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| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-173: Service Request Management  As of 06/18/2021 | **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 | 03/24/2021 |  | 70% |  |
| * IT Service Use Cases – Vended Apps Team | 03/17/2021 | 05/31/2021 | 06/11/2021 | 100% |  |
| * IT Service Use Cases – Custom Apps Team | 05/04/2021 | 07/30/2021 |  | 40% | Cassandra is leading in an attempt to bring in the end date |
| * Functional Requirements | 05/31/2021 | 07/30/2021 |  | 85% | Started generating, 5/21/2021 |
| * Test Planning & Preparation | 06/25/2021 | 07/30/2021 |  | 33% |  |

| **IT Task #** | **Completed Tasks This Reporting Period** | **Planned Activities for Next Reporting Period** | |
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| IT-3192  IT-3524  IT-3301  IT-3303  IT-3299  IT-3300  IT-3516  IT-3322  IT-3302  IT-3194  IT-3540  IT-3541  IT-3542  IT-3543  IT-3304  IT-3199  IT-3197 | Vended Application Team  Refining IT Use Cases identified by Vended Apps Team – working sessions conducted on 5/17, 5/19, 5/21, 5/24, 5/26, 5/28, 6/3, 6/9, and 6/11.   * Completed Initial Triage Use Case, task closed * Completed Application Enhancement Use Case, task closed * Cancelled Application Help, task closed * Completed Application Bug Use Case, task closed * Completed Application Data Management Use Case, task closed * Completed Application System Administration Use Case, task closed * Completed External Service Use Case, task closed * Assigned Asset Management Use Case   Custom Application Team Use Cases have been identified   * Working session conducted on 5/25/2021   Refining IT Use Cases identified by the Custom Apps Team   * Completed Initial Triage Use Case, task closed * Application Bug Request Use Case, In progress * Application Data Management Requests, In progress * Application Enhancement Requests, In progress * Application Report Requests, Cancelled   Developed the Test Plan  Scheduled Functional Requirements Reviews with IT Customer Services, ITOPS, and Vended Application Teams on 6/17, 6/18, 6/21, and 6/23.  Also scheduled a meeting to discuss LIMS data requirements (Reference Item to Be Addressed List #23) on 6/21. | | * A new use case was identified for IT Customer Service Team that needs to be documented “Application Access Request” this is currently assigned to Marty. * Continue to work thru the Vended and Custom Apps Team Use Cases. * Continue to generate, review, and verify 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 |  |  |  |