ServiceOne Status Report
November 2021
Last updated on 12/7/21

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ServiceOne Program – November 2021 Highlights

➢ **Organizational Change Management Workshops**
  ▪ 2 Hour Workshop delivered to 17 ESC and AC members - Campus IT & CTS
  ▪ Conducted a 2 Day in-depth OCM Workshop for 13 CTS employees
    ▪ OCM Practitioners have started analyzing the people side of the Problem Management Standard proposal

➢ **Executive Steering Committee Activity**
  ▪ Governance Charter approved
  ▪ Organizational Change Management Standard approved
  ▪ Problem Management Standard approved
  ▪ Relationship Management – Phase 1 Standard approved

➢ **Advisory Council Updates**
  ▪ First Advisory Council meeting held on 11/8

➢ **Practice Owner/Core Team Updates**
  ▪ ServiceOne promotional video completed
  ▪ Continued work on repository for Standards, Processes, and Work Instructions
  ▪ Completed six additional Focus Groups sessions relating to Service Desk and Incident Management – 49 Campus IT and customers participated
  ▪ A marketing intern was hired to help with ServiceOne communications
  ▪ Started work on a monthly progress report dashboard

ServiceOne Program Overview

#	Program Components	Planned Completion Date	Overall Status
1	Organizational Change Management Practice	1/1/2022	
2	Relationship Management Practice-Phase 1	1/1/2022	
3	Problem Management Practice	1/14/2022	
4	Service Desk Practice	7/29/2022	
5	Incident Management Practice	7/1/2022	
6	Service Level Management Practice (future)	12/31/2022	Planned Start 1/1/2022
7	Change Enablement Mgmnt Practice (future)	9/30/2022	Planned Start 1/1/2022
8	Service Design Practice (future)	6/30/2023	Planned Start 10/1/2022

Legend   ▲ = Current Status   ⟁ = Status Last Reporting Period

Program Component: Organizational Change Management

Description   Program to develop, implement and sustain OCM methodology in CTS for people change related projects. OCM ensures that changes in an organization are smoothly and successfully adopted and sustained by end users, so that the forecasted organizational benefits of the change are achieved.

Risks
- If staff are overloaded with projects and daily work, then milestones may be missed.
- If staff need to use vacation before December 31, then milestones may be missed.

Issues
- None at this time.

Status

Time	🟢	⟷
Scope	🟢	⟷
People Resources	🟢	⟷
Planned Completion Date	🟢	1/1/22

In-Progress Milestone Review

| #	Milestone	Target Comp Date	Status	Highlights/Notes
1.	Develop SIPOC	11/5/21	Complete	
2.	Determine and document Practice Standard	11/5/21	Complete	
3.	Document Process flow	11/5/21	Complete	Complete
4.	Develop Work Instructions with templates	11/26/21		First draft of templates has been completed. Work with PM team to determine which templates could be consolidated. Work instructions have not started.
5.	Conduct at least two OCM training sessions	12/15/21		Two training sessions scheduled, one in November and one in December. First training complete, December training is on target.
6.	Implement Practice	1/1/22		

Program Component: Relationship Management – Phase 1

Description

Relationship Management's purpose is to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels. It includes the identification, analysis, monitoring, and continual improvement of relationships with and between stakeholders.

Risks

- If there is a lot of feedback that comes from Town Halls, then it can take more work effort on CTS Leadership team to follow up.
- If feedback comes back very specific or contains unrealistic requests, then CTS can have a harder time with follow up to each campus.
- If feedback is voiced as unrealistic requests, then it can affect future town hall attendance and negatively impact CTS, Town Hall and ServiceOne reputation.

Issues

- None at this time.

Status

Time	🟢	↔
Scope	🟢	↔
People Resources	🟢	↔
Planned Completion Date	🟢	1/1/22

In-Progress Milestone Review

| #	Milestone	Target Comp Date	Status	Highlights/Notes
1.	Complete Standard	11/5/21	Complete	
2.	SIPOC & swimlane complete	11/5/21	Complete	
3.	Standard approved	11/12/21	Complete	
4.	Work Instructions with templates developed	12/3/21	▲	In progress
5.	2022 attendees and meeting dates identified & scheduled	12/3/21	Complete	
6.	CTS Liaison Teams and Campus Liaisons identified	12/3/21	Complete	
7.	Implement Phase 1	1/1/22	▲	

Program Component: Problem Management

Description Problem Management's purpose is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors.

Risks • None at this time.

Issues • No clear understanding of differences between incidents and problems

In-Progress Milestone Review

Status		
Time	🟢	⟷
Scope	🟢	⟷
People Resources	🟢	⟷
Planned Completion Date	🟢	1/14/22

#	Milestone	Target Comp Date	Status	Highlights/Notes
1.	Determine current state	10/19/21	Complete	
2.	Complete CMMI baseline assessment	10/22/21	Complete	
3.	Develop standard	11/05/21	Complete	Interim milestones agreed upon.
4.	Develop SIPOC	11/05/21	Complete	
5.	ESC approval of standard	11/12/21	Complete	
6.	Develop Work Instructions	12/03/21		Work has begun
7.	Conduct tabletop exercise to differentiate incidents & problems	12/03/21		
8.	Pilot Problem Management practice	12/31/21		
9.	Problem Management implemented	01/14/22		

Program Component: Service Desk

Description — Program to develop, implement and sustain Service Desk methodology in CTS improving customer service and ensuring incidents and services requests are properly prioritized and categorized to provide accurate reporting.

Risks
- An important part of the Service Desk Practice is to handle user incidents and service requests. But we don't have a service request practice in scope. The Service Desk might not meet our goals if we don't address service requests.

Issues
- The need to develop the line between the Service Desk Practice and the Incident Management Practice – **Mitigation:** Service Desk and Incident Management owners are attending each other's meetings

Status

Time	🟢	⟷
Scope	🟢	⟷
People Resources	🟢	⟷
Planned Completion Date	🟢	7/29/22

In-Progress Milestone Review

#	Milestone	Target Comp Date	Status	Highlights/Notes
1.	Practice maturity baselined	10/22/21	Complete	
2.	Current State Focus Group Results summarized and analyzed	11/19/21	Complete	
3.	Future state defined	12/31/21		Overall design is complete, but still needs some refinement.
4.	SIPOC, Draft Standard, and develop process flows	2/11/22		Team is currently working on SIPOC. The team has had a lot of discussion around the role the service desk will have in incident management and how we will handle the Service Request risk.
5.	Standard approved	3/11/22		
6.	Work Instructions with templates developed	4/29/22		
7	Service Desk Structure implemented	7/29/22		

Program Component: Incident Management

Description Program to develop, implement and sustain Incident Management methodology to minimize the negative impact of incidents by restoring "normal" service operation as quickly as possible.

Risks
- If staff are overloaded with projects and daily work and if staff need to take annual leave in December, then milestones may be missed.

Issues
- Need to establish boundaries and relationships between Incident Management and Problem and Service Desk Management

Status		
Time	🟢	↔
Scope	🟢	↔
People Resources	🟢	↔
Planned Completion Date	🟢	7/1/2022

In-Progress Milestone Review

#	Milestone	Target Comp Date	Status	Highlights/Notes
1.	Practice Overview	10/19/21	Complete	
2.	Current State Discovery	11/24/21	Complete	
3.	Baseline Practice Maturity	12/9/21	▲	Work completed on Incident Priority definitions. Work continues on Incident Categorization.
4.	Develop SIPOC	12/16/21	▲	
5.	Document Practice Standard	12/30/21	▲	
6.	Document Process Flow	1/6/22	▲	
7.	Review with Relevant SME's	1/20/22	▲	
8.	Obtain Standard Approval	1/28/22	▲	
9.	Develop Work Instructions	3/11/22	▲	
10.	Work Instruction Approval	3/25/22	▲	
11.	Train Pilot Participants	4/15/22	▲	
12.	Pilot Process/Work Instructions	4/29/22	▲	
13.	Pilot Evaluation/Modification	5/27/22	▲	
14.	Train Broader Audience	6/17/22	▲	
15.	Implement Practice	7/1/22	▲	

APPENDIX
Symbols Guidance

Symbol	Definition
🟢	The established date is viable.
🔻	There is a concern that the date can be met, but not ready to make a date change. The remediation plan states what will be done to get back on track.
🛑	The established date cannot be met and the remediation plan is to set a new date.
⇔	The status indicator is "holding steady."
⇧	The status indicator is trending up (e.g., yellow to green; red to yellow)
⇩	The status indicator is trending down (e.g., green to yellow; yellow to red)