

Georgia State University

Help Center Improvement Project

Status Report - 1/27/2006

Start Date: 01/19/2006

End Date: 01/26/2006

Project Manager: Randall Alberts

Summary: This week there was a discussion on the OLAs and how the measurements can be tracked. The problem is that Remedy, can not alert management when they are about to miss their OLA. Remedy can only run a report and tell when a OLA was missed in hindsight. This is a problem for managers that sign the OLA as they will not have any opportunity to make course adjustments. This could be a problem for many in signing the OLAs. The group discussed many options, including contacting Remedy to see if the SLA monitor can help with this issue. The team will submit a question to BMG, through Tim, to see if this add-on package will work to meet the HCIP needs.

Issues:

* Report for Metrics - June Moss' group is working on converting their database to Oracle. This will be a new project that will spin up in the near future. Once this project is complete, then the HCIP team can look at reporting using Crystal Enterprises.

* Clear direction on items going through Remedy - There was also discussion around the Remedy Guidelines. There was an issue with one paragraph that seemed to give the customer the opportunity to continue to call the IS&T resource directly. This paragraph was discussed and some changes made that will be sent back to management for approval.

Risks:

* iCommand Remote Access - Waiting on the iCommand roll out to the colleges. All of the iCommand servers are now in production. It is up to each individual college to implement the remote access as they see fit.

Completed Tasks: 1.9.3 Fill Knowledge Management Specialist Responsibility - This position has been filled at the Help Center. This task can be closed.

1.9.4 Fill Categorization Specialist Responsibility - There is some confusion if this should be Tim. Will discuss next week with MJ.

1.9.9 Implement Knowledge Management Process - The document has been drafted based on NetworkD's visit in the fall. Waiting on Remedy changes to implement.

Planned Tasks: None.

Composite Health: 85

Risk Rating: 85

Budget Rating: 90

Schedule Rating: 80

Quality Rating: 90