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 | **Project Status Report** Initiative-183: ITSD PortalAs of 09/17/2021 | **Project Manager:** Elizabeth White**Project Sponsor:** Jeff Vail |

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| **Initiative Number:** 183 | **ETSC Priority:** N/A | **Project Scheduled Completion Date:** 12/31/2021 | **Project Lifecycle:**  Planning |
| **Project Description:** Re-designing the current IT Service Desk Portal to better align with the changes IT is making to our current intake process flows. |
| **Scope:** | **GREEN = No issues** | **Schedule:** | **GREEN = No issues** | **Resources:** | **GREEN = No issues** |

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| **Milestones** | **Start Date** | **Schedule****End Date** | **Actual****End Date** | **% Complete** | **Actions/Comments** |
| Initiation |  |  |  |  |  |
| * Approved Project Charter
 | 07/29/2021 | 08/09/2021 | 08/19/2021 | 100% |  |
| * Conducted Project Kick-Offs
 | 08/09/2021 | 08/09/2021 | 09/02/2021 | 100% |  |
| Planning |  |  |  | 77% |  |
| * Project Work Plan
 | 08/03/2021 | N/A |  |  | Continuous updates |
| * Analysis
 | 08/10/2021 |  | 08/18/2021 | 100% |  |
| * Functional Requirements
 | 08/27/2021 | 09/30/2021 |  | 90% | Sent for review 9/8/2021 |
| * High-Level Design
 | 08/30/2021 | 09/30/2021 |  | 86% | In progress |
| * Test Planning
 | 09/15/2021 |  |  | 33% | Completed Test Plan |
| Execution |  |  |  |  |  |
| * Sprint Planning & Development
 | TBD |  |  |  |  |
| * + Sprint 1 – User Interface Model
 |  |  |  |  |  |
| * Technical Requirements
 |  |  |  |  |  |

| **IT Task #** | **Completed Tasks This Reporting Period** | **Planned Activities for Next Reporting Period** |
| --- | --- | --- |
| IT-3660IT-3661IT-3664IT-3665 | Completed project kick-off meetings, task closed.Completed project work plan development, task closed.Generated business requirements, task closed. These were approved as part of the project request.Generated functional requirements. Sent to IT Core Team for review on 9/8/2021. | * Continue work sessions with customers.
 |
| IT-3668IT-3669IT-3694IT-3670IT-3671IT-3672IT-3673IT-3707 | Completed high-level portal design – the following tasks were closed:* Portal Home
* Browse Service Catalog Screen
* Incident Screen
* Customer Services Screens
* ITOPS Screens
* Application Team Screens

Reviewed the high-level portal design with the IT Core Team on 9/9/2021.Reviewed the high-level portal design with IT Managers on 9/14/2021.First customer work session was conducted with CMMS team on 9/16/2021.Customer work sessions have been scheduled for 9/20, 22/2021Completed development of Test Plan, task closed. |  |

[https://confluence.sacsewer.com/display/INIT183/Risk+Log](https://confluence.sacsewer.com/display/INIT183/Risk%2BLog)

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| **Key Risks** | **Probability** | **Impact** | **Status** |
|  | High | High | Open |
|  | Realized | Low |  |

[https://confluence.sacsewer.com/display/INIT183/Risk+Log](https://confluence.sacsewer.com/display/INIT183/Risk%2BLog)

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