' to case type in Remedy - No longer needed and can be closed

1.6.11.2 Reclassify problem tickets as 'Issues' - No longer needed and can be closed.

1.8.6 Implement usage of staffing calculators - Already in use and can be closed

1.10.16 Investigate and initiate printer queue maintenance - Waiting on documentation from File Server. There is an issue that the Help Center will be unable to assist if users are using IP printing. This appears to be only widely used in Classrooms and Labs.

1.11.6 Initiate Help Center Performance Management - Tim started using this on Monday of this week.

Planned Tasks: None.

Composite Health: 80

Risk Rating: 85

Budget Rating: 90

Schedule Rating: 80

Quality Rating: 90