

ServiceOne Status Report

For December 2022

Last updated on 2/8/23

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 December 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

- Drafted internal and external **Operational Report** templates for all Practices.
- Conducted **Next Practice Planning Workshop**. Presented recommendations to the Practice Owners and Practice Managers for the next three Practices to implement.
- Planned **Relationship Management Phase 2** based on CIO interviews and Focus Group results. Sought feedback from the Executive Steering Committee.
- Transitioned additional functions from Tier 3 support to the **Service Desk** for departmental **Service Requests**.