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| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-173: Service Request Management  As of 05/14/2021 | **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 |  | 50% | In progress |

| **IT Task #** | **Completed Tasks This Reporting Period** | **Planned Activities for Next Reporting Period** | |
| --- | --- | --- | --- |
| IT-3192    IT-3301  IT-3299  IT-3300  IT-3303  IT-3516 | Vended Application Team  Refining IT Use Cases identified by Vended Apps Team – working sessions conducted on 3/29, 4/6, 4/12, 4/23, 4/27, 5/11, 5/12, and 5/13. On 5/13 the team identified another use case: Application System Administration.   * Applicant Enhancement Request In progress * Application Bug Request Request In Progress * Application Data Management Reports Request In Progress * Application Help In Progress * Application System Administration 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 |  |  |  |