

Georgia State University

Help Center Improvement Project

Status Report - 2/09/2006

Start Date: 02/02/2006

End Date: 02/09/2006

Project Manager: Randall Alberts

Summary: This week has been about changes. It was announced to the HCIP group that Tim Jones would now be dedicated full time to the Help Center. His workstation support group would move to Labs and Classroom support that would also be joining P&SI. Tim would also be picking up the dispatch function for the Labs and Classrooms to join the Help Center. Also, the directors have instituted a new process where one project each week would be reviewed at the Directors meeting. HCIP will be the first project and will be reviewed next week.

Issues:

* Report for Metrics - June Moss reported that her group has been given the go ahead to convert their database to Oracle. Also, the outcome of the Tier2/Tier3 assessment by Network D, may produce additional reports that are needed.

* Level2/Level3 Definition - The assessment by NetworkD began this week. This will be a four week process.

* Review of Remedy SLA Monitor - Randall contacted BMG and is working to set up a demo for the HCIP team during an upcoming HCIP meeting.

Risks

* No Change

Completed Tasks: 1.4.13 Re-align HC Mgr workload with job description - Tim Jones will now dedicate full time to the Help center as his workstation support people will move to Labs and Classrooms, which will move to P&SI. MJ will need to rewrite some of Tim's job duties in order to close out this task.

1.8.5.1 Create and Implement an effective Change Management Process - This includes changes in Remedy to be able to change incidents and implement changes in the Remedy system. The process will take longer than originally planned, but MJ is working with Don Lee while he is in town as part of the T2/T3 assessment

1.9.9 Knowledge Management Process - The Specialist has been hired and the documentation is in place. Working on the process/

1.9.10 Implement Categorization Process - Tim Jones needs to write up how to add CTIs and Skill groups to Remedy. Once a communication is sent to Remedy users, then this process can be closed.

1.9.13.2 Self-Service Assessment and Plan - This is being moved out due to NetworkD unavailability. This will set up the road map for implementing self-service. Once this has been established, then a new project will be developed for implementation.

1.9.22 Involve the Help Center as active participant in Crisis Communications - Keith Campbell to send out UCCS plan to the group and a full IS&T plan will need to be developed.

1.10.1.21 OLA with Advanced Campus Services - Will need to complete a new OLA with ACS

Planned Tasks: None.
Composite Health: 85
Risk Rating: 85
Budget Rating: 90
Schedule Rating: 80
Quality Rating: 90