

ServiceOne Status Report

March 2022

Last updated on 4/6/22

Submitted by:

Darin King, Organizational Change Management Practice Owner

Jody French, Relationship Management Practice Owner

Rick Anderson, Problem Management Practice Owner

Dirk Huggett, Service Desk Practice Owner

Brad Miller, Incident Management Practice Owner

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ServiceOne Program – March 2022 Highlights

Practice Updates

- Launched **Problem Management** Pilot with 4 different CTS work groups.
- Posted a Service Desk Agent position to help with the **Service Desk Practice**.
- Signed a consulting services contract with TeamDynamix for portal redesign and to separate out service requests from incidents. Kickoff is scheduled for early April.
- Determined categories for **Incident Management** after consulting with all CTS departments.
- **Service Request Management Practice** kickoff was March 18th. Practice members are Brad Miller, Dee Muir, Ericka Westphal, Mason Johnson, & Arul TT.
- **Service Level Management Practice** kickoff was March 25th. Practice members are Jody French, Corey Quirk, Ashley Hanson, & Crystal Hotchkiss.
- **Change Enablement Practice** kickoff is April 8th. Practice members are Rick Anderson, Tom McNaughton, Andy Holcomb, Sheri Gilbertson, & Cordell Wagendorf.