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| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-183: ITSD Portal  As of 10/15/2021 | **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** |
| Planning |  |  |  | 83% |  |
| * Project Work Plan | 08/03/2021 | N/A |  |  | Continuous updates |
| * Functional Requirements | 08/27/2021 | 09/30/2021 | 9/30/2021 | 100% | Completed |
| * High-Level Design | 08/30/2021 | 09/30/2021 | 9/28/2021 | 100% | Completed |
| * Test Planning | 09/15/2021 | 10/29/2021 |  | 33% | Completed Test Plan |
| Execution |  |  |  |  |  |
| * Sprint Planning & Development |  |  |  |  | Will be tracked in Initiative-173 |
| Implementation |  |  |  |  |  |
| * Communication Plan | 07/14/2021 | TBD |  | 5% |  |

| **IT Task #** | **Completed Tasks This Reporting Period** | **Planned Activities for Next Reporting Period** | |
| --- | --- | --- | --- |
| IT-3674  IT-3666,  IT-3667  IT-3690 | Completed reviews of the high-level portal design with customers, task closed:   * CMMS, Dean’s team on 9/16/2021 * Regional San Plant, Srivi’s team on 9/20/2021 * SASD, Luisa’s team on 9/22/2021 * WSCS, Linda Stevens & Rachel Gillis on 9/28/2021 * Public Affairs Office, Paige & David on 9/29/2021   Requirements review scheduled with IT Core Team on 9/30/2021. Obtained approval of functional requirements, tasks closed.  Development team recommended combining the portal development with Initiative-173 on 10/12/2021. PM agreed with this approach and will track development on Initiative-173 schedule and report status on Initiative-173.  Regular meetings have been established with Public Affairs Office (PAO) to work on the Communication Plan. An outline of the Communication Plan was delivered by PAO on 10/13/2021.  Conducted high-level portal design review with project sponsors on 10/15/2021. | | * Start development work on the portal (Init-173 Sprint 3). * Continue refining Communication Plan and start work on materials development. * Update test scenarios from Initiative-173 to be reused for portal system test. |

<https://confluence.sacsewer.com/display/INIT183/Risk+Log>

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

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