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| |  |  | | --- | --- | |  |  | | **Project Status Report**  Initiative-183: ITSD Portal  As of 02/28/2022 | **Project Manager:** Elizabeth White  **Project Sponsor:** Jeff Vail |

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| **Initiative Number:** 183 | | **ETSC Priority:** N/A | | **Project Scheduled Completion Date:** 03/04/2022 | | | **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** |
| Initiation | 07/29/2021 | 08/09/2021 | 09/02/2021 | 100% |  |
| Planning | 08/03/2021 | 10/29/2021 | 10/26/2021 | 100% |  |
| Execution | 07/14/2021 | 01/31/2022 |  |  |  |
| Implementation | 07/14/2021 | 02/28/2022 |  | 93% |  |
| * Documentation | 11/29/2021 | 01/31/2021 |  | 75% | System Documentation |
| * Communication Plan | 07/14/2021 | 12/18/2021 | 1/14/2022 | 100% |  |
| * Training | 12/30/2021 | 01/31/2022 |  | 95% | 1 Training Video left |
| * Implementation Planning | 01/04/2022 | 01/31/2022 | 01/31/2022 | 100% |  |
| Post-Implementation (Warranty Period) | 02/04/2022 | 02/28/2022 |  | 76% |  |
| Closing | 02/10/2022 | 02/28/2022 |  | 90% | In progress |

| **IT Task #** | **Completed Tasks This Reporting Period** | **Planned Activities for Next Reporting Period** | |
| --- | --- | --- | --- |
| IT-3817  INIT-2,  INIT-4 | Documented the IT Service Desk Cut-Over Plan, Task closed.  Closed 2 tasks related to Communication Plan.  Implemented Jira Service Desk, Version 2 on 2/4/2022.  Working multiple post-implementation tasks in order to clean-up old data and fine tune the system. | | * Complete System Documentation and last Training Video. * Complete remaining Post-Implementation tasks. * Conduct Lessons Learned/Retrospective * Closing Report |

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

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

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