ServiceOne Status Report
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ServiceOne Program – May 2022 Highlights

Practice Updates

• **Problem Management** conducted the first of two Data and Root Cause Analysis workshops.
• First joint meeting held with NDIT to discuss **Partnering** opportunities.
• A new **Service Desk** agent was hired – welcome John Schlosser!
• **Service Desk:** TeamDynamix portal redesign work is in progress based on the Campus IT Technology Partner and Customer feedback.
• All CTS departments are being consulted to help design the new **Incident Management** ticket.
• Completed walk-through of the proposed P1 Work Instructions for the **Incident Management Practice**. A simulation exercise is scheduled.
• **Communication Liaisons** have been meeting with individual CTS departments to help foster better ServiceOne communication.
• A new folder for **ServiceOne documentation** can be found on SharePoint.

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