|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|

|  |  |
| --- | --- |
|  |  |

 | **Project Status Report** Initiative-173: Service Request ManagementAs of 06/18/2021 | **Project Manager:** Elizabeth White**Project Sponsor:** Jeff Vail |

|  |  |  |  |
| --- | --- | --- | --- |
| **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** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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** |
| --- | --- | --- |
| IT-3192IT-3524IT-3301IT-3303IT-3299IT-3300IT-3516IT-3322IT-3302IT-3194IT-3540IT-3541IT-3542IT-3543IT-3304IT-3199IT-3197 | Vended Application TeamRefining 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 PlanScheduled 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.
 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Key Risks** | **Probability** | **Impact** | **Status** |
| No Risks Identified  | High | Low |  |
|  | Realized | Low |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Key Issues** | **Impact** | **Priority** | **Status** |
| No Key Issues to Report |  |  |  |