

# ServiceOne Status Report

## February 2022

Last updated on 3/6/22

**Submitted by:**

**Darin King, Organizational Change Management Practice Owner**

**Jody French, Relationship Management Practice Owner**

**Rick Anderson, Problem Management Practice Owner**

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# ServiceOne Program – February 2022 Highlights

- **Created Practice Implementation Timeline.**
- **Updated Governance Infographic.**
- **Completed 2022 Marketing Campaign Plan.**
- **Governance Updates**
  - Approved Problem Management Work Instructions.
  - Approved P2 – P4 Incident Management Practice Standard.
  - Governance Charter Revisions: Added 3 Advisory Council members.
  - Governance Charter Revisions: Added the Service Request Management Practice to the ServiceOne Program.
- **Practice Updates**
  - Published January's **Relationship Management** Town Hall Summary Report.
  - Completed Data and Root Cause Analysis training for **Problem Management** Pilot participants.
  - Preparing **Organizational Change Management** strategy for Problem Mgmt.
  - Preparing Knowledge Base Article Guide for the **Service Desk Practice**.
  - Meeting with CTS Leads regarding categories for **Incident Management**.
  - **Service Request Management Practice** kickoff is March 18<sup>th</sup>. Practice members are Brad Miller, Dee Muir, Ericka Westphal, Mason Johnson, & Arul TT.
  - **Service Level Management Practice** kickoff is March 25<sup>th</sup>. Practice members are Jody French, Corey Quirk, Ashley Hanson, & Crystal Hotchkiss.