

ServiceOne Status Report

For April 2023

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Submitted by:

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ServiceOne April 2023 Highlights

Practices In Progress

- Relationship Management Phase 2
- Change Enablement

- Conducted **Change Enablement Practice** tabletop exercises and training with CTS work groups.
- Created **Change Enablement** Job Aid and Desk Reference.
- Refresher training materials prepared for Service Desk, Leadership, and CTS technicians.
- Delivered refresher training to **Service Desk** personnel.
- Transition Plan meetings held with various Practices as part of close out activities.