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| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-173: Service Request Management  As of 04/16/2021 | **Project Manager:** Elizabeth White  **Project Sponsor:** Jeff Vail |

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| **Initiative Number:** 173 | | **ETSC Priority:** N/A | | **Project Scheduled Completion Date:** TBD | | | **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** | **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 |  | 46% | In progress |

| **IT Task #** | **Completed Issues This Reporting Period** | **Planned Activities for Next Reporting Period** | |
| --- | --- | --- | --- |
| IT-3191  IT-3301  IT-3299  IT-3300  IT-3303 | Vended Application Team  Facilitated meetings on 3/17 & 3/23/2021 to identify IT Use Cases fulfilled by Vended Apps Team. The team identified seven total use cases, task closed.  Application Enhancement Request In Progress  Application Bug Request Request In Progress  Application Data Management Reports Request In Progress  Application Help In Progress | | Continue to work thru the Vended Apps Team Use Cases. |

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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 |  |  |  |