

## Monthly Executive Status Report – May 2011

### *IT Customer Service Standardization*

*Report Prepared By: Jean Demosky/Charles Cooper*

*Program Champion:*

*President McDavis*

*Executive Sponsor:*

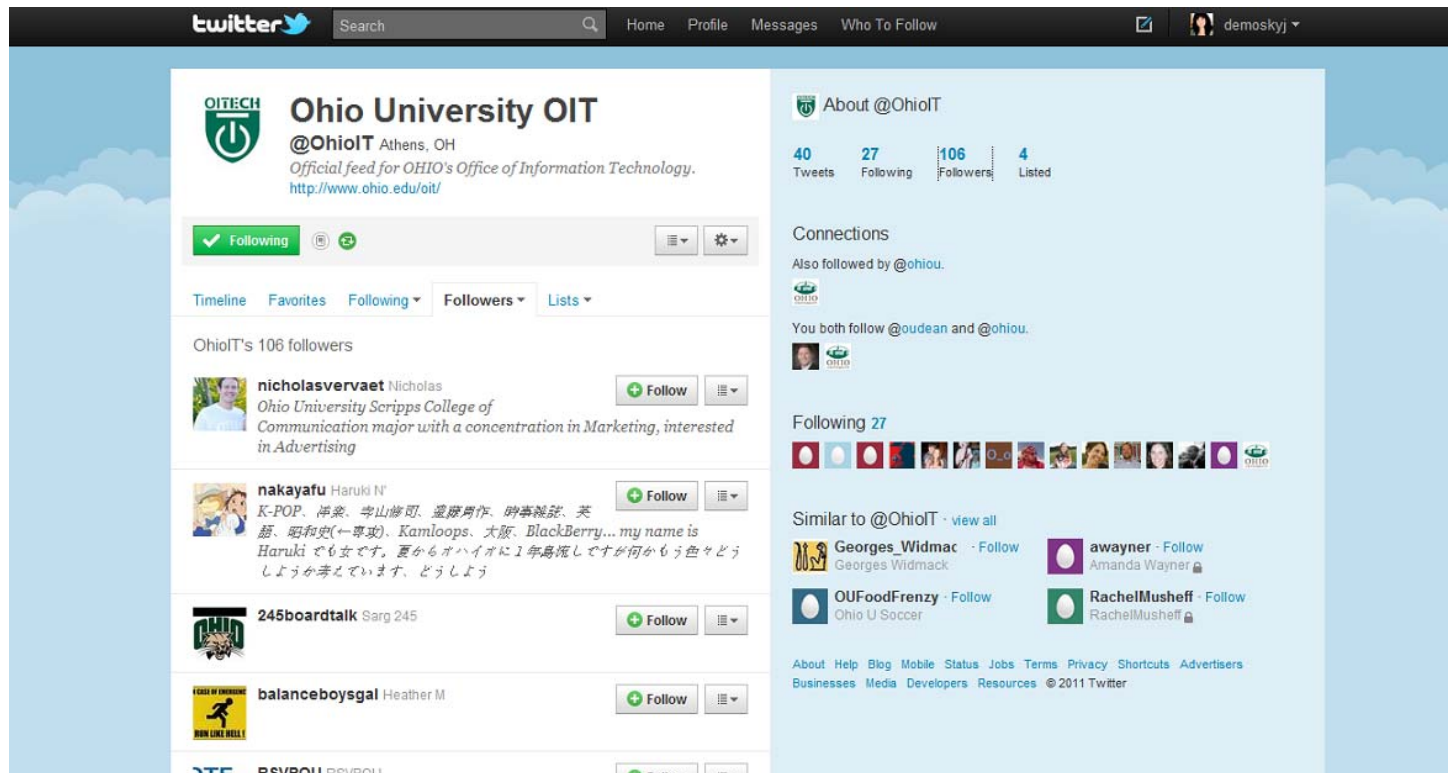
*J. Brice Bible*

*OHIO Program Director:*

*Charles Cooper*

## Highlights

- 24/7 OITECH Customer Portal public rollout continuing
- 426 public library of knowledge base articles published
- OITECH informational video version II underway
- Planning Unit Work Order Reports will be delivered for May work
- OITECH Twitter account established



## Communication Log – May 2011

- Communications Activities
  - Campus Emails 0
  - Events (Open and Targeted Audience) 1
  - Web Postings 6
  - News Articles/Press Releases 0
  - Printed Media 0
  - Executive Briefings 0

## Upcoming Events

- Continued communication efforts regarding rollout of 24/7 OITECH Customer Portal
- Communication efforts for Twitter account developed
- Expanded OIT Services video II in final stages of development
- Rollout of IT Service Delivery Model & branding—Spring 2011

## Program Schedule -40% Completed



*On schedule*

Summary of Major Milestones		
Transition Schedule Summary	Target Timeframe	Status
Establish organizational structure	Oct 2010	Complete
Establish draft OIT Services Delivery strategy	Nov-Dec 2010	Finalizing
Workflow Analysis Meetings	Nov-Dec 2010	Complete
Develop Proposed Campus-wide IT Processes	Dec 2011	Planning
Provide training & tools for IT Service Delivery	Dec 2010	Complete
Rollout of IT Service Delivery Model	Sept 2011	Underway
Development of standard desktop operating procedures	Jan-Mar 2011	Complete
Pilot remote desktop management for OUPD & Voinovich Center	Jan-Mar 2011	Complete
Investigation of “Mobile” work management processes	Winter 2011	Underway
Expansion of remote desktop management	TBD	Underway
Expansion of Knowledge Bases	January-February 2011	Complete
Expand IT Service Delivery Model to Regional Campuses	TBD	Underway
Pilot remote desktop management for LLDL	TBD	Complete