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 | **Final Project Status Report** Initiative-173: Service Request ManagementAs of 02/09/2022 | **Project Manager:** Elizabeth White**Project Sponsor:** Jeff Vail |

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| **Initiative Number:** 173 | **ETSC Priority:** N/A | **Project Scheduled Completion Date:** 02/09/2022 | **Project Lifecycle:**  Closing |
| **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** | **Planned****End Date** | **Actual****End Date** | **% Complete** | **Actions/Comments** |
| Initiation | 08/26/2020 | 09/30/2020 | 09/02/2020 | 100% | Initiation was completed in Initiative-162: Incident Management |
| Planning | 01/12/2021 | 09/17/2021 | 10/15/2021 | 100% |  |
| Execution | 07/06/2021 | 01/31/2021 | 02/04/2022 | 100% |  |
| Closing | 02/09/2022 | 02/10/2022 | 02/09/2022 | 100% |  |

| **IT Task #** | **Completed Tasks This Reporting Period** | **Planned Activities for Next Reporting Period** |
| --- | --- | --- |
| IT-3218IT-3217IT-3746 | Completed & closed Train the Service Desk TrainerCompleted & closed Prepare Training MaterialsCompleted & closed Review a PO’s Guide to Approving Application Requests on 1/18/2022, conducted PO training | * None
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| **Key Risks** | **Probability** | **Impact** | **Status** |
| Risk #1. Notification to ETSC to update our current project criteria has been identified in the Risk Log. This risk has been transferred to Initiative-183 Risk Log as Risk #1. | High | High | Closed |
| 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 | Closed |

[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 |  |  |  |