

ServiceOne Status Report

January 2022

Last updated on 2/8/22

Submitted by:

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ServiceOne Program – January 2022 Highlights

➤ ServiceOne SharePoint Tiny URL

- <https://tiny.ndus.edu/ServiceOne>
- Site includes monthly status reports, and links to Town Hall documentation and approved Standards and Work Instructions.

➤ Approved Practice Standards and Work Instructions

- Revised Relationship Management Phase 1 Work Instructions
- Organizational Change Management Work Instructions
- Service Desk Practice Standard
- Major (P1) Incident Management Practice Standard

➤ Relationship Management Phase 1 Jan 21st Town Halls

- Conducted the first quarterly Town Hall via Teams for all eleven institutions.
- 178 Customers and Campus IT Technology Partners participated.
- Twenty-two CTS employees received training and participated.

➤ General Program Updates

- Held the first monthly Organizational Change Management Practitioner meeting with 29 CTS employees.
- Conducted Incident Management Standards feedback session with CTS departmental representatives.
- Built and tested a TDx form to support the proposed Problem Mgmt. process.
- Created a workflow within TDx for managing a Problem ticket.