

ServiceOne Status Report

October 2021

Last updated on 12/7/21

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ServiceOne Program – October 2021 Highlights

- **Conducted Three ServiceOne Overview Sessions**
 - 1 Hour Overview Delivered to Customers and Technology Partners
 - Attendance for all 3 Sessions: 185
 - Recording and Slide Presentation Available











- **Conducted Three ITIL® Overview Workshops**
 - 3 Hour Overview Delivered to CTS Employees, Customers and Technology Partners
 - Attendance for all 3 Sessions: 198

- **Executive Steering Committee Activity**
 - Governance Charter Development

- **Advisory Council Updates**
 - Finalized all Advisory Council Members

- **Practice Owner/Core Team Updates**
 - ServiceOne Promotional Video Development
 - Determined Naming Convention and Repository for Standards, Processes, and Work Instructions

ServiceOne Program Overview

#	Program Components	Planned Completion Date	Overall Status
1	Organizational Change Management Practice	12/31/2021	 
2	Relationship Management Practice-Phase 1	1/1/2022	 
3	Problem Management Practice	1/14/2022	 
4	Service Desk Practice	7/29/2022	 
5	Incident Management Practice	6/6/2022	 
6	Service Level Management Practice (future)	12/31/2022	Planned Start 1/1/2022
7	Change Enablement Mgmt Practice (future)	9/30/2022	Planned Start 1/1/2022
8	Service Design Practice (future)	6/30/2023	Planned Start 10/1/2022

Legend

 = Current Status

 = Status Last Reporting Period








Program Component: Organizational Change Management

Description Program to develop, implement and sustain OCM methodology in CTS for people change related projects. OCM ensures that changes in an organization are smoothly and successfully adopted and sustained by end users, so that the forecasted organizational benefits of the change are achieved.





- Risks**
- If staff are overloaded with projects and daily work, then milestones may be missed.
 - If staff need to use vacation before December 31, then milestones may be missed.

Issues

- None at this time

Status	
Time	 
Scope	 
People Resources	 
Planned Completion Date	 12/31/21

In-Progress Milestone Review








#	Milestone	Target Comp Date	Status	Highlights/Notes
1.	Develop SIPOC	11/5/2021	Complete	
2.	Determine and document Practice Standard	11/5/2021		Awaiting approval
3.	Document Process flow	11/5/2021		
4.	Develop Work Instructions with templates	11/26/2021		
5.	Conduct at least two OCM training sessions	12/15/2021		Two training sessions scheduled, one in November and one in December.
6.	Implement Practice	1/1/2022		

Program Component: Relationship Management – Phase 1







Description Relationship Management’s purpose is to establish and nurture the links between the organization and its stakeholders at strategic and tactical levels. It includes the identification, analysis, monitoring, and continual improvement of relationships with and between stakeholders.

Risks • None at this time.

Issues • None at this time.

Status	
Time	 
Scope	 
People Resources	 
Planned Completion Date	 12/31/21

In-Progress Milestone Review

#	Milestone	Target Comp Date	Status	Highlights/Notes
1.	Complete Standard	11/5/2021		Waiting for decision on document storage to complete the standard
2.	SIPOC & swimlane complete	11/5/2021	Complete	
3.	Standard approved	11/12/2021		In progress
4.	Work Instructions with templates developed	12/3/2021		In progress
5.	2022 attendees and meeting dates identified & scheduled	12/3/2021		
6.	CTS Liaison Teams and Campus Liaisons identified	12/3/2021		
7.	Implement Phase 1	1/1/2022		

Program Component: Problem Management

Description Problem Management's purpose is to reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents and managing workarounds and known errors.


Risks

- None at this time







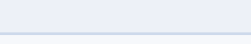
Issues

- No clear understanding of differences between incidents and problems

Status








Time		
Scope		
People Resources		
Planned Completion Date		1/14/22

In-Progress Milestone Review




#	Milestone	Target Comp Date	Status	Highlights/Notes
1.	Determine current state	10/19/2021	Complete	
2.	Complete CMMI baseline assessment	10/22/2021	Complete	
3.	Develop standard	11/05/2021		Will need to get input on interim milestones
4.	Develop SIPOC	11/05/2021		
5.	ESC approval of standard	11/12/2021		
6.	Develop Work Instructions	12/03/2021		
7.	Conduct tabletop exercise to differentiate incidents & problems	12/03/2021		
8.	Pilot Problem Management practice	12/31/2021		
9.	Problem Management implemented	01/14/2021		

Program Component: Service Desk

- Description** Program to develop, implement and sustain Service Desk methodology in CTS improving customer service and ensuring incidents and services requests are properly prioritized and categorized to provide accurate reporting.
- Risks**
- An important part of the Service Desk Practice is to handle user incidents and service requests. But we don't have a service request practice in scope. The Service Desk might not meet our goals if we don't address service requests.
- Issues**
- The need to develop the line between the Service Desk Practice and the Incident Management Practice

Status	
Time	 
Scope	 
People Resources	 
Planned Completion Date	 7/29/22

In-Progress Milestone Review

#	Milestone	Target Comp Date	Status	Highlights/Notes
1.	Practice maturity baselined	10/22/2021		Working to finalize the metrics and review team scoring.
2.	Current State Focus Group Results summarized and analyzed	11/19/21		Awaiting the follow-up focus group results.
3.	Future state defined	12/31/21		Overall design is complete, but still needs some refinement.
4.	SIPOC, Draft Standard, and develop process flows	2/11/22		Team is currently working on SIPOC. Expect SIPOC completion by end of November.
5.	Standard approved	3/11/22		
6.	Work Instructions with templates developed	4/29/22		
7.	Service Desk Structure implemented	7/29/22		








Program Component: Incident Management














Description Program to develop, implement and sustain Incident Management methodology to minimize the negative impact of incidents by restoring “normal” service operation as quickly as possible.

Risks • None at this time

Issues • None at this time







In-Progress Milestone Review

Status	
Time	 
Scope	 
People Resources	 
Planned Completion Date	 6/6/2022

#	Milestone	Target Comp Date	Status	Highlights/Notes
1.	Practice Overview	10/19/21	Complete	
2.	Current State Discovery	TBD		
3.	Baseline Practice Maturity	TBD		
4.	Develop SIPOC	TBD		
5.	Document Practice Standard	TBD		
6.	Document Process Flow	TBD		
7.	Review with Relevant SME's	TBD		
8.	Obtain Standard Approval	TBD		
9.	Develop Work Instructions	TBD		
10.	Work Instruction Approval	TBD		
11.	Train Pilot Participants	TBD		
12.	Pilot Process/Work Instructions	TBD		
13.	Pilot Evaluation/Modification	TBD		
14.	Train Broader Audience	TBD		
15.	Implement Practice	TBD		

APPENDIX

Symbols Guidance

Symbol	Definition
	The established date is viable.
	There is a concern that the date can be met, but not ready to make a date change. The remediation plan states what will be done to get back on track.
	The established date cannot be met and the remediation plan is to set a new date.
	The status indicator is “holding steady.”
	The status indicator is trending up (e.g., yellow to green; red to yellow)
	The status indicator is trending down (e.g., green to yellow; yellow to red)