

**Start Date:** 09/29/2005

**End Date:** 10/06/2005

**Project Manager:** Randall Alberts

**Summary:** This week the project continued to work on OLAs. This week saw the completion of the OLA with Network Planning and the beginning of the OLA with Networks. Also this week the SOP for the Help Center was sent out for final review by the group.

\* Problem Definition - It was agreed that the definition that was presented in the current OLA is the best definition that does not limit the scope of problem. If there are any questions to a definition then it needs to be brought up to the directors for discussion.

**Issues:**

\* Moving on Labs and Classroom Support to Remedy - Waiting on a spec from Troy including the amount of time that will be required to make the necessary changes to the Remedy System. Joe Amador will be sending CTIs to Tim this week for including in Remedy for Labs and Classrooms.

\* ACD Calls rolling to the Receptionist - This was discussed during the meeting and it was determined that the best course of action was to have the phone busy out when the queue is full. Tim will investigate the possibility of making this happen. The fall back plan is to have the overflow go to a recorded message, but not allow the caller to leave a message.

**Risks:**

\* iCommand Deployment - It was noted this week that Pixy Boot would be needed in order to push a build to a machine. This could pose a problem as this is only available on the Labs and Classrooms vLan until the network upgrade. This will need to be revisited.

**Completed Tasks:** 1.4.13 Re-align HC Mgr workload with job description - This will need to be moved out until after the Directors Retreat in November.  
1.10.1 Formal Remedy Training - Phase I - Waiting on the remaining Phase I classes to be scheduled  
1.10.16 Printer Queue Maintenance for the HC - There was a problem with the procedure. File Server is working to correct the problem and training will be rescheduled  
1.4.3.3 Career Pathing for HC Technicians - The spreadsheet sent out was not received by the group. This will be resent out this week for the group to comment on.  
1.8.8 Proactively Send Customers to Element K - Need to develop a plan for recommending Element K courses for callers who need application help. This can be done by modifying CTIs of the top application CTIs to include the Element K course name and how to access.  
1.10.5 Review of Remedy e-mails - The document containing the e-mails was sent out but was not received by the group. This will be resent out this week for the group to comment on.

**Planned Tasks:** None.  
**Composite Health:** 80  
**Risk Rating:** 85  
**Budget Rating:** 90  
**Schedule Rating:** 80  
**Quality Rating:** 90