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| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-162: Incident/Critical Management  As of 6/18/2021 | **Project Manager:** Elizabeth White  **Project Sponsor:** Jeff Vail |

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| **Initiative Number:** 162 | | **ETSC Priority:** N/A | | | **Project Scheduled Completion Date:** 9/30/2021 | | | | | **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** | | | |
| UAT Incident System | | | 05/01/2021 | | 05/20/2021 | 6/3/2021 | 100% | Started 4/26/2021, IT-2751 closed. | | | |
| Incident Process Documentation | | | 09/01/2020 | | 05/21/2021 | 5/25/2021 | 100% |  | | | |
| Communicate Incident Process | | | TBD | | TBD |  | 0% | David Stoffel has agreed to help with communicating change across the organization | | | |
| Training | | | 5/27/2021 | | TBD |  | 2% | BA Resource, in progress | | | |
| Implement Incident & Service Request Systems | | |  | | 09/30/2021  (Estimated) |  |  | Plan is to implement the Incident & Service Request systems together | | | |

| **IT Task #** | **Completed Activities This Reporting Period** | **Planned Activities for Next Reporting Period** |
| --- | --- | --- |
| IT-3450  IT-2744  IT-3252  IT-2752  IT-2753 | * Updated the SOPs, team approval received 5/13. Received sponsor approval 5/25, task closed. * Team review of JSDV2 Desk Agent Guides 5/24, task closed. * Completed documenting the Technical Design Specification, task closed. * Technical Design Specification sponsor review conducted on 6/9 – no updates are required. * BA resource met with IT Customer Services Team on 5/27 to plan the approach to Training the team on the new Incident Management system (JSDV2). | * BA resource along with IT Customer Services continues to develop the training plan |

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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 |  |  |  |