ServiceOne Status Report
June 2022
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ServiceOne Program – June 2022 Highlights

<table>
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<th>Standards Approved</th>
<th>Work Instructions Approved</th>
<th>Practices Launched</th>
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<tbody>
<tr>
<td>Service Request Management</td>
<td>Major (P1) Incident Management</td>
<td>Problem Management (6/1)</td>
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<td>Relationship Management PII</td>
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Practice Updates

- **Service Desk:** Conducted TeamDynamix portal redesign/new Incident Management ticket demo sessions with stakeholders. Forty feedback surveys were received as part of User Acceptance Testing.
- Completed a **Major P1 Incident Simulation**.
- **P2-P4 Incident** Tabletop Exercises were conducted with CTS departments.
- CTS departments assisted in defining **Service Request** priorities.
- **Employee Engagement** hosted ServiceOne themed potlucks in Grand Forks and Fargo.
- Several **Employee Suggestion Box** ideas have already been implemented.
- Darin King introduced the ServiceOne program at the Chancellor’s Cabinet. We are only successful if we are #PartneringforProgress!