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 | **Project Status Report** Initiative-173: Service Request ManagementAs of 07/16/2021 | **Project Manager:** Elizabeth White**Project Sponsor:** Jeff Vail |

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| **Initiative Number:** 173 | **ETSC Priority:** N/A | **Project Scheduled Completion Date:** 11/30/2021 | **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 |  | 80% |  |
| * IT Service Use Cases – Custom Apps Team
 | 05/04/2021 | 07/30/2021 | 6/30/2021 | 100% | Cassandra is leading in an attempt to bring in the end date |
| * Functional Requirements
 | 05/31/2021 | 07/30/2021 |  | 80% | Started reviewing, 6/8/2021 |
| * Service Level Agreements (SLAs)
 | 07/06/2021 | 08/15/2021 | PARKED | 25% | See [Decision Log](https://confluence.sacsewer.com/display/INIT173/Decision%2Blog) |
| * Test Planning & Preparation
 | 06/25/2021 | 08/15/2021 |  | 33% | Created Test Plan |
| Execution |  |  |  |  |  |
| * Sprint Planning & Development
 | 07/06/2021 | TBD |  | 0% | Initial meeting conducted |
| * Technical Requirements
 | 07/14/2021 | TBD |  | 0% | In-Progress |

| **IT Task #** | **Completed Tasks This Reporting Period** | **Planned Activities for Next Reporting Period** |
| --- | --- | --- |
| IT-3194IT-3541IT-3542IT-3543IT-3197IT-3571IT-3197IT-3566IT-3568IT-3201IT-3212 | Refining IT Use Cases identified by the Custom Apps Team* Completed Application Bug Request Use Case, task closed
* Application Data Management Requests, task closed
* Completed Application Enhancement Requests, task closed

Conducted Functional Requirements Reviews with IT Customer Services, ITOPS, and Vended Application Teams on 6/21, 6/23.Meeting scheduled to discuss LIMS data requirements (Reference Item to Be Addressed List #23) on 6/21. **Outcome:** This request was identified as a System Administration Use Case request. Requirement # IT-3197-FR-0046 was added to capture this data. A front-end was previously designed to capture LIMS data and we plan on reusing the front-end if it’s possible. ***Recommendation:*** *Best Practice would be for LIMS to have their own system administrator to handle these types of requests.*Created SLA template to document IT & Customer agreements, Task Closed.Conducted Functional Requirements Review with Custom Application Team on 6/30/2021.Conducted Functional Requirements Review with first product owner group: CMMS on 7/7/2021.Setup first Sprint Planning & Development meeting on 7/6/2021.Setup meeting to discuss SLAs on 7/6/2021. Technical requirements placeholder setup 7/14/2021.Submitted Service Request Process documentation for initial reviews by IT managers on 7/14/2021. | * Continue to generate, review, and verify functional requirements with product owners of mission critical applications.
* Setup product owner meetings to negotiate SLA agreements
* Start developing the test cases for system test execution
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| **Key Risks** | **Probability** | **Impact** | **Status** |
| Risk #1. Recommendation to ETSC to update our current project criteria has been identified in the Risk Log. | High | High | Open |
| Risk #2. Product Owner risk has been idenfied in the Risk Log. | High | High | Open |
|  | Realized | Low |  |

[Initiative-173: Risk Log](https://confluence.sacsewer.com/pages/viewpage.action?spaceKey=INIT173&title=Risk+Log)

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