|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-162: Incident/Critical Management  As of 8/20/2021 | **Project Manager:** Elizabeth White  **Project Sponsor:** Jeff Vail |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Initiative Number:** 162 | | **ETSC Priority:** N/A | | | **Project Scheduled Completion Date:** 12/31/2021 | | | | | **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** | | | |
| Training | | | 5/27/2021 | | TBD |  | 2% | No movement since last reporting period | | | |
| Communication Plan   * Develop strategy * Craft message to specific audiences * Develop presentation materials & Recommendations | | | 7/14/2021 | | TBD |  | 1% | The development of the Communication Plan will be tracked under Initiative-173: Service Request Management. | | | |
|  | | |  | |  |  |  |  | | | |
| Implement Incident & Service Request Systems | | |  | | 12/31/2021  (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-2752 | * IT Customer Services Team reported they are also working on:   + Reviewing current JSDV1 Guides   + Reviewing JSDV2 Guides   + Build an outline SOPs & apply guides   + Updating current Triage SOP * Content taxonomy has not been finalized as of 7/30/2021 for final documentation storage. * Initial meeting conducted with David Stoffel and Nicole Coleman on 7/27/2021 regarding help with a formal Communication Plan for JSDV2. Nicole assigned Paige as a project resource. * Training Plan outline in progress | * BA resource along with IT Customer Services continues to develop the training plan |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 | Closed |
| 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 | Closed |

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