

Start Date: 10/07/2005

End Date: 10/13/2005

Project Manager: Randall Alberts

Summary: Due to some scheduling conflicts, the HCIP team did not meet this week. Also, due to Educause in Orlando taking several of our members away next week, the next meeting is scheduled for the 28th. While the team did not meet this week, there are still several items that are on going and being completed. This includes completing OLAs with Networks and Workstation Support this week. Also, I have moved some tasks that will take longer than expected in the project plan to areas where they truly belong. After doing this, this closes out the Quick Hits. They have all been completed by the team. This week also saw the hiring of the Help Desk lead, Kenneth Graves. This is a big accomplishment for the Help Center and will greatly help with Tim Jones work load. The project now stands at 65% complete.

Issues

* Remedy to Matvch OLA Service Levels - This was completed this week and rolled into production. This issue is now complete.

Risks

* No Changes

Completed Tasks: 1.4.3.3 Set up Career Pathing for Help Center Technicians - The proposed career pathing as recommended by Network D was sent to the group for review and comment. There were no comments and this was accepted. This task was closed.
1.4.3.6 Announcement of Help Center Lead - This week Kenneth Graves was named the new Help Center Lead. This closed out this task
1.8.8. Document and Implement a Help Center Ergonomics and Environment Policy - This is a part of the SOP that was completed this week. This task is now complete.
1.10.17 Investigate and initiate Printer Queue Maintenance for the Help Center - Access was granted and training given to Kenneth. He will write up the procedure and inform the remain Help Center Personnel
1.11.1.12 Networks OLA - The OLA with Networks was completed this week. This OLA will be revisited once all OLAs are completed.
1.11.1.13 Workstation Support OLA - The OLA with Workstation Support was completed this week. The OLA will be revisited once all OLAs are complete.

Planned Tasks: None.

Composite Health: 80

Risk Rating: 85

Budget Rating: 90

Schedule Rating: 80

Quality Rating: 90