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| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-173: Service Request Management  As of 12/17/2021 | **Project Manager:** Elizabeth White  **Project Sponsor:** Jeff Vail |

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| **Initiative Number:** 173 | | **ETSC Priority:** N/A | | **Project Scheduled Completion Date:** 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 |  |  |  |  |  |
| * Regression Testing Incident System | 10/27/2021 | 11/05/2021 | 11/30/2021 | 100% |  |
| * Sprint Planning & Development | 07/06/2021 | 12/17/2021 |  | 90% |  |
| * + Sprint 4 – Project Requests, Internal IT Requests, and Organizations | 11/22/2021 | 12/17/2021 | 12/17/2021 | 100% |  |
| * Technical Requirements | 12/2/2021 | 12/2/2021 | 12/2/2021 | 100% | Developed & reviewed for Sprint 4 |
| * Implementation |  |  |  |  |  |
| * + CMDB Application List & PO Validation | 10/21/2021 | 12/31/2021 |  | 67% | Project Change Request #1 |
| * + Service Desk Training Development | 09/17/2021 | 12/20/2021 |  | 95% | In progress |

| **IT Task #** | **Completed Tasks This Reporting Period** | **Planned Activities for Next Reporting Period** | |
| --- | --- | --- | --- |
| IT-3727  INIT183-13  IT-3616  IT-3617 | Completed execution of Incident Regression testing, task closed on 11/30/2021.  Sprint 4 internal team review conducted on 11/30/2021.  PM reached out to Training department on 11/30/2021 to ask for resources to help develop Customer User Guides for the IT Service Desk.  Technical review conducted on 12/2/2021, task closed.  Sprint 4 internal team demo conducted on 12/15/2021.  Sprint 4 Review and demo to PO conducted on 12/16/2021, task closed. | | * Continue working on Project Change Request #1. * Continue Service Desk Training Development * Start Working on Implementation Planning |

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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 |  |  |  |