

Monthly Executive Status Report – April 2011 <i>IT Customer Service Standardization</i> <i>Report Prepared By: Jean Demosky/Charles Cooper</i>	<i>Program Champion:</i>	<i>President McDavis</i>
	<i>Executive Sponsor:</i>	<i>J. Brice Bible</i>
	<i>OHIO Program Director:</i>	<i>Charles Cooper</i>

Highlights

- 24/7 OITECH Customer Portal public rollout continuing
- Almost 400 public library of knowledge base articles published (150 new this month)
- Transfer of Rufus SIS knowledge base articles from hosted library to local library 90% complete
- Rollout video version I complete
- Draft Planning Unit Work Order Reports developed for April

Communication Log –April 2011

- Communications Activities
 - Campus Emails 2
 - Events (Open and Targeted Audience) 1
 - Web Postings 0
 - News Articles/Press Releases 2
 - Printed Media 2
 - Executive Briefings 0

Upcoming Events

- Continued communication efforts regarding rollout of 24/7 OITECH Customer Portal
- Expanded OIT Services video II in final stages of development
- New Planning Unit Work Order Reports goal delivery May
- Rollout of IT Service Delivery Model & branding—Spring 2011

Program Schedule –12% 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 2010	Planning
Provide training & tools for IT Service Delivery	Dec 2010	Complete
Rollout of IT Service Delivery Model	Jan 2011	Underway
Development of standard desktop operating procedures	Jan-Jun 2011	Underway
Pilot remote desktop management for OUPD &	Jan-Mar 2011	Underway

Summary of Major Milestones		
Voinovich Center		
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	Information Gathering
Pilot remote desktop management for LLDL, Admission	TBD	Complete