

ServiceOne Status Report

December 2021

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ServiceOne Program – December 2021 Highlights

➤ Organizational Change Management Workshops

- Conducted another 2 Day in-depth OCM Workshop for 17 CTS employees. Total trained = 30 CTS employees.
- Set up monthly CTS OCM Change Management Practitioner meetings for those who were trained. Purpose is to share how they have applied the concepts, tools, and techniques, and to ask OCM questions and share in the OCM rollout.

➤ Advisory Council Updates

- Approved the Relationship Management Phase 1 Work Instructions.

➤ General Program Updates

- Continued work on repository for Standards, Processes, and Work Instructions.
- Designed a new [monthly progress report dashboard](#); will start using it with December's Monthly Status Report.
- Created a Marketing Teams channel. Drafted marketing templates.
- Finalized Service Desk and Incident Management (P1 and P2-P4) Standards.
- Drafted OCM and Problem Management Work Instructions.
- Collaborated with the blended Incident Management, Problem Management, and Service Desk teams to confirm continuity between practice standards.
- Baselined Incident Management maturity using the CMMI model .