ServiceOne Program – March 2022 Highlights

Practice Updates

- Launched **Problem Management** Pilot with 4 different CTS work groups.
- Posted a Service Desk Agent position to help with the **Service Desk Practice**.
- Signed a consulting services contract with TeamDynamix for portal redesign and to separate out service requests from incidents. Kickoff is scheduled for early April.
- Determined categories for **Incident Management** after consulting with all CTS departments.
- **Service Request Management Practice** kickoff was March 18th. Practice members are Brad Miller, Dee Muir, Ericka Westphal, Mason Johnson, & Arul TT.
- **Service Level Management Practice** kickoff was March 25th. Practice members are Jody French, Corey Quirk, Ashley Hanson, & Crystal Hotchkiss.
- **Change Enablement Practice** kickoff is April 8th. Practice members are Rick Anderson, Tom McNaughton, Andy Holcomb, Sheri Gilbertson, & Cordell Wagendorf.