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| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-173: Service Request Management  As of 02/19/2021 | **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** |
| Project Work Plan | 01/06/2021 | N/A |  |  | Continuous updates |
| Planning | 01/12/2021 | 3/24/2021 |  | 15% | In progress |

| **IT Task #** | **Completed Issues This Reporting Period** | **Planned Activities for Next Reporting Period** | |
| --- | --- | --- | --- |
| IT-3255  IT-3297  IT-3254  IT-3293  IT-3294  IT-3295 | IT Customer Services Team Use Cases:  Customer Device Services Use Cases out to team for review  Desktop Application Services out to team for review  ITOPS Team Use Cases:  Reviewed Customer Account Services Use Cases  Reviewed Website Requests  Reviewed Infrastructure Services  Reviewed SQL Database and Reporting Services | | IT Customer Services Team Use Cases   * Complete IT-3296 Audio Visual and Event Service Use Cases * Complete Peripherals   ITOPS Team Use Cases   * Complete Create and Manage Shared Mailboxes * Complete Shared File Services * Complete Virtual Server Resource Management * Complete Server and DB Performance Monitoring |

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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 |  |  |  |