

Georgia State University

Help Center Improvement Project

Status Report - 1/20/2006

Start Date: 01/12/2006

End Date: 01/19/2006

Project Manager: Randall Alberts

Summary: This week marked a major milestone in that all of the OLAs that are needed for the project have at least had an initial meeting. Currently the only outstanding OLAs are with the COE Support group and with the Spectrum Office. Both of these groups are working on the OLAs and should be sending in a revised copy in the near future.

There is a desire to begin the COE support for the COE on February 6th.

The OLA for ITC has been completed and the team is only waiting on some minor changes to the OLA for COE Support

This week we also had a Remedy meeting to discuss several of the modifications that have been requested. The modification for moving Classrooms and Labs to Remedy has been completed and rolled into production. The team is still waiting on the Modification list for Remedy.

Issues:

* Reports for Metrics - There was a meeting this week with the Analytics group to discuss some ways that they can help with the reporting needs. There is still a need to clearly define the reports that are desired from the system including any formulas that may be used.

* Moving Labs and Classrooms to Remedy - Completed and Closed

Risks:

* Customer Perceptions - This will be helped as Management and all communicate the process to the customer.

Completed Tasks: 1.9.7 Remedy Modification List - Troy page has completed this list, and is to mail to the group.

1.9.14 Remedy's adherence to Screen-Human Harmony - This has been prioritized as the next task to be completed by the Remedy Development Team

1.10.1.17 OLA with Spectrum Office - Met with team this week and started the OLA process

1.10.1.19 OLA for COE ITC - This was completed this week

1.10.1.20 OLA for COE Support - There was another meeting this week. This is nearing completion.

Planned Tasks: None.

Composite Health: 85

Risk Rating: 85

Budget Rating: 90

Schedule Rating: 80

Quality Rating: 90