

Start Date: 09/22/2005

End Date: 09/29/2005

Project Manager: Randall Alberts

Summary: This week saw the completion of OLAs with DBAs. We have also moved close to being able to complete the OLA with Network Planning. The Labs and Classrooms support area continues to take afterhours Help Center Calls with no problems.

Issues:

* Remedy to match OLA service levels - Currently Troy is working on this change to the Remedy system. It is slated to be completed by October 15th, but could be completed as early as the end of September.

* Definition of Problem - Added - Need to develop a clear definition of a problem that can be used by all groups. This will help ensure consistency in Remedy reporting among the IS&T groups.

Completed Tasks: 1.4.3.3 Set up career pathing for HC Technicians - There is a path developed by NetworkD that is in their final report. This will be sent out to the HCIP team for review and comments.
1.6.12 Develop and implement effective HC shorthand notation - Kenneth has developed a list of shorthand notations. This needs to be sent out to the Remedy user community for information and approval.
1.9.1 Complete HC SOP, publish to website - The SOP has been completed. It is being sent out to the HCIP team for review. Will be published to the wb site for employees. Task marked as complete.
1.10.5 Review of all e-mails sent out by Remedy System - Troy is working on putting together a list of e-mails sent out by Remedy so that the HCIP team can comment on any needed changes.
1.10.16 Investigate and initiate printer queue maintenance - Kenneth to learn the procedure when he is completed with training. He is then planning on training the rest of the Help Center team.

Planned Tasks: None.

Composite Health: 80

Risk Rating: 85

Budget Rating: 90

Schedule Rating: 80

Quality Rating: 90