

ServiceOne Status Report

August 2022

Last updated on 10/11/22

Submitted by:

Darin King, Organizational Change Management Practice Owner

Darin King, Relationship Management and Service Level Management Practice Owner

Rick Anderson, Problem Management and Change Enablement Practice Owner

Dirk Huggett, Service Desk Practice Owner

Brad Miller, Incident Management and Service Request Management Practice Owner

Betsy Watts, ServiceOne Program Manager

ServiceOne Program – August 2022 Highlights

Standards Approved	Purpose	Forecasted Benefits
Service Level Management Standard at the Aug 12 th Executive Steering Committee Meeting	<ul style="list-style-type: none">To set clear business-based targets for service performance, and to ensure that delivery and support of services is properly assessed, monitored, and reported against these targets.	<ul style="list-style-type: none">Increased accountability to institutional personnel regarding Incident resolution and Service Request fulfillment within defined and agreed timeframes.

- **Bar None, You're The Best! Dilly Bar Celebration:** Celebrated the successful ServiceOne July 26th Service Desk, Incident Management, and Service Request Management (SD/IM/SRM) Go Live with Dilly Bars in Fargo and Grand Forks.
- Conducted weekly departmental CTS **Subject Matter Expert (SME) Check-In Sessions.**

ServiceOne

Communication and Training Materials: tiny.NDUS.edu/ServiceOne

Service Desk: CTS.NDUS.edu/Help