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 | **Project Status Report** Initiative-183: ITSD PortalAs of 03/31/2022 | **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:**  Closure |
| **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 |  | 95% | System Documentation Review |
| * 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 | 03/30/2022 | 100% |  |
| Closing | 02/10/2022 | 02/28/2022 |  | 90% | In progress |

| **IT Task #** | **Completed Tasks This Reporting Period** | **Planned Activities for Next Reporting Period** |
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| INIT183-29 thru 77IT-3693INIT183-15IT-3692 | Working multiple post-implementation tasks in order to clean-up old data and fine tune the system. The three biggest issues that we found post-implementation were:* Project Requests could not be created through the portal – this was due to a test to prod migration issue.
* Some of the fields on the Incident forms were missed this was also due to a test to prod migration issue.
* Functional Requirement IT-3665-FR-0051 was partially implemented we could not provide the ability to display Service Requests by Cost Center and Application due to a technical constraint.
* There is not an automated way to 1) manage multiple organizations and 2) tracking when people move between AD groups. This would require manual updating in Jira. Our solution was to create one organization called SDA.
* Email Channel – receiving Service Requests through the email channed was changed from Service Request type to an Incident in order for Tier 1 Service Desk agents triage.

Lesson Learned conducted on 3/10/2022, task closed.System documentation review scheduled for 4/4/2022Project closing report review scheduled for 4/4/2022. | * Complete review of system documentation.
* Complete the last training video.
* Complete review of closing report.
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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. |  |  |  |

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