

# Georgia State University

## Help Center Improvement Project

Status Report - 1/05/2006

**Start Date:** 12/15/2005

**End Date:** 01/05/2006

**Project Manager:** Randall Alberts

**Summary:** This week saw the completion of the hiring of the new leads for the Help Center. The second lead started just before the Christmas break. The Help Center has also hired one of two new Help Desk positions. The second position is waiting for approval of the background check. This should be completed in the next week and this task can be closed.

### Issues

- \* Moving of Labs and Classroom support to Remedy - Joe Amador has seen some screen shots, but Troy was not in the meeting. We will have to wait until next week to get a status update.
- \* Level 2 / Level 3 Definition - Network D has moved their date to be on Campus to February 7
- \* Reports for Metrics - This meeting needs to be set up. It was cancelled prior to the Holidays due to parties unable to attend.
- \* Remedy E-mail API - This is on the Remedy Modification List
- \* Clear Direction from Management on items to be in Remedy - This was discussed and a meeting set up for next week to define some guidelines.

### Risks

- \* Customer Perceptions - This will be answered in part once guidelines are established as to the information to be put in Remedy
- \* Self Service Technical Ability - This has now been moved to Feb. 7

**Completed Tasks:** 1.4.4.6 Interview, selection, offer, announcement (Help Center Lead Position) - Both of these positions have been filled and this task can be closed  
1.4.5 Addition of two new Help Desk Staff - One person has been hired. The second person is awaiting the background check. This should be completed next week.  
1.7.4 Complete A+ Certification for Help Desk Specialist - One person has passed the hardware test.  
1.8.13 Improve Help Desk Severity Matrix - This should be completed based on the OLAs that are completed. Randall will compile for the next meeting.  
1.9.7 Create Formal Remedy Customization Process (Modification List) - Troy was not at today's meeting. John Bandy to get an update.  
1.10.2.2 Remedy TrainingClass for Remedy Users - This needs to be moved out as the training will need to contain the new modifications to Remedy being implemented.

**Planned Tasks:** None.

**Composite Health:** 85

**Risk Rating:** 85

**Budget Rating:** 90

**Schedule Rating:** 80

**Quality Rating:** 90