

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

- 24/7 OITECH Customer Portal soft rollout complete
- Over 250 public library of knowledge base articles published
- New telephone option for faster classroom support

Communication Log –March 2011

- Communications Activities
 - Campus Emails 0
 - Events (Open and Targeted Audience) 0
 - Web Postings 3
 - 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 in final stages of development
- 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-Mar 2011	Planning
Pilot remote desktop management for OUPD & Voinovich Center	Jan-Mar 2011	Underway
Investigation of “Mobile” work management processes	Winter 2011	Underway
Expansion of remote desktop management	TBD	Information Gathering

Summary of Major Milestones

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	TBD	Planning