

Status Report

Start Date: 10/27/2005

End Date: 11/03/2005

Project Manager: Randall Alberts

Summary: This week has seen the hard work of the Metrics group as they work to automate the reporting needed for the HCIP project. The goal is to have these reports automated and placed on a web page for access by management. The goal is to have the information available on the web by the 11th. After that point the available resource working on the project will be unavailable for this project.

This week we also put together a critical path to the announcement of the new Help Center. This path was discussed at the meeting and agreed to by the project team. This will be a report that will be reported at the weekly meetings.

Issues:

- * Moving Labs and Classrooms to Remedy - Joe Amador has given all information to Troy for incorporation into Remedy. Joe has also given all of the needed CTI information to Tim Jones for including in Remedy.
- * ACD Calls rolling to the Receptionist - The workorder has been processed so that the phone will busy out when the queue is full. This was tested and is completed.

Risks:

- * IP Telephony Project - This project will not happen before the end of this project. This will not be an impact to the project and will be closed.

Completed Tasks: 1.4.4.6 Interview, Selection, Offer - This is for the new HC positions.

Interviewing is scheduled for the week of November 7th.

1.8.5.1 Create and Implement an effective Change Management process - This is for Remedy change tasking and will part of the Remedy review report that is on-going

1.8.14 Ability to extend to 6 or 7 pm nightly - Most after work calls happen up until about 6 pm. Currently there is no barage of calls that the Classroom and Labs support hotline can not handle. There is points where callers have to be put on hold due to the classroom hotline. Need to determine if there are rights and training that need to be given to the L&C dispatcher. Will decide this issue in the next few weeks.

1.9.5 Review of Remedy e-mails - Several changes to the e-mails have happened. Team will review this week and should be able to close next week.

1.9.14 Initiate Recurring process to review Remedy's adherence to Screen-Human Harmony best practice - This is part of the Remedy review. Some suggestions will be made to help improve the harmony

1.9.15 Cease having calls overflow to receptionist - This has been completed. Calls will now go to a busy signal

1.14.3 Begin publishing report by assignee without Problem tickets included - This will be dependant on the Remedy review and comments based on the Remedy review

1.14.4 Setup Metrics - June Moss' group is working on the reports and plan to have information available on the web for some reports by November 11th

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