ServiceOne Status Report
For October 2022
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# ServiceOne October 2022 Highlights

## Practices Launched To Date
- Organizational Change Management (OCM)
- Relationship Management
- Problem Management
- Service Desk
- Incident Management (P1)
- Incident Management (P2-P4)
- Service Request Management (Pilot)

## Practices In Progress
- Relationship Management Phase 2
- Service Level Management (SLM)
- Change Enablement

- Approved the **Service Request Management** Work Instructions at the October 20\(^{th}\) 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.