

**Georgia State University**  
**Help Center Improvement Project**  
**Risks - 3/3/2006**

Id	Name	Type	Owner	Risk Rating	Description	Mitigation Plan	Mitigated Risk Rating	Mitigation Plan Description
11	Customer Perceptions	Business Risk	Randall Alberts	50	Customers will be reluctant to use the HC or Remedy when they are able to contact the support technician directly today. This is seen as adding a layer to the process and could delay the response time.	Communication Plan	50	Will need to communicate early and often. Communication will need to come from JL's level to have buy in from the colleges politically. This item will be on the agenda for the Directors Meeting the week of June 20th JL Agreeded that he needs to address, but also agreeded that each individual need to take some ownership. Need to condition the customer over time to point them to the Help Center. It will be important to make sure that the needed information is in Remedy so that the HC can assist the customer when they call. 7/21 - Need to address with Don from Network D when he is town. 7/29 - Don Lee addressed during his project review. "A Statement of direction will never sell people on the Help Center as a good idea. Will need to improve the process and communicate to advisors to gain feedback on the process. 3/2/06 - Will need to make sure that communication plan ios part of the launch of the Customer Service Center. This will match up with Task 1.12.1 Develop effective customer communication plan.
12	iCommand Remote Access	Other	Randall Alberts	50	Need to document in the OLAs with the colleges that we are proving support that the Help Center can ask for Remote Access to the computer using iCommand so that they can support the customer. THis will happen only if the customer grants permission to the Help Center.	None.	50	1/26/06 - Waiting on the iCommand roll out to the colleges. All of the iCommnad servers are now in production. It is up to each individual college to implement the remote access as they see fit.

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1	Tim Joes Availability	Other	Randall Alberts	50	Tim Joes Availability during July due to his wife giving birth.	Tim Joes Absence Acceptance	1	Accept: Tim's wife is due on July 3rd and Tim will be out of the office for two weeks (July 5 - 22nd) During his absence Kenneth Graves will be the HC Lead and Al Rosser and Jeff Pruett will be acting managers. 7/21 - Tim will return to work on Monday. No major problems during Tim's absence.
2	Remedy Training Budget	Budget Risk	John Bandy	50	Dollars for Troy and Mark's Remedy training. One of the likely impacts is the inability to report metrics.	Dollars for Training	1	Money was placed in the budget for training for 2005. Additional Dollars were placed in the 2006 budget and approved.
3	iCommand Deployment	Other	Joe Amador	75	iCommand deployment will not be complete by 11/1/05.	None.	1	There are six (6) issues outstanding. Looking to implement the tools necessary as soon as possible without waiting for the full deployment of the application. All of the equipment for the iCommand system has been received. 7/21/05 - Should have the issued completed this week. Application will test as part of the Network Deployment. 7/28 - Out of the original 6 issues, only two remain regarding iCommand deployment (Deep Freeze and Antivirus software). The need for the Help Center is for help with resetting workstation passwords. This can be accomplished through the deployment of PC Anywhere. This can be deployed without the need for iCommand. Joe Amador and Tim Joes will meet to discuss PC Anywhere deployment. 9/22 - Meeting set up to discuss deployment with UCCS on 9/30 10/6 - It was noted this week that Pixy Boot would be needed in order to push a build to a machine. This could pose a problem as this is only available on the Labs and Classrooms vLan until the network upgrade. This will need to be revisited. 11/3 - This project is dependant on the Network Up

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4	Conflicting Remedy Support	Technical Risk	Randall Alberts	25	Other external priorities cause the priority of the Remedy changes needed for this project to be pushed down. Currently Troy is dedicated full time to Remedy support, but problem will happen if additional resources, Mark, is needed in additional changes.	Acceptance	1	Troy and John Bandy are holding priority groups to support the need for Remedy updates. Changes are discussed and then prioritized based on needs and the decisions of the customers.
5	Self-Service technical Ability	Budget Risk	John Bandy	25	Other external priorities cause the priority of this project to be pushed down. > Jarrett King's availability to deliver the Self-Service website. Will be a combination of Jarrett and Troy with Remedy programming	Reschedule Self-Serve	1	Moving self service implementation till January 06. This will give team a change to better prepare 11/3 - Is scheduled for January 17th to review self service. 2/2/06 - 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.
6	Increase in Outages	Technical Risk	Keith Campbell	50	Rate of outages significantly increases, thus impacting resources.	Outage Notification	1	Network refresh will cause more (scheduled) outages during the project. Will try to identify the outage times and make sure that is well communicated with all teams. 12/15 - This risk was primarily concern around completing the OLAs while the network upgrade was on going. The OLAs have all been completed with systems and this is no longer a risk.
7	Data Manager	Business Risk	MaryJane Casto	50	June's position does not get reclassified to Data Manager.	Reclassify Position	1	June Moss' position was classified as a data manager to perform the functions needed for this project.
8	Hiring a Project Manager	Budget Risk	MaryJane Casto	9	PM not hired or significantly delayed.	Hire Project Manager	1	PM hired as of May 2nd. No longer and issue.

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9	Remedy Test Environment	Technical Risk	John Bandy	50	Not having a Remedy test environment.	Contract with Remedy	1	<p>Need to negotiate with Remedy for a five license test system. According to Don Lee, this should be a discussion with Remedy to provide for GSU. 9/1 - Usually the test environment is the equivalent of "golden" mirror of production in which to test what has been developed in "dev". If they kept a copy of the Prod DB and .def files in Dev, developed on top of them with a solid version control policy, they could theoretically use Dev as a test bed. The key would be to be able to promote the tested changes to production, then use the new production "golden" DB for the next round of changes in Dev. Just requires more discipline than the Dev/Test/Prod configuration. To me, its worth the 6K to get another dev license so you have one environment (dev) where you can truly play in the sandbox.</p> <p>If they are a large Remedy customer, they might want to consider going over their salespersons head to a Manager or Director of education sales, if there is one at Remedy, and ask them for a deeper discount or a perpetually enabled evaluation copy for their test environment.</p>
10	IP Telephony Project Impact	Other	Randall Alberts	50	Campus Network refresh will have to be completed by October 31st for VoIP	Monitoring IPT project	1	<p>7/21 - IPT project has now moved the date out to 12/4. Will continue to monitor the project and make adjustments as needed.</p>