

ServiceOne Status Report

For November 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 November 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

- **Service Level Management Work Instructions** were approved at the November Advisory Council meeting.
- Continued **Change Enablement** planning. Change Practitioners conducted departmental interviews regarding current Change Enablement practices.
- Newly-appointed **Process and Controls Manager** analyzed data and prepared the **Service Level Agreement (SLA)** draft. SLA target objectives were voted on at the November Executive Steering Committee meeting.
- Conducted campus **Town Halls** with a Security session focus. Nine of eleven institutions held onsite #PartneringForProgress Appreciation refreshments with CTS staff. Campus attendance reached a yearly high of 304 participants.