ServiceOne Status Report
For November 2022
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ServiceOne November 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

- **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.