ServiceOne Status Report
February 2022
Last updated on 3/6/22

Submitted by:
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Please contact betsy.watts@ndus.edu with report questions/updates
ServiceOne Program – February 2022 Highlights

➢ Created Practice Implementation Timeline.
➢ Updated Governance Infographic.
➢ Completed 2022 Marketing Campaign Plan.
➢ Governance Updates
  ▪ Approved Problem Management Work Instructions.
  ▪ Approved P2 – P4 Incident Management Practice Standard.
  ▪ Governance Charter Revisions: Added 3 Advisory Council members.
  ▪ Governance Charter Revisions: Added the Service Request Management Practice to the ServiceOne Program.
➢ Practice Updates
  ▪ Published January’s Relationship Management Town Hall Summary Report.
  ▪ Completed Data and Root Cause Analysis training for Problem Management Pilot participants.
  ▪ Preparing Organizational Change Management strategy for Problem Mgmt.
  ▪ Meeting with CTS Leads regarding categories for Incident Management.
  ▪ Service Request Management Practice kickoff is March 18th. Practice members are Brad Miller, Dee Muir, Ericka Westphal, Mason Johnson, & Arul TT.
  ▪ Service Level Management Practice kickoff is March 25th. Practice members are Jody French, Corey Quirk, Ashley Hanson, & Crystal Hotchkiss.