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 | **Project Status Report** Initiative-173: Service Request ManagementAs of 10/15/2021 | **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:**  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 |  | 100% |  |
| * Functional Requirements
 | 05/31/2021 | 07/30/2021 | 10/1/2021 | 100% |  |
| * Test Planning & Preparation
 | 06/25/2021 | 08/15/2021 | 10/15/2021 | 100% |  |
| Execution |  |  |  |  |  |
| * Sprint Planning & Development
 | 07/06/2021 |  |  | 35% | In-Progress |
| * + Sprint 2 – Workflow, Automation, Behaviors
 | 09/02/2021 | 09/24/2021 | 10/15/2021 | 100% |  |
| * Technical Requirements
 | 09/01/2021 | 09/01/2021 | 09/09/2021 | 100% | Developed & reviewed for Sprint 2 |
| * Implementation
 |  |  |  |  |  |
| * + Communication Plan
 | 07/14/2021 | TBD |  | 5% | Will be tracked in Initiative-183 |

| **IT Task #** | **Completed Tasks This Reporting Period** | **Planned Activities for Next Reporting Period** |
| --- | --- | --- |
| IT-3195,IT-3208IT-3613 | Completed development of 21 test cases on 10/15/2021; closed all tasks associated with this activity. Closed Epic/Tasks for Functional Requirements. Development of JSDV2 has been underway for several months.Sprint 2 Review & Demo conducted with sponsors on 10/14/2021, task closed.Note about Communication Plan: One Communication Plan will be developed for all three initatives: 162, 173, and 183. | * Start System Testing
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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 identified in the Risk Log. Project Change Request #1 was developed to help mitigate this risk. | 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 |  |  |  |