

# Georgia State University

## Help Center Improvement Project

Status Report - 2/22/2006

**Start Date:** 02/09/2006

**End Date:** 02/22/2006

**Project Manager:** Randall Alberts

**Summary:** This week the HCIP team met with Remedy in place of the weekly meeting. The purpose of the meeting was to review the Remedy SLA monitor that is an add on to the Remedy system that is currently owned and used at GSU. As a part of this demonstration it was discussed that the current Remedy environment needs to be evaluated for upgrade as some of the needed features of the application can only be realized with the 6.0 version of Remedy.

#### Issues

\* Review of Remedy SLA Monitor product - Completed this week. New decision needed on Remedy upgrade.

#### Risks

No Change

**Completed Tasks:** None.

**Planned Tasks:** None.

**Composite Health:** 85

**Risk Rating:** 85

**Budget Rating:** 90

**Schedule Rating:** 80

**Quality Rating:** 90