

**Start Date:** 09/01/2005

**End Date:** 09/08/2005

**Project Manager:** Randall Alberts

**Summary:** This week we have continued to work through OLAs with the different groups.

**Issues:**

- \* Level 2 / Level 3 Interm Definition - Group looked at definitions, but have decided against assigning definitions to groups. Need to look at assigning a level to each individual in IS&T
- \* Remedy to Match OLA Service Levels - Changes to be completed next week
- \* ACD Order - Still problems with the ACD phones not in the proper call group.
- \* Remedy Support Contract - This is still an ongoing issue as Remedy has not issued a Invoice.

**Risks:**

No Changes

**Completed Tasks:** 1.4.3.5 Post HC Lead Position - Paperwork has been completed and waiting for position to be posted to the web  
1.6.1 Improve ticket closed e-mail notification to address customers concerns - Looking to move forward with e-mail changes during the week of September 12th  
1.6.9.1 Spectrum (PeopleSoft) - The HC technicians have been granted permission to reset these passwords. Training is scheduled to be completed on September 12th  
1.6.10 Improve Arts and Science technician reporting - Meeting scheduled with Bonnie on September 14th  
1.6.11.3 Begin publishing report by assignee without Problem ticket - MJ to take to directors meeting to have them review using the different case types  
  
1.11.3 Help Center Opening Scripts - All sub tasks will be removed from the project plan as this will be accomplished by the CTIs and the solutions submitted by each area.

**Planned Tasks:** None.

**Composite Health:** 80

**Risk Rating:** 85

**Budget Rating:** 90

**Schedule Rating:** 80

**Quality Rating:** 90