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| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-173: Service Request Management  As 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+log) |
| * 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** | |
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| IT-3194  IT-3541  IT-3542  IT-3543  IT-3197  IT-3571  IT-3197  IT-3566  IT-3568  IT-3201  IT-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 |  |  |  |