

GSU BluePrint High Level Plan

ID		Task Name	Duration	Start	Finish	Predecessors	Announcement Critical Path	Should be %	% Cmpl
1		1 GSU IS&T Help Center Improvements Project	392 days	Mon 4/4/05	Tue 10/17/06				83%
2		1.1 Project Setup	71.5 days	Mon 4/4/05	Thu 7/14/05				100%
3		1.1.1 Project authorized	0 days	Mon 4/4/05	Mon 4/4/05				100%
4		1.1.2 High level project plan completed	0 days	Mon 4/4/05	Mon 4/4/05	3			100%
5		1.1.3 Project Leader selected	21 days	Mon 4/4/05	Mon 5/2/05				100%
6		1.1.4 Executive sponsor(s) identified	0 days	Tue 4/5/05	Tue 4/5/05	5			100%
7		1.1.5 Core project team assembled	0.5 days	Tue 4/5/05	Tue 4/5/05	6			100%
8		1.1.6 Project budget approved	14 wks	Tue 4/5/05	Thu 7/14/05	7			100%
9		1.1.7 Consultation with identified resources	1.5 days	Tue 4/5/05	Wed 4/6/05	7			100%
10		1.1.8 Risk assessment completed	0.5 days	Thu 4/7/05	Thu 4/7/05	9			100%
11		1.1.9 Publish Issues Log	0.25 days	Thu 4/7/05	Thu 4/7/05	10			100%
12		1.1.10 Publish Communications List	0.25 days	Thu 4/7/05	Thu 4/7/05	11			100%
13		1.1.11 Create Deliverables Repository and grant access to team	2.5 days	Fri 4/8/05	Tue 4/12/05	12			100%
14		1.1.12 Create Email mailing list / archive	2.5 days	Fri 4/8/05	Tue 4/12/05	12			100%
15		1.1.13 Create detailed project plan	5.5 days	Fri 4/8/05	Fri 4/15/05	12			100%
16		1.1.14 Project Kickoff	0.25 days	Fri 4/15/05	Fri 4/15/05	15			100%
17		1.2 Project Management	242 days	Mon 4/4/05	Tue 3/21/06				96%
18		1.2.1 Project Team Status Meetings	242 days	Mon 4/4/05	Tue 3/21/06				50%
21		1.2.2 Executive Sponsor Update Meetings	242 days	Mon 4/4/05	Tue 3/21/06				50%
24		1.2.3 Steering Committee Update Meetings	242 days	Mon 4/4/05	Tue 3/21/06				50%
27		1.2.4 Change Management	141 days	Fri 5/27/05	Fri 12/16/05				100%
28		1.2.4.1 CR001 - Remedy E-mail button for Technicians	4 wks	Fri 5/27/05	Fri 6/24/05				100%
29		1.2.4.2 CR002 - Change of description to Incident	2 wks	Thu 7/28/05	Wed 8/10/05				100%
30		1.2.4.3 CR003 - Remedy Default Urgency	2 wks	Fri 8/26/05	Fri 9/9/05				100%
31		1.2.4.4 CR004 - Data entry field for technicians to record actual time spent on problem	7 wks	Thu 10/27/05	Fri 12/16/05				100%
32		1.3 Project Security Review	1 day	Thu 8/11/05	Thu 8/11/05	17SS+91 days			100%
33		1.4 Critical Tasks	211.42 days	Fri 4/15/05	Tue 2/21/06				100%
34		1.4.1 Create Help Center workforce time accounting management	8 days	Fri 4/15/05	Wed 4/27/05	16			100%
35		1.4.2 Gain approval to increase Help Center staff two headcount	10 days	Mon 5/16/05	Fri 5/27/05	3FS+30 days			100%
36		1.4.3 Create job grades within Help Center	12 wks	Thu 5/26/05	Mon 8/22/05	47,16			100%
37		1.4.4 Fill Help Center Lead position	169 days	Wed 4/27/05	Tue 1/3/06				100%
38		1.4.4.1 Reclassify the Asst HC Mgr to Software Systems Engineer (iCommand)	10 wks	Wed 4/27/05	Fri 7/8/05	34			100%
39		1.4.4.2 Reclassify Workstation Support intermediate to Workstation Support associate	8 wks	Wed 4/27/05	Thu 6/23/05	34			100%
40		1.4.4.3 Set up career pathing for Help Desk Techicians	45 days	Fri 7/8/05	Mon 9/12/05	39,38			100%
41		1.4.4.4 Obtain HR approval	4 wks	Fri 7/15/05	Fri 8/12/05	38FS+5 days			100%
42		1.4.4.5 Post HC Lead position	14 days	Fri 8/26/05	Fri 9/16/05	41FS+10 days,36			100%
43		1.4.4.6 Interview, selection, offer, announcement	8 wks	Fri 10/28/05	Tue 1/3/06	42FS+30 days	Yes		100%
44		1.4.5 Addition of two new Help Desk staff	0 days	Tue 1/10/06	Tue 1/10/06	43FS+1 wk	Yes		100%
45		1.4.6 Resolve Help Center attendance issue	0 days	Tue 5/31/05	Tue 5/31/05				100%
46		1.4.7 Resolve Help Center attitude issue	2 wks	Tue 5/31/05	Mon 6/13/05	45			100%
47		1.4.8 Establish skill level needed based on common troubles as reported in Remedy	1 day	Wed 5/25/05	Thu 5/26/05	52FS+7 days			100%
48		1.4.9 Perform first skills assessment	21 days	Fri 4/15/05	Mon 5/16/05				100%
49		1.4.9.1 Obtain Sample Assessment from NetworkD	0 days	Fri 4/15/05	Fri 4/15/05	16			100%
50		1.4.9.2 Customize to GSU environment	4 days	Fri 4/15/05	Thu 4/21/05	49			100%
51		1.4.9.3 Help Center Specialists complete	0 days	Mon 4/25/05	Mon 4/25/05	50FS+2 days			100%
52		1.4.9.4 Publish report	3 wks	Mon 4/25/05	Mon 5/16/05	51			100%
53		1.4.10 Develop training plan for Help Center technicians	4 wks	Thu 5/26/05	Fri 6/24/05	52,47			100%
54		1.4.11 HC Technicians documentation as system SME	4 wks	Fri 6/24/05	Mon 7/25/05	53			100%
55		1.4.12 Review and add Remedy Quick Cases as needed	15.5 days	Mon 5/16/05	Wed 6/8/05	52,47			100%
56		1.4.13 Re-align Help Center manager's workload with job description	10 days	Tue 2/7/06	Tue 2/21/06	44FS+20 days	Yes		100%
57		1.4.14 Critical Tasks Complete	0 days	Tue 2/21/06	Tue 2/21/06	43,56	Yes		100%
58		1.5 Quick Hits	111.25 days	Fri 4/15/05	Thu 9/22/05				100%
59		1.5.1 Improve ticket resolution summary by increasing field length to 1500	80 days	Wed 6/1/05	Thu 9/22/05	47			100%
60		1.5.2 Address the issue of the customer complaint about the technician who makes things worse	2 days	Wed 7/20/05	Thu 7/21/05	46FS+5 wks			100%
61		1.5.3 Initiate process for Security to alert the Help Center every time it turns down a port or quarantines a PC (def	10 days	Mon 7/25/05	Mon 8/8/05	53FS+1 mon			100%
62		1.5.4 Replace IS&T org chart with functional organization on the IS&T website	2 days	Fri 7/22/05	Mon 7/25/05	60			100%

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63	✓	✓	1.5.5 Make closing in the computer labs customer friendly	0 days	Fri 4/15/05	Fri 4/15/05	16			100%
64	✓	✓	1.5.6 Improve printing service in the NOC to meet service level	10 days	Fri 4/15/05	Fri 4/29/05	16			100%
65	✓	✓	1.5.7 Review ticket routing and ensure that the appropriate people are tasked with accurate and timely routing	4 days	Mon 7/25/05	Fri 7/29/05	62			100%
66	✓	✓	1.5.8 Provide as much granting of permissions to Help Center for resetting passwords and unlocking acc	92.45 days	Fri 4/29/05	Mon 9/12/05				100%
67	✓	✓	1.5.8.1 Spectrum (Peoplesoft)	6 wks	Fri 7/29/05	Mon 9/12/05	65			100%
68	✓	✓	1.5.8.2 Novell: Unlock accounts	5 wks	Fri 4/29/05	Mon 6/6/05	64			100%
69	✓	✓	1.5.8.3 Remedy: Reset passwords	1 day	Mon 6/6/05	Tue 6/7/05	68			100%
70	✓	✓	1.5.9 Improve Arts and Sciences technician availability reporting to Help Center	28 days	Fri 8/12/05	Thu 9/22/05	67			100%
71	✓	✓	1.5.10 Create Open Cases Backlog report and publish monthly	7.17 days	Tue 8/9/05	Thu 8/18/05				100%
72	✓	✓	1.5.10.1 Add 'issue' to case type in Remedy	1 day	Tue 8/9/05	Wed 8/10/05	59FS-1 mon			100%
73	✓	✓	1.5.10.2 Reclassify problem tickets as 'Issues'	6.17 days	Wed 8/10/05	Thu 8/18/05	68,16,72			100%
74	✓	✓	1.5.11 Develop and implement effective Help Center shorthand notation	41 days	Fri 6/24/05	Tue 8/23/05	53			100%
75	✓	✓	1.5.12 Finalize solution to Campus ID issues	0 days	Fri 6/10/05	Fri 6/10/05	74			100%
76	✓	✓	1.5.13 Research feasibility to begin using 'Dispatching' Walk Away code as surrogate for After Call Work	1 day	Mon 6/13/05	Mon 6/13/05	75			100%
77	✓	✓	1.5.14 Correct bug in Remedy that is preventing FCR reporting	10 days	Wed 6/29/05	Thu 7/14/05	55FS+3 wks			100%
78	✓	✓	1.5.15 Change Help Center greeting to a closed-end greeting	0.25 days	Mon 6/13/05	Mon 6/13/05	75			100%
79	✓	✓	1.6 Quick Hits Complete	0 days	Thu 9/22/05	Thu 9/22/05	58			100%
80	✓	✓	1.7 Staffing and Training	237.75 days	Wed 6/1/05	Thu 5/11/06				73%
81	✓	✓	1.7.1 Create Help Center Performance Management	30 days	Fri 7/1/05	Fri 8/12/05				100%
82	✓	✓	1.7.1.1 Make/buy decision	1 day	Fri 7/1/05	Fri 7/1/05				100%
83	✓	✓	1.7.1.2 If buy from NetworkD:	5 days	Mon 8/8/05	Fri 8/12/05				100%
84	✓	✓	1.7.1.2.1 Customize tool to Help Center, train specialist, implement (Performance Management)	5 days	Mon 8/8/05	Fri 8/12/05	82FS+24 days			100%
85	✓	✓	1.7.2 Establish and communicate Help Center career paths	1 mon	Mon 9/12/05	Mon 10/10/05	40			100%
86	✓	✓	1.7.3 A+ Harware Certification Training for Specialists	3 mons	Mon 8/22/05	Tue 11/15/05	47FS+3 mons	Yes		100%
87	✓	✓	1.7.4 Complete A+ certification for all Help Center Specialists	6 mons	Tue 11/15/05	Thu 5/11/06	86		60%	40%
88	✓	✓	1.7.5 Help Center Specialists complete STI CHDP	8 days	Tue 6/14/05	Thu 6/23/05				100%
89	✓	✓	1.7.6 Help Center Specialist pass the STI CHDP exam for certification	10 days	Fri 6/24/05	Thu 7/21/05	88			100%
90	✓	✓	1.7.7 Implement usage of staffing calculators to determine need for more/less staff	4 days	Mon 8/15/05	Thu 8/18/05	84			100%
91	✓	✓	1.7.8 Document and implement a Help Center Workplace Ergonomics and Environment policy	4 days	Wed 10/5/05	Tue 10/11/05	97			100%
92	✓	✓	1.7.9 Document and implement process to proactively drive customers needing training to Element K	5 wks	Tue 10/11/05	Tue 11/15/05	91			100%
93	✓	✓	1.7.10 Document and implement an effective FAQ posting process	5 days	Wed 6/1/05	Tue 6/7/05				100%
94	✓	✓	1.7.10.1 Determine if agent facing only, customer facing only, or both	1 wk	Wed 6/1/05	Tue 6/7/05				100%
95	✓	✓	1.7.10.2 Determine where FAQ(s) reside	1 wk	Wed 6/1/05	Tue 6/7/05	94SS			100%
96	✓	✓	1.8 Methodologies and Tactics	245.33 days	Mon 5/16/05	Tue 5/9/06				92%
97	✓	✓	1.8.1 Complete Help Center SOP, publish to Help Center website	16 wks	Mon 6/13/05	Wed 10/5/05	78			100%
98	✓	✓	1.8.2 Assess need for Total Contact Ownership process	0 days	Tue 7/26/05	Tue 7/26/05	144SS+1 day			100%
99	✓	✓	1.8.3 Document and initiate Help Center Idle Time procedure	3 days	Tue 8/9/05	Fri 8/12/05	97SS+8 wks			100%
100	✓	✓	1.8.4 Finalize and publish Incident Management Workflow process	2 wks	Mon 7/25/05	Mon 8/8/05	141FS+6 wks			100%
101	✓	✓	1.8.5 Review and initiate other ITIL/NetworkD best practice workflows as needed	20 days	Tue 2/21/06	Tue 3/21/06				20%
102	✓	✓	1.8.5.1 Create and implement an effective Change Management process	20 days	Tue 2/21/06	Tue 3/21/06	56		35%	20%
103	✓	✓	1.8.6 Initiate drive to Help Center paperless environment through use of website	0.33 days	Mon 5/8/06	Tue 5/9/06	128			0%
104	✓	✓	1.8.7 Investigate need for Tier 2 / Tier 3 workforce time accounting / reporting	0 days	Wed 7/27/05	Wed 7/27/05	144			100%
105	✓	✓	1.8.8 Document and implement a Help Center Effective Troubleshooting process	8 days	Mon 5/16/05	Thu 5/26/05	52			100%
106	✓	✓	1.8.9 Document and implement Help Center 'On hold' script	1 day	Thu 5/26/05	Fri 5/27/05	105			100%
107	✓	✓	1.8.10 Document and implement Help Center 'Closing' script	0.5 days	Thu 5/26/05	Fri 5/27/05	105			100%
108	✓	✓	1.8.11 Document and implement Help Center Notification and Escalation processes w/in the HC	2 wks	Fri 5/27/05	Mon 6/13/05	107			100%
109	✓	✓	1.8.12 Improve typing and enunciation skills of Help Center specialists	2 mons	Mon 6/13/05	Tue 8/9/05	108			100%
110	✓	✓	1.8.13 Improve Help Center Severity Matrix	35 days	Mon 11/14/05	Wed 1/11/06	158	Yes		100%
111	✓	✓	1.8.14 Address ability to extend Help Center hours to 6pm or 7pm nightly	1 wk	Tue 11/29/05	Tue 12/6/05	44	Yes		100%
112	✓	✓	1.9 Technology	266 days	Fri 4/15/05	Mon 5/8/06				80%
113	✓	✓	1.9.1 Formal Remedy training - Phase I	4 mons	Mon 7/18/05	Mon 11/7/05				100%
114	✓	✓	1.9.2 Assign Remedy Administration function	2 wks	Mon 8/1/05	Fri 8/12/05	113SS+2 wks			100%
115	✓	✓	1.9.3 Fill Knowledge Management Specialist responsibility	1 day	Tue 1/24/06	Wed 1/25/06	44FS+2 wks	Yes		100%
116	✓	✓	1.9.4 Fill Categorization Specialist responsibility	1 day	Tue 1/31/06	Wed 2/1/06	44FS+3 wks	Yes		100%
117	✓	✓	1.9.5 Review of all e-mails sent out by Remedy system	8 wks	Mon 9/26/05	Fri 11/18/05	59FS+1 day			100%
118	✓	✓	1.9.6 Formal Remedy Training - Phase II	4 wks	Tue 11/8/05	Wed 12/7/05	113			100%













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ID		Task Name	Duration	Start	Finish	Predecessors	Announcement Critical Path	Should be %	% Cmpit
119	✓	1.9.7 Create formal Remedy Customization process (Modification List)	5 wks	Thu 12/8/05	Wed 1/18/06	118			100%
120	✓	1.9.8 Research / implement Shortkeys add-on	16 days	Wed 10/5/05	Thu 10/27/05	97			100%
121	✓	1.9.9 Implement Knowledge Management Process	45 days	Wed 1/25/06	Wed 3/29/06	115			60%
122	✓	1.9.10 Implement Categorization Process	30 days	Wed 2/1/06	Wed 3/15/06	116	Yes		75%
123	✓	1.9.11 Windows (dependent on iCommand)	10 days	Mon 4/17/06	Fri 4/28/06	69,135			0%
124	✓	1.9.11.1 Create SMECLNT program	2 wks	Mon 4/17/06	Fri 4/28/06				0%
125	✓	1.9.12 Implement usage of PCAnywhere for Help Center	0 days	Fri 4/28/06	Fri 4/28/06	120,63,124			0%
126	✓	1.9.13 Self-Service website	246 days	Fri 5/13/05	Mon 5/8/06				2%
127	✓	1.9.13.1 Authorization	1 day	Fri 5/13/05	Mon 5/16/05	16FS+1 mon			100%
128	✓	1.9.13.2 Self-Service assessment and Plan	45 days	Mon 3/6/06	Mon 5/8/06	127FS+40 wks			0%
129	✓	1.9.14 Initiate recurring process to review Remedy's adherence to Screen-Human Harmony best practice	63 days	Thu 10/27/05	Thu 2/2/06	120			100%
130	✓	1.9.15 Create ability to cease having the Help Center queue overflow calls to the IS&T receptionist	3 wks	Mon 10/24/05	Fri 11/11/05		Yes		100%
131	✓	1.9.16 Use the ACD queue for after hours calls to NOC	10 days	Wed 6/15/05	Tue 6/28/05				100%
132	✓	1.9.17 Investigate and initiate printer queue maintenance capabilities within the Help Center	7 wks	Thu 8/25/05	Thu 10/13/05	131FS+2 mons			100%
133	✓	1.9.18 Implement software download capability from the Help Center	0 days	Fri 4/28/06	Fri 4/28/06	124			0%
134	✓	1.9.19 Develop and implement ACD data indefinite storage / retention capability	6.4 wks	Fri 4/15/05	Wed 6/1/05	16			100%
135	✓	1.9.20 Review and implement improved Walk Away codes usage	1.33 days	Wed 10/5/05	Thu 10/6/05	97			100%
136	✓	1.9.21 Phase out email as contact method	0 days	Mon 5/8/06	Mon 5/8/06	128,123			0%
137	✓	1.9.22 Include Help Center as an active participant in crisis communications	45 days	Wed 2/1/06	Wed 4/5/06	116			50%
138	✓	1.9.23 Initiate Problems in Remedy System	1 wk	Thu 3/23/06	Wed 3/29/06	168FF			0%
139	✓	1.10 Monitored Performance	288.25 days	Thu 4/21/05	Tue 6/13/06				82%
140	✓	1.10.1 Help Center - 'Department X' OLAs:	221 days	Thu 4/21/05	Fri 3/10/06				97%
141	✓	1.10.1.1 Build template for OLAs	7 wks	Thu 4/21/05	Fri 6/10/05	16FS+4 days			100%
142	✓	1.10.1.2 Document for File Server (OLA)	6 wks	Thu 4/28/05	Fri 6/10/05	141SS+1 wk			100%
143	✓	1.10.1.3 Document for Telecommunications (OLA)	2 wks	Fri 6/10/05	Fri 6/24/05	142			100%
144	✓	1.10.1.4 Checkpoint OLA Progress	2 days	Mon 7/25/05	Wed 7/27/05	143FS+4 wks			100%
145	✓	1.10.1.5 Document for Labs & Classroom Support (OLA)	7 wks	Mon 7/11/05	Mon 8/29/05	142FS+4 wks			100%
146	✓	1.10.1.6 Document for UIS Decision Support	3 wks	Mon 8/15/05	Tue 9/6/05	145FS-2 wks			100%
147	✓	1.10.1.7 Document for UIS Student Information Systems	3 wks	Mon 8/15/05	Tue 9/6/05	145FS-2 wks			100%
148	✓	1.10.1.8 Document for UIS Database Administration	6 wks	Mon 8/15/05	Tue 9/27/05	145FS-2 wks			100%
149	✓	1.10.1.9 Document for NOC (OLA)	2 wks	Mon 8/29/05	Tue 9/13/05	145			100%
150	✓	1.10.1.10 Document for UNIX (OLA)	13 wks	Tue 9/13/05	Thu 12/15/05	149			100%
151	✓	1.10.1.11 Document for Network Planning (OLA)	2 wks	Tue 9/13/05	Tue 9/27/05	149			100%
152	✓	1.10.1.12 Document for Networks (OLA)	4 wks	Tue 9/6/05	Tue 10/4/05	151FS-3 wks			100%
153	✓	1.10.1.13 Document Workstation Support groups (OLA)	83 days	Tue 9/27/05	Tue 1/31/06				100%
154	✓	1.10.1.13.1 AYSPS, CHHS and Enrollment Management Group	13 days	Tue 9/27/05	Fri 10/14/05	151			100%
155	✓	1.10.1.13.2 Instutional Development	5 wks	Tue 12/20/05	Tue 1/31/06	154FS+9 wks			100%
156	✓	1.10.1.14 Document for Digital Media (OLA)	0 days	Wed 11/2/05	Wed 11/2/05	153FS+3 mons			100%
157	✓	1.10.1.15 Document for Experience Design (OLA)	3 wks	Thu 10/27/05	Thu 11/17/05	153FS+9 days			100%
158	✓	1.10.1.16 Document for eLearning (OLA)	1 wk	Mon 11/7/05	Mon 11/14/05	157FS-8 days			100%
159	✓	1.10.1.17 Document for Spectrum - Peoplesoft (OLA)	8 wks	Wed 12/7/05	Wed 2/8/06	156			100%
160	✓	1.10.1.18 Document for Banner (OLA)	4 wks	Wed 12/7/05	Wed 1/11/06	156			100%
161	✓	1.10.1.19 Document for COE ITC	3 wks	Fri 12/16/05	Fri 1/13/06	156FS+7 days			100%
162	✓	1.10.1.20 Document for COE System Support	5 wks	Fri 12/16/05	Fri 1/27/06	156FS+7 days			100%
163	✓	1.10.1.21 Document for Advanced Campus Systems	2 wks	Fri 2/24/06	Fri 3/10/06	162FS+4 wks		40%	10%
164	✓	1.10.1.22 Document for Library Support	2 wks	Fri 2/17/06	Thu 3/9/06	162FS+4 wks			75%
165	✓	1.10.2 OLA Signing Day	35.25 days	Wed 2/8/06	Wed 3/29/06				40%
166	✓	1.10.2.1 OLA Final Revision Review and promotion to v2.0	2 wks	Wed 2/8/06	Wed 3/22/06	159,164			60%
167	✓	1.10.2.2 Remedy Training Class for Remedy Users	1 wk	Thu 3/23/06	Wed 3/29/06	162,119,129,166			0%
168	✓	1.10.2.3 Signing Day for all of the OLAs with the Help Center	0 days	Wed 3/29/06	Wed 3/29/06	167,166	Yes		0%
169	✓	1.10.3 Burn in Period for OLA with the IS&T Groups	45 days	Thu 3/30/06	Wed 5/31/06	168			0%
170	✓	1.10.4 Compile Service Catalog from all OLAs	2 days	Thu 3/30/06	Fri 3/31/06	168			0%
171	✓	1.10.5 Start Recurring Case Customer Satisfaction Surveys from Remedy	6.67 days	Thu 3/30/06	Fri 4/7/06	168			0%
172	✓	1.10.6 Make decision go/nogo for annual Benchmark Survey	0 days	Fri 5/27/05	Fri 5/27/05	16FS+30 days			100%
173	✓	1.10.7 Initiate Help Center Performance Management	0 days	Fri 9/2/05	Fri 9/2/05	84FS+3 wks			100%
174	✓	1.10.8 Establish objectives for Talk Time, After Call Work, Outbound Talk Time, Utilization, Contacts/Day, and Wz	0.67 days	Wed 4/27/05	Wed 4/27/05	34			100%

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ID			Task Name	Duration	Start	Finish	Predecessors	Announcement Critical Path	Should be %	% Cmpl
175			1.10.9 Design, gain approval and implement a Help Center Recognition Program	3 days	Fri 4/7/06	Wed 4/12/06	171			0%
176			1.10.10 Document the IS&T SLA and determine appropriate timeframe to post to website	12 days	Thu 5/11/06	Fri 5/26/06	168FS+30 days	Yes		0%
177			1.10.11 Develop and implement new IS&T Customer Service Center marketing plan	12 days	Mon 5/29/06	Tue 6/13/06	189FS-1 mon,176	Yes		0%
178			1.11 Service Level Agreement Complete	0 days	Fri 5/26/06	Fri 5/26/06	176			0%
179			1.12 Business Alignment	119 days	Mon 1/16/06	Thu 6/29/06				42%
180			1.12.1 Develop effective customer communication process	12 days	Mon 5/29/06	Tue 6/13/06	178	Yes		0%
181			1.12.2 Develop 'better working relationship' plan	12 days	Wed 6/14/06	Thu 6/29/06	180			0%
182	✓	✓	1.12.3 Re-publish (if necessary) Customer Care Advocacy	0.4 days	Thu 2/2/06	Thu 2/2/06		Yes		100%
183			1.12.4 Create Tier 3 Responsiveness to Tier 1/2 process	0 days	Fri 3/17/06	Fri 3/17/06	182,140,188			0%
184			1.12.5 Re-write IS&T mission statement, republish to website	4 days	Mon 3/20/06	Thu 3/23/06	183			0%
185	✓	✓	1.12.6 Document and initiate Priority Re-alignment process with customers	15 days	Mon 1/16/06	Fri 2/3/06				100%
186	✓	✓	1.12.7 Initiate a process to incorporate Remedy campus-wide (or as closely as feasible)	1 day	Fri 2/3/06	Fri 2/3/06	185FF			100%
187	✓	✓	1.12.8 Initiate effort to phase out 'back door' contacts to IS&T	0.8 days	Fri 2/3/06	Fri 2/3/06	185FF			100%
188	✓	✓	1.12.9 Define Tier 2 / Tier 3 distinctions in IS&T	4 wks	Mon 2/20/06	Fri 3/17/06	185FS+2 wks			50%
189			1.13 Announce 'IS&T Customer Service Center'	0 days	Tue 6/13/06	Tue 6/13/06	44,56,57,86,110,11	Yes		0%
190			1.14 Actionable Metrics	288.92 days	Fri 4/15/05	Thu 6/8/06				70%
191	✓	✓	1.14.1 Create and fill Data Manager job responsibility	1 day	Fri 4/15/05	Mon 4/18/05	16			100%
192	✓	✓	1.14.2 Ramp up into Data Manager function	1 day	Wed 6/1/05	Thu 6/2/05	191,134			100%
193	✓	✓	1.14.3 Setup data capture and metrics calculations processes for Help Center CSFs	135.92 days	Mon 10/24/05	Thu 5/11/06				86%
194	✓	✓	1.14.3.1 Inbound ACD Calls (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
195	✓	✓	1.14.3.2 Cases Logged (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
196	✓	✓	1.14.3.3 First Call Resolved Cases (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
197	✓	✓	1.14.3.4 ACD Talk Time (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
198	✓	✓	1.14.3.5 Hold Time (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
199	✓	✓	1.14.3.6 After Call Work Time (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
200	✓	✓	1.14.3.7 Available Time (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
201	✓	✓	1.14.3.8 Staffed Time (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
202	✓	✓	1.14.3.9 ACD Talk Time Daily Average (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
203	✓	✓	1.14.3.10 Hold Time Daily Average (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
204	✓	✓	1.14.3.11 After Call Work Time Daily Average (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
205	✓	✓	1.14.3.12 Available Time Daily Average (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
206	✓	✓	1.14.3.13 Abandonment Rate (Daily)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
207	✓	✓	1.14.3.14 Average Speed of Answer (Daily)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
208	✓	✓	1.14.3.15 Contact Logging (Monthly per agent at 1 agent per week)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
209	✓	✓	1.14.3.16 Average Handle Time (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
210	✓	✓	1.14.3.17 First Contact Resolution (Monthly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
211	✓	✓	1.14.3.18 ACD Utilization (Monthly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
212	✓	✓	1.14.3.19 Incidents / Client / Month	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
213		✓	1.14.3.20 Mean Time To Assign (Dispatch) Incidents (Monthly)	3 wks	Mon 3/20/06	Fri 4/7/06	192FS+100 days,1			0%
214		✓	1.14.3.21 Number of Clients / FTE (Monthly)	3 wks	Mon 3/20/06	Fri 4/7/06	192FS+100 days,1			0%
215		✓	1.14.3.22 Quality	4 days	Mon 3/20/06	Thu 3/23/06	192FS+100 days,1			0%
216		✓	1.14.3.23 Cost / Contact (Monthly / Quarterly)	4 days	Mon 3/20/06	Thu 3/23/06	192FS+100 days,1			0%
217		✓	1.14.3.24 Client Satisfaction	4 days	Fri 5/5/06	Thu 5/11/06	192FS+100 days,1			0%
218			1.14.4 Setup data capture and metrics calculations processes for all Tiers	135.92 days	Mon 10/24/05	Thu 5/11/06				63%
219	✓	✓	1.14.4.1 Average Response time for each priority (Monthly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
220	✓	✓	1.14.4.2 Average Resolution time for each priority (Monthly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
221	✓	✓	1.14.4.3 Average Update time for each priority (Monthly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
222	✓	✓	1.14.4.4 Volume of Re-opened Incidents (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
223	✓	✓	1.14.4.5 Volume of Incidents Reassigned 3+ Times (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
224	✓	✓	1.14.4.6 Percent of Total Incidents Resolved (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
225	✓	✓	1.14.4.7 Backlog Accumulation Rate (Daily)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
226	✓	✓	1.14.4.8 Resolved Incidents / Work Day / Technician (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
227	✓	✓	1.14.4.9 Average Days Outstanding for Open Tickets (Weekly)	14 days	Mon 10/24/05	Fri 11/11/05	192FS+100 days			100%
228		✓	1.14.4.10 Number of Clients / Technician (Monthly)	3 wks	Mon 3/20/06	Fri 4/7/06	192FS+100 days,1			0%
229		✓	1.14.4.11 Volume of Resolutions Driven Down to L1/L0	4 wks	Mon 3/20/06	Fri 4/14/06	192FS+100 days,1			0%
230		✓	1.14.4.12 Client Satisfaction	4 days	Fri 5/5/06	Thu 5/11/06	171FS+1 mon,192I			0%

GSU BluePrint High Level Plan

ID			Task Name	Duration	Start	Finish	Predecessors	Announcement Critical Path	Should be %	% Cmpl
231			1.14.4.13 Cost / Incident	4 days	Mon 3/20/06	Thu 3/23/06	188			0%
232			1.14.4.14 Mean Time to Repair	4 days	Mon 4/17/06	Thu 4/20/06	192FS+100 days,3			0%
233			1.14.4.15 Success Rate Using Remote Assistance	4 days	Mon 5/1/06	Thu 5/4/06	192FS+100 days,1			0%
234			1.14.4.16 Volume of Incidents Eliminated via Root Cause	4 days	Thu 4/27/06	Tue 5/2/06	192FS+100 days,1			0%
235			1.14.4.17 Volume of Resolutions Driven Down to L2/L1	4 days	Thu 4/27/06	Tue 5/2/06	192FS+100 days,1			0%
236			1.14.4.18 Volume of Problems Re-assigned 3+ Times (Weekly)	4 days	Mon 3/20/06	Thu 3/23/06	192FS+100 days,1			0%
237			1.14.4.19 Cost / Problem	4 days	Fri 3/24/06	Wed 3/29/06	236			0%
238			1.14.4.20 Percent of Total Incidents/Problems Resolved	4 days	Thu 4/27/06	Tue 5/2/06	192FS+100 days,1			0%
239			1.14.4.21 Critical Systems Availability	4 days	Thu 3/30/06	Tue 4/4/06	192FS+100 days,1			0%
240			1.14.5 Create and implement ROI Analysis process	20 days	Thu 5/11/06	Thu 6/8/06	193,218			0%
241			1.14.6 Create CSFs Report, distribution list, frequency and method(s)	5 days	Wed 4/5/06	Tue 4/11/06	239			0%
242			1.14.7 Implement Root Cause process	25 days	Mon 2/27/06	Fri 3/31/06	187FS+3 wks			30%
243			1.14.8 Implement Trend Reporting process	15 days	Wed 4/12/06	Tue 5/2/06	241			0%
244			1.15 Post Completion Operational Review	0 days	Tue 10/17/06	Tue 10/17/06	189FS+90 days,24			0%

- 1 GSU IS&T Help Center Improvements Project**
Tasks at 99% completion are complete and waiting on sign-off from the respective manager or organization.
- 2 Project Setup**
Legend:
Black: Normal task or subtask
Blue: Tasks that probably still need subtasks
Green: Tasks that have additional costs associated.
- 6 Executive sponsor(s) identified**
MJ Casto
- 7 Core project team assembled**
Tim Jones Help Center
Ken Graves Help Center
Joe Amador UETS
Keith Campbell UCCS
John Bandy UIS
June Moss Metrics (nominated by Bill Paraska)
- 8 Project budget approved**
Project budget includes expenditure for performance measurement tools from NetworkD and training for help center employees. Cost is in 2006 budget to be approved in July.
- 18 Project Team Status Meetings**
Project Team status Meetings are held every Thursday in CS room 514. The purpose of the status meetings are to update the project tasks and to make sure that everyone has the resources needed to continue forward. The meetings will review past weeks tasks and look to tasks happening in the next two weeks.
- 21 Executive Sponsor Update Meetings**
Sponsor update meetings will be held every two weeks on Thursday to update the sponsors of the project. This meeting will also be used to make sure that each of the sponsors understand the resources used on the project to date and upcoming resource needs.
- 24 Steering Committee Update Meetings**
Steering committee meetings will be held monthly, or more often as needed. the purpose of the steering committee is to develop policy that will be followed upon completion of this project.
- 28 CR001 - Remedy E-mail button for Technicians**
It was determined that the Technician only needs to update the ticket in remedy and not send an e-mail to the customer. This will eliminate the need for the e-mail button in Remedy. This request will be shown as declined at this time.
- 31 CR004 - Data entry field for technicians to record actual time spent on problem**
* Part of Network D Remedy recommendations this is being planned in the Remedy Update recommendations.
- 35 Gain approval to increase Help Center staff two headcount**
* Currently capped at 4 headcount.
* Request for one additional is still in budgetary planning, no answer as of 4/13/05.
* Position review forms signed wk of 6/20
* Will be able to post the positions with the new classifications
* 7/21 - Waiting on HR to reclassify before hiring employees. There is push back from HR on the title "Customer Service Representative". Working with Pam.
- 36 Create job grades within Help Center**
Have identified job descriptions for each position. Qualifications for the positions will change to reflect a requirement of A+ Certification. University will train current Help Center employees and give them 6 months to pass the exam. Need HR help in determining if the positions need to be reclassified now, and posting to be held until after Certification, or if the process needs to wait until after A+ training.
Paperwork has been submitted to HR and the department is waiting on the classification approval.
6/23 - Have been told by HR that jobs can be reclassified now. HC Analyst will have 6 months to gain their A+ Certification to retain their positions and move into the new titles..
Paperwork to HR 6/24
7/8 - Trying to define title families with HR - some negotiation to have a new title class for Help Center
* 7/21 - Waiting on HR to reclassify before hiring employees. There is push back from HR on the title "Customer Service Representative". Working with Pam.
8/11 - HR has rejected the proposal to change titles for the Help Center. The current titles will have to be kept.
- 38 Reclassify the Asst HC Mgr to Software Systems Engineer (iCommand)**
* The paperwork has been sent to HR for processing. The full hiring process will have to be followed including posting the job, receiving a bid, interview and making an offer. The initial paperwork was sent to HR the week of 5/16 and it will take two weeks before the job can be placed on the bid.
* 6/2 - Received paperwork from HR - To be placed on bid next week
* 6/21 - Position was posted
* 6/30 position closed - MJ will hold interviews in Tim Jones absence. Joe Amador and Sam White will assist with interviews.
* 7/8 - May need to wait on Tim Jones return for interviews
* 7/21 - Waiting on Tim to return for interviews
- 39 Reclassify Workstation Support intermediate to Workstation Support associate**
Issue pending with technician on contract for law college support. Case is pending.
This topic is outside the scope of this project. This task will be marked as complete.

- 40 Set up career pathing for Help Desk Technicians**
The career pathing has been outlined based on NetworkDs findings. The pathing will now depend on the ability to classify the HC technicians into the respective grades so that the progression map can be developed.
9/22 - Tim to send out document developed with NetworkD to HCIP team for review and comment.
- 41 Obtain HR approval**
8/11 - HR has said that the Help Center already has a progressive career pathing structure with Specialist, Coordinator, and Assistant Manager. Was rejected on the request to change titles in the department. Will go ahead and hire in at the current job titles.
- 42 Post HC Lead position**
9/1 - Paperwork given to Pam this week. Hope to post the position the week of 9/5.
9/16 - Positions posted to GSU web site (positions 6115 & 6116)
- 43 Interview, selection, offer, announcement**
11/17 - the HDS has been selected and is currently undergoing the background check before an offer can be extended.
- 44 Addition of two new Help Desk staff**
8/4 - Waiting on reclassification of positions so that the positions can be posted with the correct job title.
1/5/06 - Waiting on the background check of the final candidate before offer can be extended. Should be complete next week.
- 52 Publish report**
Task completed as of 5/12/05 and waiting for sign-off by Tim Jones.
- 53 Develop training plan for Help Center technicians**
This is the follow up to the skills assessment in determining the training needs of the technicians. This will also need to include the information gathered from running the common troubles as reported in Remedy (Task 1.3.6).
Will set up training plans to create SMEs in the HC. These SMEs will know about the products and be able to assist other HC analyst if there is a reported issue including where to route the ticket and what is involved with the systems.
MJ will send message to directors to let them know that the HC analyst will be asking about systems to extend their knowledge base.
- 54 HC Technicians documentation as system SME**
Each HC Analyst was assigned several systems that they will need to investigate and become familiar with. The analyst will then need to draft a management plan for the HC including primary contacts, system specifications and key questions to ask if there is an issue reported.
- 55 Review and add Remedy Quick Cases as needed**
* This process is including with updating the training of the agents based on the common Remedy troubles. The quick cases will be updated based on current knowledge and likely responses.
* June 8th - Task is completed and waiting signoff from Tim Jones - Help Center Manager
* June 9th - Task is complete, but will become a monthly process where the Help Center will review Remedy to determine if the correct information is in the knowledge base / CTIs
- 56 Re-align Help Center manager's workload with job description**
9/22 - MJ is working on this issue with Tim. Will depend on hiring of lead positions. Task extended by 2 weeks.
10/6 - Task completion will be dependant on the outcome of the Directors retreat to be held in November. This task will be moved out to end at the end of November.
- 59 Improve ticket resolution summary by increasing field length to 1500**
This is increasing the field "problem resolution" to accept more characters and to be included on the closed e-mail sent to customers.
Three Parts:
1) Increase solution Field size to 2500
2) Add solution field to closing e-mail
3) Notify Remedy users that solution field will be included in resolved e-mail

* 6/30 - In test mode, but other issues will cause priority to slip pushing out delivery date.
* 7/21 - Changes have been made and waiting on Tim to test when he returns.
* 9/15 - The ticket closed e-mail has been completed. Will work on rolling out to the customer.
* 9/22 - Discussion if the solution filed should be included in the e-mail, or if this will confuse the customer when they receive a closed e-mail. Instead reworded the task to increase the size of the solution field and link the task of reviewing Remedy e-mails to this task.
The review of the Remedy e-mails will better accomplish what this task is intended to complete.
- 61 Initiate process for Security to alert the Help Center every time it turns down a port or quarantines a PC (dependent on iCommand)**
8/11 - Spoke with IT Security on this issue. Everytime that a port is turned down, a Remedy work order is issued to Networks. Currently this is only about 1 or 2 per day. The help Center has the ability to look through Remedy Tickets to determine the ports that are turned down by the Remedy ticket. The technician should be able to identify by the CTI of the ticket.
- 64 Improve printing service in the NOC to meet service level**
* Per Jerry Allen, he is confident that he is meeting service level of 24-48 hour turnaround on print jobs. The complaints arrive because students do not understand that the 24-48 hours is from when a final proof is in place and not from the initial contact.
* Perhaps a big sign on the service door or an email response stating this would help.
- 67 Spectrum (Peoplesoft)**
8/1 - >>> Denise L. Floyd 8/1/05 10:30 AM >>>
Robert, Per our discussion re: having the Help Desk support staff perform password resets for both PeopleSoft systems, I have listed below the necessary steps to achieve this task.
* PSHR - We will need to create a new permission list that only gives access to the General page of the user profile pages. Then we will need to create a new role for this permission list. Then we will need to setup the Help Desk staff (if not already setup as a PSHR user) with the new role.
* Financials - We will need to create a new operator class to give them access to Security Administrator in an Update/Display mode only. Then we will need to setup the Help Desk staff (if not already setup as a Financials user) with the new operator class. **We cannot take away the ability for the staff to modify users' operator class security in Financials. They will have the ability to modify the entire user profile, not just the password.**
The Help Center has a weekly meeting; perhaps training could be accomplished during this meeting so that they can all be trained at the same time.
8/4 - Currently there is a bug in the HR module. As soon as this is corrected then will be able to allow the HC to reset user passwords. For the financial systems, the access can not be as limiting. Will give access to the HC, but will have to self-limit the access to other areas of the system.

- 70 Improve Arts and Sciences technician availability reporting to Help Center**
 8/4 - MJ has sent a note to Arts and Sciences to set up a meeting on this issue.
 9/22 - Met with Arts and Sciences and stressed the importance of making sure that the Help Center is informed of changes so that they can make arrangement as needed.
- 72 Add 'issue' to case type in Remedy**
 9/1 - No longer an issue and needs to be closed.
- 73 Reclassify problem tickets as 'Issues'**
 9/1 - Will start using the problem classification in Remedy. This is no longer an issue.
- 74 Develop and implement effective Help Center shorthand notation**
 9/22 - Kenneth Graves has developed some shorthand for the Help Center. Working with other IS&T department in getting document reviewed. Once preliminary reviews are completed, then he will send a message out to the Remedy user community letting them know of the shorthand that the HC will be using.
- 86 A+ Hardware Certification Training for Specialists**
 10/27 - This A+ certification is for hardware only. Phase II is for software training, however this will be a part of the 2007 Help Center budget and outside the scope of this project.
- 87 Complete A+ certification for all Help Center Specialists**
 1/5/06 - Have had one person to pass the Hardware portion of the certification.
- 92 Document and implement process to proactively drive customers needing training to Element K**
 10/6 - Need to develop a plan for recommending Element K courses for callers who need application help. This can be done by modifying CTIs of the top application to include the Element K course name and how to access.
 10/27 - It was suggested that a new CTI for each application be added called training opportunity. Like question, this could be reported on to see what areas needed the most help with training.
 11/17 - Developed a method so that the Help Center can assist users in finding needed training by searching ElementK. This will be used as the solution for a new category of Training Opportunity. This was determined as the better choice since there are not many calls that can have the CTI tied to a specific ElementK learning course.
- 93 Document and implement an effective FAQ posting process**
 Follow Knowledge Management process
- 94 Determine if agent facing only, customer facing only, or both**
 * Concenses of the project team is that the FAQs should live in the Remedy system. This will make the FAQs agent only, until the launch of the self service site. At that point then the knowledge base will be shared with the community. The FAQs should be written with the customer in mind, even if the customer launch of FAQs is a point in the future.
 * MJ was on vacation during this date so moved the date to get her input and approval.
 * MJ Agrees with project team assessment
- 95 Determine where FAQ(s) reside**
 * Concenses of the project team is that the FAQs should live in the Remedy system. This will make the FAQs agent only, until the launch of the self service site. At that point then the knowledge base will be shared with the community. The FAQs should be written with the customer in mind, even if the customer launch of FAQs is a point in the future.
 * MJ was on vacation during this date so moved the date to get her input and approval* MJ Agrees with Project Team assessment
- 97 Complete Help Center SOP, publish to Help Center website**
 8/11 - The SOP for the Help Center was completed and ready for publishing with the new job grade titles. With the rejection by HR of the title change requests, the SOP needs to be revised. Have extended the date out one week to accomidate.
- 98 Assess need for Total Contact Ownership process**
 7/21 - Need Definition from Don Lee on the meaning of this task
 7/28 - Don lee spoke of this task and suggested that GSU not try to implement this concept. It was determined that the current resources would not support a decision to move in this direction. That being the case, the issue should be closed.
- 99 Document and initiate Help Center Idle Time procedure**
 8/4 - Defined in the SOP
- 100 Finalize and publish Incident Management Workflow process**
 7/28 - Workflow has been defined as part of the OLA with each of the operating units. A dialogue needs to be written concerning the workflow.
- 104 Investigate need for Tier 2 / Tier 3 workforce time accounting / reporting**
 7/27 - This work will be accomplished under SOW with Network D. This process will include a new project plan and a new process. This task will be close from this project.
- 105 Document and implement a Help Center Effective Troubleshooting process**
 Task completed as of 5/12/05 and waiting for sign-off by Tim Jones.
- 106 Document and implement Help Center 'On hold' script**
 Task completed as of 5/12/05 and waiting for sign-off by Tim Jones.
- 108 Document and implement Help Center Notification and Escalation processes w/in the HC**
 Notification is for if there is a recognized Critical issue, how are other specialist on the Help Desk notified.
 Documentation to be kept in the HCS folder on the network.
- 110 Improve Help Center Severity Matrix**
 10/31 - This will be accomplished once all OLAs are complete. The completed OLAs will better define the Severity levels and give examples in each OLA.
- 111 Address ability to extend Help Center hours to 6pm or 7pm nightly**
 12/1 - It was determined that with the current use of Labs and Classrooms that extending hours would not be needed. However the situtation will be monitored to see if additional staff is needed at a later time.
- 113 Formal Remedy training - Phase I**
 7/27 - Phase 1 includes a CBT on Remedy, 3 day classroom training, a 2 day classroom training and a DBA class. The First two classes have been completed.

10/6 - Waiting on the remaining classes to be scheduled for this task to be completed.

114 Assign Remedy Administration function

The Remedy administration function will be assigned when the Help Desk leads are hired and assigned. MJ would like to see this as part of their help desk duties.

115 Fill Knowledge Management Specialist responsibility

The Knowledge Management function will be assigned when the Help Desk leads are hired and assigned. MJ would like to see this as part of their help desk duties.

116 Fill Categorization Specialist responsibility

The Categorization Specialist function will be assigned when the Help Desk leads are hired and assigned. MJ would like to see this as part of their help desk duties.

2/1/06 - This role will be a part of Tim Joes Duties to make sure that the system remains manageable.

117 Review of all e-mails sent out by Remedy system

11/17 - The content of all of the Remedy e-mails has been reviewed by the group and comments made. There is still a question on when the e-mails should be sent and to who in the group. A e-mail message will be sent out to the Remedy user group letting them know of the e-mail address that can be used for the group and how to filter out unwanted messages while keeping the needed messages.

118 Formal Remedy Training - Phase II

7/27 - Phase II includes a 3 day class on Remedy Customization (John Bandy and Mark) as well as an additional 1 week class (Troy and Mark)

119 Create formal Remedy Customization process (Modification List)

Troy Page is the Remedy programmer

120 Research / implement Shortkeys add-on

10/27 - The shortcut application was researched by the Help Center and determined that it was not beneficial to implement at this time.

121 Implement Knowledge Management Process

11/3 - This will be part of the Remedy Review being conducted by NetworkD. It will take some time to fully implement.

2/2/06 - 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.

123 Windows (dependent on iCommand)

Dependent on iCommand project

124 Create SMECLNT program

The SMECLNT is dependant on the iCommand project so that the Help Desk analyst can remote into a users workstation and help reset passwords or correct problems with the desktop. The iCommand project is dependant on the Network refresh that is taking place and should be completed by October 31st.

10/27 - Due to delays with the Extreme Network project, this task has been pushed back. The network upgrade project is now set to complete in April 2006. This task will be unable to complete until the new network is in place.

125 Implement usage of PCAnywhere for Help Center

Dependent on Symantec project

128 Self-Service assessment and Plan

7/27 - Work to be accomplished under a current SOW from Network D. (SOW #GSUBPC50 060705) - Will happen at the same time as the Tier 2 / 3 definition phase from Network D. Most Likely in January 06.

129 Initiate recurring process to review Remedy's adherence to Screen-Human Harmony best practice

10/27 - This task includes organizing Remedy so that it will be a better flow for agents using the Remedy system. This task will be addressed as a note in the Remedy assessment being performed by Debra Meyer of NetworkD. This will be a training issue for the Help Desk specialists to use the tab key and the Remedy system more efficiently.

130 Create ability to cease having the Help Center queue overflow calls to the IS&T receptionist

10/27 - Have sent a work order to Bellsouth to have the phone line busy out when the queue is full. This will allow callers to know that the help center is full and unable to take any more calls.

131 Use the ACD queue for after hours calls to NOC

* 3 ACD agents @ \$500 each and conversion of 3 phone lines from analog to digital @ \$1000 each would be required for this. Total cost \$4500.

* Jerry Allen is doing an impact analysis before asking for the funds.

7/27 - It was determined that calls after hours would first flow to the Labs and Classroom support hotline from the closing of the call center until the hotline closes at 10:00. After that time the calls will continue to go to the NOC until the HC starts again at 7:30 on the next business day. An ACD phone has been installed in the Lab and Classroom support area.

132 Investigate and initiate printer queue maintenance capabilities within the Help Center

8/11 - The HCS accounts that Tim sent me now has access to all print queues in the printers.gsu context. This means that they now have the ability to look at and remove print jobs from these queues that receive jobs from unix systems. Departmental print queues are being modified but we probably will miss some. HCS should turn in a ticket for queues they cannot access as they find them. Documentation will be made available in the next few weeks. Training can be arranged if and when HCS feels its necessary. (Sam White)

8/11 - Users have been added to the proper queue. Waiting on trining that should be complete during Monday's HC meeting.

9/22 - Need to set up time when the HC staff can be trained.

10/6 - There was a problem with the set up not being correct. The training will be rescheduled once the problem has been corrected.

133 Implement software download capability from the Help Center

Dependent on iCommand project

134 Develop and implement ACD data indefinite storage / retention capability

* Date moved out due until new programmer joins team. New Programmer will set up in order to meet their needs.

* New programmer is on board. The file system and data has been set up. The current plan is to review monthly reports only.

135 Review and implement improved Walk Away codes usage

10/27 - This information was contained in the SOP that Tim Jones developed

- 137 Include Help Center as an active participant in crisis communications**
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.
- 142 Document for File Server (OLA)**
Due to the amount of work in completing the initial draft of the OLA, the timeline has been moved out. This has also been due to scheduling meetings that works with everyone's schedule.
- 143 Document for Telecommunications (OLA)**
Have set up initial meeting for the 31st
- 149 Document for NOC (OLA)**
Have scheduled the initial HC / NOC meeting for May 27th
- 150 Document for UNIX (OLA)**
Have scheduled the initial HC / Unix meeting for May 31st
- 151 Document for Network Planning (OLA)**
Have set up meeting for June 3rd between HC and Network Design
- 155 Instutional Development**
2/2/06 - There are still on going discussions with Instutional 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.
- 168 Signing Day for all of the OLAs with the Help Center**
2/2/06 - 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.

- 172 Make decision go/nogo for annual Benchmark Survey**
This survery recommed by Network D is to survey all customers and potential customers whether they have used the HC services or not. This survery would be done annually.
- 185 Document and initiate Priority Re-alignment process with customers**
2/1/06 - Have worked in developing process to present current project workload to management for review and prioritization. This report is delivered to the Directors and has been given to JL for incorporating in his ITSG meetings.
- 186 Initiate a process to incorporate Remedy campus-wide (or as closely as feasible)**
2/1/06 - Working to make sure that Remedy is adopted by IS&T clearly before rolling out to the rest of the campus. Have been working to extend Remedy to other areas, such as COE ITC, as we roll out support to these areas from IS&T. In the future, further roll out to the campus will need to be driven from management and a separate project will need to be developed to determine cost, license count and training needed by the external areas.

The move to self-service will also play a roll in having the requestor directly interact with the system and adopt usage for reporting and tracking issues. This is a separate projet will will further drive this adoption.
- 187 Initiate effort to phase out 'back door' contacts to IS&T**
2/1/06 - Have developed a memo that will go to all of IS&T with interm guidelines for using Remedy. This will include making sure that calls are routed through the Help Center, where appropriate. This memo also requires that each area record their work in Remedy and that all work over 15 minutes and / or requires more than one department is captures.
- 191 Create and fill Data Manager job responsibility**
June Moss named to head this position. She is working on getting the team in place to assist her.
- 192 Ramp up into Data Manager function**
Need clarification of task
- 193 Setup data capture and metrics calculations processes for Help Center CSFs**
10/27 - Reports are currently able to be gathered with the existing data in Remedy. The process is currently manual in nature, but will be moved to an automated process in the future based on resource availability,
11/10 - The reports are ready to run, however it will take time to build the historical data to run the reports (1 week for weekly reports, 1 month for monthly reports)
- 213 Mean Time To Assign (Dispatch) Incidents (Monthly)**
11/17 - This report is unable to be run currently since the Assign field may be overwritten. This report will be moved to the Spring so that Remedy modifications can be made so that this report will run.
- 215 Quality**
10/27 - Internal tool set up with the Help Center. Need to determine how the data is set up and what it captures
- 216 Cost / Contact (Monthly / Quarterly)**
10/27 - Need tier distinctions to complete
- 225 Backlog Accumulation Rate (Daily)**
10/27 - This is defined as the number of open tickets in a snapshot taken each day at the same time. This is a trend report that should show if ticket count is rising, falling or remaining flat
- 227 Average Days Outstanding for Open Tickets (Weekly)**
10/27 - Need to determine if this is tickets
- 229 Volume of Resolutions Driven Down to L1/L0**
This denotes the number of first call resolution by the Help Center that previously had to go to L2 support.
10/27 - This report is dependant on L2 / L3 Tier distinctions. This assessment is being delayed until January. This report will not be accomplished until that distinction is available.
- 230 Client Satisfaction**
10/27 - Client satisfaction survey is dependant on Remedy sending out customer surveys for closed cases. This is a part of the Remedy evaluation and dependant on the SLA with the University. This report will be completed once the survey data is gathered.
- 231 Cost / Incident**
10/27 - Cost information is unavailable. This will require the Tier 2 / Tier 3 definition as well as an average cost for each level in order to complete the calculation.
- 232 Mean Time to Repair**
10/27 - This will require a new field to be entered in Remedy and training to be given to all technicians on how to use the field for this calculation to be effective.

233 Success Rate Using Remote Assistance

10/27 - This will be captured from remote assistance check button in Remedy. This will require the full deployment of iCommand

234 Volume of Incidents Eliminated via Root Cause

10/27 - This report will require the full implementation of problem management in Remedy.

235 Volume of Resolutions Driven Down to L2/L1

10/27 - This report is dependant on L2 / L3 Tier distinctions. This assessment is being delayed until January. This report will not be accomplished until that distinction is available.

237 Cost / Problem

10/27 - Cost information is unavailable. This will require the Tier 2 / Tier 3 definition as well as an average cost for each level in order to complete the calculation.

238 Percent of Total Incidents/Problems Resolved

10/27 - This will require a full implementation of Problem Management for Remedy.

240 Create and implement ROI Analysis process

This is a standard ROI (return on investment) process that should be in effect for certain projects, e.g., > \$500K cost, longer than 12 months to complete, etc. Just a check and balance to make sure that projects or expenditures don't get funded that won't produce a return. Finance should be tasked with coming up with the general process; however, those involved in the project will have to come up with the details, case-by-case. The discussion surrounded comparing the number of issues that can be handled through first call resolution compared to sending it to a Level 2 / 3 technician. The savings of cost between the levels should be a return on the training investment.

244 Post Completion Operational Review

Agenda:

- * CSF Review
- * Discussion: What's working, what's not
- * Ineffective / Missing Process Workshop
- * New Issues
- * Meeting schedule