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 | **Project Status Report** Initiative-173: Service Request ManagementAs of 09/17/2021 | **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 |  | 19% | Scenario development In-Progress |
| Execution |  |  |  |  |  |
| * Sprint Planning & Development
 | 07/06/2021 |  |  | 28% | In-Progress |
| * + Sprint 1 – User Interface Model
 | 08/02/2021 | 08/25/2021 | 8/25/2021 | 100% |  |
| * + Sprint 2 – Workflow, Automation, Behaviors
 | 09/02/2021 | 09/24/2021 |  |  |  |
| * Technical Requirements
 | 09/01/2021 | 09/01/2021 | 09/09/2021 | 100% | Developed & reviewed for Sprint 2 |
| * Documentation
 |  |  |  |  |  |
| * + Created Service Request Process Documentation
 | 07/14/2021 | 08/19/2021 | 08/19/2021 | 100% |  |
| * + Communication Plan
 | 07/14/2021 | TBD |  | 1% | Initial Meeting conducted |

| **IT Task #** | **Completed Tasks This Reporting Period** | **Planned Activities for Next Reporting Period** |
| --- | --- | --- |
| AT-846 | Sprint 1 review & demo to PO conducted on 8/25/2021, task closed.Conducted a meeting with sponsors & IT supervisors to review the Service Request vs. Small Project criteria on 8/26/2021.Updated criteria.Created an Intake Process document on 8/27/2021 – moved the Service Request vs. Smalll Project criteria into that document.Team started to develop 23 test scenarios on 8/31/2021. System test execution can begin after Sprint 2 development is complete.Conducted technical requirement review for Sprint 2 on 9/9/2021.Sent out email to sponsors asking for Functional Requirement approval on 9/9/2021. Followed up again on 9/14/2021. | * Obtain final approval of the functional requirements.
* Continue developing the test scenarios for system test execution.
* Continue execution of Sprint 2.
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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 |  |  |  |