

ServiceOne Status Report

May 2022

Last updated on 6/6/22

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

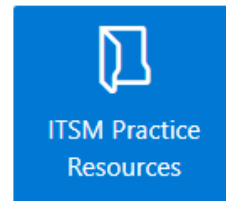
Brad Miller, Incident Management Practice Owner

Betsy Watts, ServiceOne Program Manager

ServiceOne Program – May 2022 Highlights

Practice Updates

- **Problem Management** conducted the first of two Data and Root Cause Analysis workshops.
- First joint meeting held with NDIT to discuss **Partnering** opportunities.
- A new **Service Desk** agent was hired – welcome John Schlosser!
- **Service Desk:** TeamDynamix portal redesign work is in progress based on the Campus IT Technology Partner and Customer feedback.
- All CTS departments are being consulted to help design the new **Incident Management** ticket.
- Completed walk-through of the proposed P1 Work Instructions for the **Incident Management Practice**. A simulation exercise is scheduled.
- **Communication Liaisons** have been meeting with individual CTS departments to help foster better ServiceOne communication.
- A new folder for **ServiceOne documentation** can be found on SharePoint.



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