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 | **Project Status Report** Initiative-173: Service Request ManagementAs of 08/20/2021 | **Project Manager:** Elizabeth White**Project Sponsor:** Jeff Vail |

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| **Initiative Number:** 173 | **ETSC Priority:** N/A | **Project Scheduled Completion Date:** 12/31/2021 | **Project Lifecycle:**  Planning, Execution |
| **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% |  |
| * Functional Requirements
 | 05/31/2021 | 07/30/2021 |  | 99% | Started reviewing, 6/8/2021 |
| * Test Planning & Preparation
 | 06/25/2021 | 08/15/2021 |  | 33% | Created Test Plan |
| Execution |  |  |  |  |  |
| * Sprint Planning & Development
 | 07/06/2021 | TBD |  | 17% | In-Progress |
| * + Sprint 1 – User Interface Model
 | 08/02/2021 | 08/25/2021 |  | 33% | In-Progress |
| * Technical Requirements
 | 07/14/2021 | 8/4/2021 |  | 100% | Developed & reviewed for Sprint 1 |
| * Documentation
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| * + Created Service Request Process Documentation
 | 07/14/2021 | 08/19/2021 |  | 100% | Reviews In-Progress |
| * + Communication Plan
 | 07/14/2021 | TBD |  | 1% | Initial Meeting conducted |

| **IT Task #** | **Completed Tasks This Reporting Period** | **Planned Activities for Next Reporting Period** |
| --- | --- | --- |
| IT-3199IT-3212IT-3580IT-3606IT-3566AT-845 | Documented test plan and submitted test plan for initial reviews by IT managers on 7/14/2021, task closed.Sent out the Service Request Process documentation for IT managers review on 7/14/2021. Reached out to IT Managers for system test resources on 7/15/2021. Obtained system test resources.A new use case Product Evaluation & Installation was identified and added on 7/16/2021 as a requirement. Meeting has been scheduled for 9/7 to flush out the use case details.Started documenting Service Request Workflows in SOP on 7/19/2021 & completed documenting workflows on 7/23/2021, task closed. Completed Functional Requirements Reviews with mission critical product owners on 8/3/2021, task closed. Completed Technical Requirements review for Sprint 1 on 8/4/2021, task closed.Updated the appropriate ITOPS use cases with a supervisor approval workflow rather than a product owner workflow. Technical team identified this during Sprint 1.Sprint 1 team review conducted on 8/19/2021.Team review of Test Plan conducted on 8/19/2021. Assigned & communicated test scenario creation to core team.Scheduled a meeting with sponsors & IT supervisors to review the Service Request vs. Small Project criteria on 8/26/2021 before inclusion into the Communication Plan. | * Obtain final approval of the functional requirements.
* Start developing the test scenarios for system test execution.
* Continue execution of Sprint 1.
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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 |
| Risk #3. The supervisor approval process requires data to support obtaining supervisor information for Requesters. We do not know where we are going to obtain this data. Active Directory was explored as an option, but quickly eliminated. Reference: [2021-08-18 Meeting Notes - Active Directory](https://confluence.sacsewer.com/display/INIT173/2021-08-18%2BMeeting%2BNotes%2B-%2BActive%2BDirectory)  | Realized | Medium | Closed |

[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 |  |  |  |