

Start Date: 09/08/2005

End Date: 09/15/2005

Project Manager: Randall Alberts

Summary: Due to conflicts with other meetings and team members being out of town, the meeting was cancelled for the week. Work on the project continues. This week we completed the OLA with Financial Systems as well as the NOC. We continue discussions with Network Planning and Unix. The directors are taking up the Violation clause in the OLAs. This has become a topic of discussion for several managers and we are seeking to get guidance from the Directors on this topic. Once a decision and final verbage approved, it will be added to the OLA template and to all of the OLAs at signing day.

Issues

* GSU has sent a PO for Remedy support to BMG and is waiting for an invoice. Purchasing faxed the PO again (PO 29704) and the problem has been resolved.

* There is still a problem with the additional ACD phones that were installed. This could delay the moving of after hour calls to Lab and Classrooms as planned for the 19th. Tim is continuing to work on the issue with Telecommunications.

Risks

No Changes

Completed Tasks: 1.6.1 Improve ticket closed e-mail notification - The field size has been modified in testing and is undergoing testing. It should be loaded into production next week after notification to all Remedy users of the change via e-mail.
1.6.10 Improve Arts and Sciences technician ability reporting to Help Center - This meeting has been moved to September 14th.
1.6.11.3 Begin publishing report by assignee without problem tickets included - The directors have approved using a case type of problem. Tim Jones will need to develop some reports that will break out problems and issues so that the directors can review.
1.9.1 HC SOP, publish to web site - Tim is completing the SOP this week and should send to the HCIP team next week for review before publishing.

Planned Tasks: None.

Composite Health: 80

Risk Rating: 85

Budget Rating: 90

Schedule Rating: 80

Quality Rating: 90