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| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-162: Incident/Critical Management  As of 3/19/2021 | **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:** | | **Yellow = Approaching Resource Issues** |
| **Milestones** | | | **Start Date** | | | **End Date** | **Actual**  **End Date** | **% Complete** | **Actions/Comments** | | | |
| Develop Technical Requirements | | | 12/09/2020 | | | 04/21/2021 | 3/11/2021 | 100% | Completed for Sprint 4 | | | |
| Sprint 3 – Workflow Refinement, Automation and Behaviors | | | 01/29/2021 | | | 02/21/2021 | 2/21/2021 | 100% | Completed development | | | |
| Sprint 4 - Survey | | | 03/10/2021 | | | 03/11/2021 |  | 40% | Survey developed, In QA (system test) | | | |
| System Test Execution | | | 02/22/2021 | | | 05/06/2021 |  | 31% | In progress | | | |
| UAT Incident System | | | 04/01/2021 | | | 05/20/2021 |  | 0% | Starts after Sprint 4 (see Risk below) | | | |
| 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% | David Stoffel has agreed to help with communicating change across the organization | | | |
| Training | | | 04/26/2021 | | | 05/11/2021 |  | 0% | See Risk below | | | |
| 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** |
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| 2928,2779  2901,2902  2903,2904  2744 | * JSD Test Environment ready 2/19/2021. * System Test Execution started 2/22/2021. * Sprint #3 Internal Team Review conducted 2/23/2021. * Sprint #3 – Sprint Review & Rretrospective to PO conducted 3/3/2021. * Technical Review Conducted for Sprint 4 on 3/3/21 with Scrum Team & project sponsor. * Sprint #4 – Review & Retrospective scheduled * Created a Post-Incident Review (PIR) Diagram and Post-Mortem template to be included in the process documentation | * System Test Execution continues, developers fix system defects * Start developing the technical specification * Start developing UAT test scenarios |

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| **Key Risks** | **Probability** | **Impact** | **Status** |
| IT Customer Services Team may not be ready to engage in UAT testing when needed due to a County-wide Microsoft upgrade | High | Low | Target completion date is currently 4/5 for Microsoft upgrade to be completed. This is being mitigated by engaging a IT Customer Services service desk agent early during system testing. |
| BA Resource is currently involved in many other projects and maybe stretched too thin to complete some of the tasks that are needed for Incident Management: 1) system testing, 2) coordinating UAT, 3) finishing project documentation, and 4) preparing training materials & training the JSD agents. | Not yet Realized | Medium | Mitigating the system testing by employing a IT Customer service desk agent to help out with system testing. PM can step in to help coordinate UAT and finish some of the project documentation. However, preparing training materials and training the JSD agents will need to be done by the BA resource who is familiar with working the service desk. |

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| **Key Issues** | **Impact** | **Priority** | **Status** |
| No Key Issues to Report |  |  |  |