

ServiceOne Status Report

June 2022

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ServiceOne Program – June 2022 Highlights

Standards Approved	Work Instructions Approved	Practices Launched
<ul style="list-style-type: none">• Service Request Management• Relationship Management PII	<ul style="list-style-type: none">• Major (P1) Incident Management	<ul style="list-style-type: none">• Problem Management (6/1)

Practice Updates

- **Service Desk:** Conducted TeamDynamix portal redesign/new Incident Management ticket demo sessions with stakeholders. Forty feedback surveys were received as part of User Acceptance Testing.
- Completed a **Major P1 Incident Simulation**.
- **P2-P4 Incident** Tabletop Exercises were conducted with CTS departments.
- CTS departments assisted in defining **Service Request** priorities.
- **Employee Engagement** hosted ServiceOne themed potlucks in Grand Forks and Fargo.
- Several **Employee Suggestion Box** ideas have already been implemented.
- Darin King introduced the ServiceOne program at the Chancellor's Cabinet. We are only successful if we are **#PartneringforProgress!**