

Status Report

Start Date: 11/10/2005

End Date: 11/17/2005

Project Manager: Randall Alberts

Summary: This week saw the completion of an OLA with eLearning. There is only 4 OLAs that are remaining to be completed with the Help Center, Unix, Digital Media, Spectrum and Banner.
This week also saw the completion of the requested reports being completed and placed on a web site. At the review meeting, there was considerable discussion of the use of the reports and the lack of the ability to compare numbers across several measurements. This was a shock to the Metrics group that will work with the Help Center to create meaningful reports.

Issues

* Moving of Lab & Classroom Support to Remedy - Troy has developed the initial screens for Labs and Classrooms. The goal is to have the system in test by December 1st and ready for production by the start of Spring Semester.

* Reports for Metrics - There is a concern that the reports were developed for the wrong audience and are not meaningful to the audience that will be using it. There needs to be a determination of the audience and looking at reducing the duplicate work.

* Remedy E-mail API - This includes the ability to have Remedy automatically generate tickets from e-mails. This is a function of Remedy that needs to be investigated and turned on for usage.

* Clear direction from Management on items going through Remedy - There was discussion of a Directors Memo that went out, but was not passed to all members of IS&T. This needs to be taken forward so that all of IS&T will start using Remedy as the source for all tickets between departments and customers.

Risks:

No Change

Completed Tasks: 1.4.4.6 Interview, selection, offer, announcement - the HDS has been selected and is currently undergoing the background check before an offer can be extended.
1.7.9 Document and implement process to proactively drive customers needing training to ElementK - A document was drawn up giving direction on how to do a search in ElementK for needed training. This was given to the Help Center that will develop a new CTI for Training Opportunity and use this as the Solution. This task is closed.
1.9.5 Review of all e-mails sent out by Remedy System - The e-mails have been reviewed and changes offered. There was some discussion surrounding the ability to reduce Remedy Spamming to users. A note was drafted for Tim to send out to all Remedy Users. This task is closed.
1.14.4.20 Mean time to Assign (Dispatch) Incidents (Monthly) - This report is unable to be run currently since the Assign field may be overwritten. This report will be moved to the Spring so that Remedy modifications can be made so that this report will run.

Planned Tasks: None.

Composite Health: 80

Risk Rating: 85

Budget Rating: 90

Schedule Rating: 80

Quality Rating: 90