

ServiceOne Status Report

For February 2023

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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 February 2023 Highlights

Practices In Progress

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

- January Measure of Success Survey data was collected, analyzed, and a report was created for both customers and CTS employees.
- Delivered a two-day **Organizational Change Management** workshop for CTS and Campus staff.
- Delivered first monthly **Relationship Management (RM) Phase 2 Roundtable sessions** and **Service Level Management (SLM) Service Reviews** at campuses.
- **Metrics** – Continued review and analysis of Service Desk, Incident, and Service Request data.
- Drafted **Event Management Desk Reference** guidance document.
- Drafted **Operational Audit** checklists for each Practice.