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| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-162: Incident/Critical Management  As of 4/16/2021 | **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** | | **End Date** | **Actual**  **End Date** | **% Complete** | **Actions/Comments** | | | |
| Sprint 4 - Survey | | | 03/10/2021 | | 03/11/2021 | 03/25/2021 | 100% | Survey developed and tested | | | |
| Sprint 5 – Post-Incident Review (PIR) | | | 04/08/2021 | | 04/23/2021 |  |  | In progress | | | |
| System Test Execution | | | 02/22/2021 | | 05/06/2021 |  | 64% | In progress, IT-2928 | | | |
| UAT Incident System | | | 05/01/2021 | | 05/20/2021 |  | 0% | Starts after completion of System Test, IT-2751 | | | |
| Incident Process Documentation | | | 09/01/2020 | | 05/21/2021 |  | 95% | Ready for review and approval | | | |
| Communicate Incident Process | | | TBD | | TBD |  | 0% | David Stoffel has agreed to help with communicating change across the organization | | | |
| Training | | | TBD | | TBD |  | 0% | BA Resource | | | |
| Implement Incident & Service Request Systems | | |  | | 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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| 2903  IT-2779  IT-3234  IT-3235  IT-3238  IT-2744  IT-3450 | * Sprint #4 – Review & Retrospective conducted 3/25 * Post-Incident Review (PIR) Diagram and Post-Mortem template created and out for review 3/22/2021 (Gene Laoyan)   Completed Test Case #3, task closed  Completed Test Case #5, task closed  Completed Test Case #6, task closed  Completed Test Case #9, task closed  Created IT Service Desk Agent Guides for Version 2  Updated the SOPs, need to finalize & obtain approval | * System Test Execution continues, developers fix system defects * Start developing the technical specification week of 3/22/2021 * Start developing UAT test scenarios week of 4/5/2021 |

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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 | Update on Target completion date 4/16 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 |  |  |  |