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 | **Project Status Report** Initiative-183: ITSD PortalAs of 01/14/2022 | **Project Manager:** Elizabeth White**Project Sponsor:** Jeff Vail |

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| **Initiative Number:** 183 | **ETSC Priority:** N/A | **Project Scheduled Completion Date:** 02/04/2022 | **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** |

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| **Milestones** | **Start Date** | **Schedule****End Date** | **Actual****End Date** | **% Complete** | **Actions/Comments** |
| Planning |  |  |  | 100% |  |
| * Project Work Plan
 | 08/03/2021 | N/A |  |  | Continuous updates |
| Execution |  |  |  |  |  |
| * Sprint Planning & Development
 |  |  |  | 100% | Tracked in Initiative-173 |
| * System Test, Portal
 | 12/20/2021 | 12/30/2021 | 01/04/2022 | 100% |  |
| Implementation |  |  |  |  |  |
| * Documentation
 | 11/29/2021 | 01/31/2021 |  | 75% |  |
| * Communication Plan
 | 07/14/2021 | 12/18/2021 | 1/14/2022 | 100% |  |
| * Training
 | 12/30/2021 | 01/31/2022 |  | 50% | In-progress |
| * Implementation Planning
 | 01/04/2022 | 01/31/2022 |  | 80% | In-progress |

| **IT Task #** | **Completed Tasks This Reporting Period** | **Planned Activities for Next Reporting Period** |
| --- | --- | --- |
| IT-3684IT-3817 | Completed system testing, task closed.Conducted implementation planning meetings on 1/4/2022 and 1/10/2022.Documented the IT Service Desk Cut-Over Plan. | * Continue work on training manual & tutorials
* Continue working on implementation tasks contained within the IT Service Desk Cut-Over Plan
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[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** |
| No risks have been identified. | High | High | Open |

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