

# ServiceOne Status Report

April 2022

Last updated on 5/11/22

**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**

**Betsy Watts, ServiceOne Program Manager**

# ServiceOne Program – April 2022 Highlights

## Practice Updates

- **Relationship Management’s** second quarterly Town Halls were held; two were on campus.
- Hosted focus group sessions with Campus IT Technology Partners and customers as part of the **Service Desk’s** TeamDynamix portal redesign project.
- Completed interviewing CTS departments to understand the current state as it pertains to the **Service Request Management Practice.**
- Determined scope for the initial phase of the **Service Level Management Practice.**

Practice	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023
Organizational Change Mgmt. (OCM)	Implemented					
Relationship Management	Implemented					
Service Desk			July			
Incident Management			July			
Service Request Management	March		July			
Problem Management		June				
Service Level Management	March			Dec		
Change Enablement		April		Dec		
Service Design				Dec		June