

Start Date: 09/15/2005

End Date: 09/22/2005

Project Manager: Randall Alberts

Summary: This week has seen most of the issues with the project solved. This includes the correction of the ACD phone problems and the rolling of after hour calls to the Lab and Classroom support help line. OLAs are continuing as we completed the OLA with the NOC and are continuing to work on OLAs with the DBAs, Unix and Network Planning groups.

Issues

- * Remedy to Match OLA service levels - Spoke with Troy page this week. Should be in production by Friday evening.
- * Moving of Labs and Classroom Support to Remedy - This is still waiting on a code change that is needed to support the classrooms
- * ACD Order - The additional ACD phones for Labs & Classrooms and the additional HC staff have been fixed. They are now ready to accept calls. This issue is closed.
- * Moving of after hour HC Calls to Labs & Classroom Support - The calls were transferred as of Wednesday night. At that time three calls were answered by the Help Line for the Help Center. This issue is closed.
- * When the ACD queue is full, the calls roll to the IS&T Receptionist - This is a new issue to discuss in the group. If the caller gets the receptionist, then the only thing that the receptionist can do is to ask them to call back. There were two options discussed including 1) allow the caller to get a busy signal when the queue is full or 2) Have the overflow calls go to a voicemail box where a message can be played, but not message can be left.

Risks

- * iCommand Deployment - Have set up a meeting with the iCommand and Network teams to discuss deployment prior to the deployment of the network upgrade.

Completed Tasks: 1.4.3.3 Set up career pathing for HC Technicians - Tim to send out a document to the HCIP group for review
1.4.3.5 Post HC Lead Position - Position was posted Friday 9/16
1.4.13 Re-align HC Mgr workload with job description - MJ to review and needs additional time. May also need to wait until Lead is hired as they will take some of the duties that Tim is currently performing.
1.6.1 Improve ticket closed e-mail notification - After discussion within the group, it was determined that sending the solution to the customer might only confuse the customer do to the technical dialogue entered by technicians. MJ researched this task and it is the understanding of the group that the task is more about changing the e-mail so that more of the important information is at the top of the message. This task was changed to read increasing the size of the solutions filed, as this was a part of the task and needed. The true nature of the task is in task 1.10.5 Review of Remedy e-mails, which was moved up on the project schedule.
1.6.10 Improve A&S Technician Availability - Had meeting with A&S and discussed the issues. MJ and Tim have been invited to the A&S technology meeting so that they can stay informed. This task was closed.
1.6.12 HC Shorthand notation - Genneth Graves has completed and circulating with some groups in IS&T for comments. Once completed then the list will be sent to all Remedy users for their information..
1.10.16 Printer Queue Maintenance Capabilities for HC - This has been complete and only training for HC is remaining.

Planned Tasks: None.

Composite Health: 80

Risk Rating: 85

Budget Rating: 90

Schedule Rating: 80

Quality Rating: 90