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| |  |  | | --- | --- | |  |  | | **Final Project Status Report**  Initiative-162: Incident/Critical Management  As of 02/08/2022 | **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:**  Closing | |
| **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** | | **Planned**  **End Date** | **Actual**  **End Date** | **% Complete** | **Actions/Comments** | | | |
| Project Start Date | | | 08/26/2020 | | N/A | N/A |  |  | | | |
| Initiation | | | 08/26/2020 | | 09/30/2020 | 09/02/2020 | 100% |  | | | |
| Planning | | | 09/02/2020 | | 02/08/2021 | 01/16/2021 | 100% |  | | | |
| Execution | | | 01/06/2021 | | 09/30/2021 | 02/04/2022 | 100% |  | | | |
| Closing | | | 02/03/2022 | | 02/10/2021 | 02/08/2022 | 100% |  | | | |
| Project End Date | | |  | | ~~09/30/2021~~  ~~01/31/2021~~ | 02/08/2022 | 100% | IT Service Desk went into production on 2/4/2022. | | | |

| **IT Task #** | **Completed Activities This Reporting Period** | **Planned Activities for Next Reporting Period** |
| --- | --- | --- |
|  | * Implemented the IT Service Desk – Incident Management system | * None |

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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 |  |  |  |