












Tasks Starting Soon as of Fri 3/3/06  
 GSU BluePrint High Level Plan  
 Randall Alberts

ID		Name	Duration	Start	Finish	% Complete
87		Complete A+ certification for all Help Center Specialists 1/5/06 - Have had one person to pass the Hardware portion of the certification.	6 mons	Tue 11/15/05	Thu 5/11/06	40%
102		Create and implement an effective Change Management process	20 days	Tue 2/21/06	Tue 3/21/06	20%
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.	45 days	Wed 1/25/06	Wed 3/29/06	60%
122		Implement Categorization Process	30 days	Wed 2/1/06	Wed 3/15/06	75%
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.	45 days	Mon 3/6/06	Mon 5/8/06	0%
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.	45 days	Wed 2/1/06	Wed 4/5/06	50%
163		Document for Advanced Campus Systems	2 wks	Fri 2/24/06	Fri 3/10/06	10%
164		Document for Library Support	2 wks	Fri 2/17/06	Thu 3/9/06	75%
166		OLA Final Revision Review and promotion to v2.0	2 wks	Wed 2/8/06	Wed 3/22/06	60%
188		Define Tier 2 / Tier 3 distinctions in IS&T	4 wks	Mon 2/20/06	Fri 3/17/06	50%
242		Implement Root Cause process	25 days	Mon 2/27/06	Fri 3/31/06	30%