

Monthly Executive Status Report – February 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

- Remote Desktop Management (SCCM) training for all OIT Support Specialist completed
 - Footprints Customer Portal and Knowledgebase rollout Scheduled for March 2011
 - 2/25/11 IT Support Specialists CSS updates/communication meeting well-attended
 - Campus Wide Desktop Standard Image for Wintel and Mac's underway
 - Over 5,000 work orders closed for the Month of February
 - Pilot remote desktop management (SCCM) for OUPD, Voinovich Center, Admissions, LLDL, Athletics, OIT
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Communication Log –February 2011

- Communications Activities
 - Campus Emails 3
 - Events (Open and Targeted Audience) 6
 - Web Postings 1
 - News Articles/Press Releases 0
 - Printed Media 1
 - Executive Briefings 7

Upcoming Events

- Footprints Customer Portal rollout scheduled --- March 2011
- Rollout of IT Service Delivery Model & branding ---Winter 2011
- College of Medicine Exchange and Active Directory Migration---Winter 2011



Summary of Major Milestones		
Transition Schedule Summary	Target Timeframe	Status
Establish organizational structure	Oct 2010	Complete
Establish draft OIT Services Delivery strategy	Jan-June 2011	Finalizing
Workflow Analysis Meetings	Nov-Dec 2010	Complete
Develop Proposed Campus-wide IT Processes	Jan- June 2011	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-Mar 2011	Underway
Pilot remote desktop management for OUPD, Voinovich Center, Admissions, LLDL, Athletics, OIT	Jan-Mar 2011	Underway
Investigation of “Mobile” work management processes	Winter 2011	Underway
Expansion of remote desktop management	Ongoing	Underway
Expansion of Knowledge Bases	January-March 2011	Underway
Expand IT Service Delivery Model to Regional Campuses	June 2011	Underway
Campus Wide Desktop Standard Image (Wintel, Mac)	March 2011	Underway
Expansion of Customer Portal	March 2011	Underway