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 | **Project Status Report** Initiative-173: Service Request ManagementAs of 01/19/2021 | **Project Manager:** Elizabeth White**Project Sponsor:** Jeff Vail |

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| **Initiative Number:** 173 | **ETSC Priority:** N/A | **Project Scheduled Completion Date:** 12/31/2020 | **Project Lifecycle:**  Planning |
| **Project Description:** Improving our Service Model to fulfill Service Requests quicker by distinguishing Service Requests from Incidents so that the correct IT fulfillment team receives the request sooner. |
| **Scope:** | **GREEN = No issues** | **Schedule:** | **GREEN = No issues** | **Resources:** | **GREEN = No issues** |

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| **Milestones** | **Start Date** | **Schedule End Date** | **Actual****End Date** | **% Complete** | **Actions/Comments** |
| Approved Project Charter | 08/26/2020 | 09/30/2020 | 09/02/2020 | 100% | Reference Initiative-162 this project was initiated under ITSM Process Improvement Project. |
| Project Work Plan | 01/06/2021 | N/A |  |  | Continuous updates |
| Planning | 01/12/2021 | 3/24/2021 |  | 14% | In progress |

| **IT Task #** | **Completed Issues This Reporting Period** | **Planned Activities for Next Reporting Period** |
| --- | --- | --- |
| IT-3187IT-3189 | Develop Project Work Plan & ScheduleConduct Brainstorming Session #1-Identify IT Services Fulfilled by Customer Services & ITOPS Teams | Continue work on IT Service Use CasesStart work on generating Functional Requirements |

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| **Key Risks** | **Probability** | **Impact** | **Status** |
| No Risks Identified  | High | Low |  |
|  | Realized | Low |  |

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| **Key Issues** | **Impact** | **Priority** | **Status** |
| No Key Issues to Report |  |  |  |