

# ServiceOne Status Report

## September 2022

Last updated on 10/11/22

**Submitted by:**

Darin King, Organizational Change Management Practice Owner

Darin King, Relationship Management and Service Level Management Practice Owner

Rick Anderson, Problem Management and Change Enablement Practice Owner

Dirk Huggett, Service Desk Practice Owner

Brad Miller, Incident Management and Service Request Management Practice Owner

Betsy Watts, ServiceOne Program Manager

# ServiceOne September 2022 Highlights

Practices Launched To Date	Practices In Progress
<ul style="list-style-type: none"><li>• Organizational Change Management (OCM)</li><li>• Relationship Management</li><li>• Problem Management</li><li>• Service Desk</li><li>• Incident Management (P1)</li><li>• Incident Management (P2-P4)</li><li>• Service Request Management (Pilot)</li></ul>	<ul style="list-style-type: none"><li>• Relationship Management Phase 2</li><li>• Service Level Management</li><li>• Change Enablement</li></ul>

- **Metrics Mania** – Reviewed initial Service Desk, Incident Management, and Service Request Management data.
- Approved the **Organizational Change Management Sustainment Plan**.
- Drafted and discussed the **Practice Closeout Activities Checklist**.
- Conducted **Relationship Management Phase 2** Focus Group Sessions to assist with determining the direction of future Town Halls and Campus Roundtable meetings.
- Refined various procedures as part of Go Live **post-implementation support**.