

Georgia State University

Help Center Improvement Project

Status Report - 12/5/2005

Start Date: 11/17/2005

End Date: 12/01/2005

Project Manager: Randall Alberts

Summary: This week saw the continued progress of the HCIP project. One of the main deliverables is the delivery of the Remedy recommendation document from NetworkD. This document was delivered to the Remedy programmer and estimates are being worked to determine how much work will be required to implement the recommendations.

The project also saw the addition of a new OLA that will be needed. The college of education will start using the Help Center for dispatch of trouble tickets to the COE technicians. A OLA with this group will need to be developed for the Help Center.

Risks:

* No Changes

Issues:

* No Changes

Completed Tasks: 1.4.4.6 Interview selection, offer and make announcement - Time has completed the interview process and has extended one offer, with a second offer pending. There is hope that both positions can be filled by the end of the year.

1.8.14 Address ability to extend Help Center hours to 6 or 7pm nightly - It was determined that with the current use of Labs and Classrooms, this will not be needed. Instead this will be an on-going monitoring as part of the Help Center Procedures

1.9.6 Formal Remedy Training Phase II - This training has been scheduled and will be closed from the project plan.

Planned Tasks: None.

Composite Health: 80

Risk Rating: 85

Budget Rating: 90

Schedule Rating: 80

Quality Rating: 90