

ServiceOne Status Report

For March 2023

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ServiceOne March 2023 Highlights

Practices In Progress

- Relationship Management Phase 2
- Change Enablement

- Campus/CTS **Town Halls** were delivered at ten institutions.
- Conducted internal **Operational Audit** for the January and February Incidents, Service Requests, and Problem tickets.
- The **Change Enablement** workstream continued drafting the Standards, Processes, and Work Instructions.
- The **Change Enablement Practice** prepared for CTS internal review by creating tabletop exercises and engaging in **Organizational Change Management** preparation activities.