|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-183: ITSD Portal  As of 11/19/2021 | **Project Manager:** Elizabeth White  **Project Sponsor:** Jeff Vail |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Initiative Number:** 183 | | **ETSC Priority:** N/A | | **Project Scheduled Completion Date:** 01/31/2022 | | | **Project Lifecycle:**  Execution | |
| **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** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Milestones** | **Start Date** | **Schedule**  **End Date** | **Actual**  **End Date** | **% Complete** | **Actions/Comments** |
| Planning |  |  |  | 100% |  |
| * Project Work Plan | 08/03/2021 | N/A |  |  | Continuous updates |
| * Test Planning | 09/15/2021 | 10/29/2021 | 10/26/2021 | 100% |  |
| Execution |  |  |  |  |  |
| * Sprint Planning & Development |  |  |  |  | Tracked in Initiative-173 |
| * System Test, Portal | 12/20/2021 (Est.) | 12/31/2021  (Est.) |  |  | Can begin after Delivery of Sprint 4 Initiative-173 |
| Implementation |  |  |  |  |  |
| * Communication Plan | 07/14/2021 | Q1 2022 |  | 10% |  |

| **IT Task #** | **Completed Tasks This Reporting Period** | **Planned Activities for Next Reporting Period** | |
| --- | --- | --- | --- |
| IT-3708  IT-3690;  IT-3728-  IT-3732 | Completed updating test scenarios from Initiative-173 for reuse testing the portal, task closed.  Several tasks related to the development of the materials from the Communication Plan have been added to the schedule.  Incorporated feedback provided by PAO to the portal design on 10/27/2021. | | * Continue development work on the portal. * Start work on Communication Plan materials development. |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Key Risks** | **Probability** | **Impact** | **Status** |
| No risks have been identified. | High | High | Open |

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