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| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-173: Service Request Management  As of 11/19/2021 | **Project Manager:** Elizabeth White  **Project Sponsor:** Jeff Vail |

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| **Initiative Number:** 173 | | **ETSC Priority:** N/A | | **Project Scheduled Completion Date:** 01/31/2022 | | | **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 |
| Execution |  |  |  |  |  |
| * Sprint Planning & Development | 07/06/2021 | 1/14/2022 |  | 60% | In-Progress |
| * + Sprint 3 – Portal UI | 10/18/2021 | 11/19/2021 | 11/17/2021 | 100% |  |
| * Technical Requirements | 10/18/2021 | 10/29/2021 | 10/29/2021 | 100% | Developed & reviewed for Sprint 3 |
| * System Testing | 10/20/2021 | 11/05/2021 | 11/08/2021 | 100% | Completed for Service Requests |
| * + Regression Testing Incident System | 10/27/2021 | 11/05/2021 |  | 90% | In-Progress |
| * Implementation |  |  |  |  |  |
| * + CMDB Application List & PO Validation | 10/21/2021 | 12/31/2021 |  | 67% | Project Change Request #1 |
| * + Training | 09/17/2021 | TBD |  | 50% | In progress |

| **IT Task #** | **Completed Tasks This Reporting Period** | **Planned Activities for Next Reporting Period** | |
| --- | --- | --- | --- |
| IT-3740  IT-3742  IT-3744  IT-3745  IT-3210    IT-3615 | Project Change Request #1: CMDB Application List & PO Validation. Conducted meeting with team to review Project Change Request #1 on 10/21/2021:   * Created IT Tasks IT-3740 through IT-3747 to track the effort. * UPDATE: Cancelled IT-3742 – no change to application categories, will be revisited as part of the CMDB Initiative-171. Decided on 11/01/2021. * Completed Validate & Update PO on Applications, updated Application List and PO spreadsheet provided for upload to CMDB, task closed. * UPDATE: Cancelled IT-3745 Develop an Intranet page for POs. A PO Intranet page exists & will be updated over time as a PO community is established.   Completed system testing for Service Requests on 11/08/2021. Multiple tasks created to track system test execution, all task have been closed.  Sprint 3 review & demo to PO conducted on 11/17/2021, task closed. | | * Continue Regression Testing Incident System. * Continue portal development, Sprint 4.   + Project Requests   + Internal IT Requests   + Organizations * Continue working on Project Change Request #1. * Continue preparing Customer Service Team training materials. |

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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. | Minimized | High | Open |

[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 |  |  |  |