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 | **Project Status Report** Initiative-162: Incident/Critical ManagementAs of 2/19/2021 | **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** |
| Develop Technical Requirements | 12/09/2020 | 04/21/2021 |  | 47% | Completed for Sprint 2 (ongoing) |
| Sprint 2 – SLA, Queues, Workflow | 01/11/2021 | 02/8/2021 | 1/21/2021 | 100% | Completed development |
| Sprint 3 – Workflow Refinement, Automation and Behaviors | 01/29/2021 | 02/21/2021 |  | 14% | In progress |
| System Test Execution | 02/22/2021 | 05/06/2021 |  | 8% | Started, stopped waiting for test environment |
| 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 | 05/21/2021 |  | 0% |  |
| Training | 04/26/2021 | 05/11/2021 |  | 0% |  |
| Implement Incident System |  | Incident, JuneBoth, 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-2900IT-2899IT-2886IT-2928 | * Technical Review Conducted for Sprint 2 on 1/19/21 with Scrum Team & Jeff.
* Retrospective Conducted for Sprint 2 on 1/26/21.
* Sprint #2 Demo to PO and Sponsors on 1/27/21.
* Sprint #2 Demo to Core Team on 1/28/21.
* Sprint #3 Kickoff 1/29/21.
* Test Execution Planning Meeting 2/1/21.
* Technical Review Conducted for Sprint 3 on 2/4/21 with Scrum Team & Jeff.
 | * Continue technical requirements and development of the system.
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| **Key Risks** | **Probability** | **Impact** | **Status** |
| No Risks Identified  | High | Low |  |
|  | Realized | Low |  |
| **Key Issues** | **Impact** | **Priority** | **Status** |
| No Key Issues to Report |  |  |  |