ServiceOne Status Report
For January 2023
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

Please contact betsy.watts@ndus.edu with report questions/updates
ServiceOne January 2023 Highlights

• The Chancellor and CIO Darin King signed the first Service Level Agreement (SLA) Effective 1/1/23 to 6/30/23. Response and resolution/fulfillment data for Incidents and Service Requests are included in the SLA.

• Delivered a half-day Organizational Change Management workshop to CTS Change Team members.

• Conducted a Service Level Management (SLM)/Relationship Management (RM) Phase 2 information session. Focus Group results were shared. RM Phase 2 Monthly Roundtables and SLM Service Reviews will commence in February.

• Metrics – Continued review and analysis of Service Desk, Incident, and Service Request data. Added a User-related Incident resolution category.

• Workstream Closeout Activities were initiated for several practices.

• Began to draft two-year Continual Improvement Roadmaps for operational Practices.