

## Status Report

**Start Date:** 11/03/2005

**End Date:** 11/10/2005

**Project Manager:** Randall Alberts

**Summary:** This week saw the completion of several key tasks. This includes the completing of the OLA with EDG and continued discussion of the OLA with Unix. This week also marks the completion of all Help Center employees with A+ Hardware training. The other large accomplishment this week has been the completing of the HCIP reporting by Jun Moss' Metrics group. This includes the building of 27 reports and being able to automate the delivery of information to management. There are only two reports that are currently an issue. This includes Mean time to assign since Remedy over writes this field if the ticket is reassigned. The other issue is being able to identify a time stamp for when a ticket is marked WIP so that Average Response Time can be measured. There was also a issue that came up in relation to the OLA discussion with Unix. The discussion was related to changing the CTI of a ticket to the root cause of an issue rather than the issue reported to the Help Center. It was determined that this would need to be accomplished to route the ticket to the correct group for resolution. If the ticket still is to be completed by the group holding the ticket, then they should make a conscious effort to set the CTI to reflect the correct root cause.

### Issues

\* Level 2 / Level 3 Interim Definition - There is discussion that NetworkD may have a conflict in January of 06 and want to move the date. If the date moves into February or March, then there will be a big conflict with the Network Upgrade deployment.

### Risks

\* None

**Completed Tasks:** 1.4.5 Addition of two new HD Staff - Tim Jones is interviewing this week.  
1.7.3 A+ Hardware Training for HD Staff - The last person was trained this week. Technicians will have 6 months in which to pass the certification exam.  
1.9.5 Review of e-mails sent out by Remedy - MJ has reviewed all e-mails this week. Will get comments from others this week so that Tim Jones can make the necessary changes in Remedy.  
1.14.4 Setup data capture and metrics calculation processes for HC CSF - 19 of the 20 reports were completed by June Moss' group.  
1.14.5 Setup data capture and metrics calculations processes for all Tiers - 8 of 9 reports were completed this week. The only remain report was due to being able to gather the data.

**Planned Tasks:** None.

**Composite Health:** 80

**Risk Rating:** 85

**Budget Rating:** 90

**Schedule Rating:** 80

**Quality Rating:** 90