

Georgia State University

Help Center Improvement Project

Status Report - 2/3/2006

Start Date: 01/26/2006

End Date: 02/02/2006

Project Manager: Randall Alberts

Summary: This week saw Don Lee of Network D here to perform the final project review. The review did have several good comments with the only negative being the slow process due to other requirements on IS&T. It was nice to have Don review some of the schedule and point out items that can be closed since they were already completed. The other main task completed was the completing and sending out of Guidelines for recording work in IS&T. This was sent out by JL to all of IS&T on Thursday of this week.

Issues:

- * Remedy E-mail API - This has been added to the Remedy priority list to be scheduled. This can be removed from the Issues List.
- * Clear Direction on items going through Remedy - A memo was created by the HCIP team and was delivered to the IS&T population. This issue can now be closed.
- * Set up Remedy Demo on SLA monitor - This needs to be set up so that the HCIP team can review the demonstration of the Remedy SLA monitor add-in.

Risks

- * iCommand Remote access - iCommand is being deployed in the colleges, but will be up to the individual colleges to deploy the PC Anywhere client for remote access to the desktop. There is a committee in the iCommand deployment project that is working on developing some guidelines for GSU so that this functionality can be deployed.
- * Self Service Technical Ability - Self service evaluation has been rescheduled for February 14th. The Core Web committee has also given the IS&T web site as the top priority moving forward. This should not be a major risk moving all projects are under the same constraints of resources.

Completed Tasks: 1.9.9 Implement Knowledge Management Process - Waiting on process for L2/L3 to submit knowledge articles. Also waiting on changes in Remedy to direct all Knowledge Articles to Help Center Knowledge Specialist to approve articles and enter into Remedy.

1.9.14 Initiate recurring process to reviews Remedy's adherence to Screen Human Harmony - This has been developed in Remedy and is being tested, This will be rolled into production shortly. This task can be closed.

1.9.22 - Include Help Center as an active participant in crisis management - 2/2 - Will need to Build a full IS&T Crisis Communications. Use UCCS as a model to build a full IS&T Crisis Management list. Keith to send out a copy to the HCIP team. Will need to include the Banner and Spectrum office as a part of the final product.

1.10.1.12.2 Institutional Development - There is still on going discussions with Institutional Development and decisions are still being made. This will be an ongoing discuss. This can be closed and will be revisited as operations at a later time if appropriate.

1.10.2.3 Signing Day for all OLAs - Suggestion to go ahead with signing day and have JL send out a reprieve for any metrics related to the OLA until reporting is available. Will need proactive alerting and reporting before this will be accepted for Help Center announcement.

1.12.3 Re-publish (if Necessary) Customer Care Advocacy - This is an on-going process and can be closed in relation to this project.

1.12.6 - Document and Initiate Priority Re-alignment process with customers - This is being accomplished with the PMO and other processes with the Directors and ITSG. This task can be closed.

Planned Tasks: None.

Composite Health: 85

Risk Rating: 85

Budget Rating: 90

Schedule Rating: 80

Quality Rating: 90