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| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-162: Incident/Critical Management  As of 1/15/2021 | **Project Manager:** Elizabeth White  **Project Sponsor:** Jeff Vail |

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| **Initiative Number:** 162 | | | | **ETSC Priority:** N/A | | | **Project Scheduled Completion Date:** TBD | | | | | | | | **Project Lifecycle:**  Execution | | |
| **Project Description:** IT currently routes Service Requests and Incidents through the same process making no distinction between the two. This causes internal misrouting and delayed customer response. This project will improve our Service Model to provide a much stronger Incident Management process by distinguishing Incidents from Service Requests. | | | | | | | | | | | | | | | | | |
| **Scope:** | | | **GREEN = No issues** | | | **Schedule:** | | | | **GREEN = No issues** | | | **Resources:** | | | **GREEN = No issues** | |
| **Milestones** | | | | | **Start Date** | | | **Baseline End Date** | | **Actual**  **End Date** | | **% Complete** | | **Actions/Comments** | | | |
| System Test Planning | | | | | 12/28/2020 | | | 1/31/2021 | | 12/31/2020 | | 100% | | Completed | | | |
| Sprint 1 – User Interface/Model | | | | | 12/09/2020 | | | 1/4/2020 | | 1/8/2021 | | 100% | | Completed development | | | |
| Develop Technical Requirements | | | | | 12/09/2020 | | | 04/21/2021 | |  | | 17% | | Completed for Sprint 1 (ongoing) | | | |
| Sprint 2 – SLA, Queues, Workflow | | | | | 01/11/2021 | | | 2/8/2021 | |  | | 50% | | In progress | | | |
| System Test Execution | | | | | 02/22/2021 | | | 05/06/2021 | |  | | 0% | | Starts after Sprint 2 | | | |
| UAT Incident System | | | | | 04/01/2021 | | | 05/20/2021 | |  | | 0% | | Starts after Sprint 5 | | | |
| Create Incident Process Documentation | | | | | 09/01/2020 | | | 05/21/2021 | |  | | 67% | | Drafted with ongoing updates | | | |
| Communicate Incident Process | | | | | 04/05/2021 | | | 5/21/2021 | |  | | 0% | |  | | | |
| Training | | | | | 04/26/2021 | | | 05/11/2021 | |  | | 0% | |  | | | |
| Implement Incident System | | | | |  | | | Incident, June  Both, Sep/Oct | |  | |  | | Preliminary plan is to implement the Incident & Service Request systems together | | | |
| **IT Task #** | | **Completed Activities This Reporting Period** | | | | | | | | **Planned Activities for Next Reporting Period** | | | | | | |
| IT-2890  IT-3225  IT-3229-  IT-3242  IT-2897  IT-2898  IT-2885 | | * Test Plan * Traceability Matrix * Starting with Test Case 1 * Ending with Test Case 13 * Sprint #1 -Review & Demo to Product Owner & Sponsors * Sprint #1 – Retrospective * Sprint 2 tasks & technical requirements defined. | | | | | | | | * Conduct Technical Review with sponsor 1/19/2021 for Sprint 2. * Continue work on Sprint 2 tasks with Go decision from sponsor. | | | | | | |
| **Key Risks** | | | | | | | | **Probability** | | **Impact** | **Status** | | | | | |
| No Risks Identified | | | | | | | | High | | Low |  | | | | | |
|  | | | | | | | | Realized | | Low |  | | | | | |
| **Key Issues** | | | | | | | | **Impact** | | **Priority** | **Status** | | | | | |
| No Key Issues to Report | | | | | | | |  | |  |  | | | | | |