

# Georgia State University

## Help Center Improvement Project

Status Report - 1/13/2006

**Start Date:** 01/05/2006

**End Date:** 01/12/2006

**Project Manager:** Randall Alberts

**Summary:** This week the project's main focus was on working on guidelines for information to be captured in Remedy and the procedure to do. A draft guideline was developed by the team and will be presented to the directors next week.

This week the project was able to close out tasks related to new employees at the Help Center and looking at the Severity Matrix as explained in the Help Center. There was also a move to set up meetings for the final three OLAs that need to be completed.

The project is now 78% Complete.

**Issues:**

\* Remedy Usage Guidelines - A draft guideline was developed by the Project Team and will be sent to Management for approval

**Risks:**

\* No changes

**Completed Tasks:** 1.4.5 Addition of 2 new Help Desk staff - Time Joes was able to extend an offer for the second position. All new positions related to the HCIP project have now been completed. This task was closed.

1.8.13 Severity Matrix - The Service Level Commitment Chart was taken from the completed OLAs. There are two charts with one for Telecommunications and one for everyone else. The reason is that Telecommunications is not controlled by Georgia State at this time.

**Planned Tasks:** None.

**Composite Health:** 85

**Risk Rating:** 85

**Budget Rating:** 90

**Schedule Rating:** 80

**Quality Rating:** 90