

ServiceOne Status Report

For October 2022

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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 October 2022 Highlights

Practices Launched To Date	Practices In Progress
<ul style="list-style-type: none">• Organizational Change Management (OCM)• Relationship Management• Problem Management• Service Desk• Incident Management (P1)• Incident Management (P2-P4)• Service Request Management (Pilot)	<ul style="list-style-type: none">• Relationship Management Phase 2• Service Level Management (SLM)• Change Enablement

- Approved the **Service Request Management** Work Instructions at the October 20th Advisory Council meeting.
- Delivered a **Managing Transitions** workshop to CTS Leadership.
- Consultant conducted follow-up **Campus CIO interviews** with the results summarized, analyzed, and reported.
- **Metrics** – Continued review of Service Desk, Incident Management, and Service Request Management data.
- Postponed campus **Town Halls** until November.
- Discussed ServiceOne at the ND HEUG conference.