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| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-162: Incident/Critical Management  As of 11/19/2021 | **Project Manager:** Elizabeth White  **Project Sponsor:** Jeff Vail |

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| **Initiative Number:** 162 | | **ETSC Priority:** N/A | | | **Project Scheduled Completion Date:** 01/31/2022 | | | | | **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** | | | |
| Prepare Training Materials | | | 5/27/2021 | |  |  |  |  | | | |
| * Training Plan | | | 9/17/2021 | |  |  |  | Closed this task, tracking in Initiative-173. | | | |
| Implement Incident & Service Request Systems | | |  | | 01/31/2021  (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 | * Training Plan, closed this task. | * BA resource along with IT Customer Services continues to develop the training plan |

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| **Key Risks** | **Probability** | **Impact** | **Status** |
| No Key Risks to Report |  |  |  |

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