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 | **Project Status Report** Initiative-173: Service Request ManagementAs of 01/14/2022 | **Project Manager:** Elizabeth White**Project Sponsor:** Jeff Vail |

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| **Initiative Number:** 173 | **ETSC Priority:** N/A | **Project Scheduled Completion Date:** 02/04/2022 | **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 | 12/17/2021 |  | 100% |  |
| * Implementation
 |  |  |  |  |  |
| * + CMDB Application List & PO Review
 | 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** |
| --- | --- | --- |
| AT-839-842AT-855-859AT-871, 873-875 & AT-881-887INIT183-5-8 & INIT183-10-12 | Sprint 1 tasks status set to “Ready to Deploy”Sprint 2 tasks status set to “Ready to Deploy”Sprint 3 tasks status set to “Ready to Deploy”Sprint 4 tasks status set to “Ready to Deploy” | * Scheduled meeting with Product Owners to Review a PO’s Guide to Approving Applications on 1/18/2022
* Continue Service Desk Training Development
* Continue 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 |  |  |  |