

ServiceOne Status Report

For January 2023

Last updated on 2/8/23

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ServiceOne January 2023 Highlights

Practices In Progress

- Relationship Management Phase 2
- Service Level Management (SLM)
- Change Enablement

- The Chancellor and CIO Darin King signed the first **Service Level Agreement (SLA) Effective 1/1/23 to 6/30/23**. Response and resolution/fulfillment data for Incidents and Service Requests are included in the SLA.
- Delivered a half-day **Organizational Change Management** workshop to CTS Change Team members.
- Conducted a **Service Level Management (SLM)/Relationship Management (RM) Phase 2** information session. Focus Group results were shared. RM Phase 2 Monthly Roundtables and SLM Service Reviews will commence in February.
- **Metrics** – Continued review and analysis of Service Desk, Incident, and Service Request data. Added a User-related Incident resolution category.
- **Workstream Closeout Activities** were initiated for several practices.
- Began to draft two-year **Continual Improvement Roadmaps** for operational Practices.