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 | **Project Status Report** Initiative-173: Service Request ManagementAs 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-3255IT-3297IT-3254IT-3293IT-3294IT-3295 | IT Customer Services Team Use Cases:Customer Device Services Use Cases out to team for reviewDesktop Application Services out to team for reviewITOPS Team Use Cases:Reviewed Customer Account Services Use CasesReviewed Website RequestsReviewed Infrastructure ServicesReviewed 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 |  |  |  |