

Start Date: 10/13/2005

End Date: 10/27/2005

Project Manager: Randall Alberts

Summary: This week we had Don Lee from NetworkD in town to review the HCIP project. Overall the comments on the progress of the project were positive. The large challenges identified were the resource constraints due to the Network Upgrade Project. Don was also able to provide guidance on the OLAs as that process continues. He was also able to meet with June Moss and members of the HCIP team to understand the reporting requirements and the process as we move forward. This week also saw the starting of the OLA process with the EDG and continued review with Unix. Also several other tasks were closed out after review of the project plan from not meeting the past two weeks.

Issues:

* Level 2 / Level 3 Interim Definition - Don Lee was able to meet with June Moss on the discussions of tiers as it relates to the reports that her group is preparing. This has helped with this process and will allow June to move forward with most of the reports that her group is responsible. There is a tentative date set to have Don Lee come back the week of January 17th to work on Tier definitions in IS&T.

* ACD Calls rolling to the Receptionist - Tim Jones has submitted a ticket to communication to have this changed. The new process will be that the caller will hear a busy signal when the queue is full. This is a change order with BellSouth at \$200.

Risks:

* Remedy Test Environment - After talking with Don Lee about this risk, it was determined that we will be unable to get a QA system from Remedy without purchasing one. Since budget is tight, this is not possible currently. In such the team will accept this risk and move forward. In such the risk will be mitigated down to the lowest possible score and in effect closed.

Completed Tasks: 1.2.4.2 CR003 - Data field for technicians to record actual time in Remedy - This field will be needed for June Moss' group to run some reports requested by management. This will be a change request that will be submitted for Remedy.

1.8.3 A+ Certification for Specialist - The final Help Center specialist is scheduled to take the training the week of November 7th. Once the training is over, then the specialist will have 6 months in order to pass the exam. This is for hardware A+ certification only. A+ Software certification is Phase II and will part of the 2006 budget; it is therefore out of the scope of this Project.

1.8.9 Document process to drive customers to ElementK - This task was clarified to say that for user error questions or problems, users should be reminded that training is possible through ElementK CBTs. Tricia Anderson is the ElementK administrator at GSU and should be able to assist if there is a question about the appropriate course to recommend.

1.10.8 Research shortcut add-on - The Help Center reviewed this product and it was determined that it would not be beneficial at this time. There is another option that may be available in Remedy and it is being investigated.

1.10.11.1 Create SMECLNT program - This task will require iCommand that will be unavailable until the new network is operational. This task was moved out until April.

1.10.15 Help Center queue overflow to receptionist - See issues above

1.10.20 Review and implement improved walk away codes - This is a part of the SOP that Tim published. This task was closed.

1.15.4 Reports for Help Center - After a meeting with Don Lee and June Moss, it was determined that a majority of these reports are ready to be run. It was decided the frequency of the reports needed. The only two reports that are unavailable currently are Quality and Client Satisfaction. Both of these reports require the Remedy surveys to customers that are yet to be implemented.

1.15.5 Metric calculations for all tiers - The definition of the tier distinctions for most of these reports were removed. This means that the reports should be available to be run. June Moss is working with her group to determine what will be needed to complete these reports and the ability to run them on a scheduled basis. Some of these reports will be unavailable due to the need for other information that is either not defined or available. These reports are noted in the project plan.

Planned Tasks: None.

Composite Health: 80

Risk Rating: 85

Budget Rating: 90

Schedule Rating: 80

Quality Rating: 90