



State of Vermont

**Enterprise Service Management - LANDesk
Summary Status Report**

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Summary Status Report

Project Manager	Serena Kemp	Date	09/08/2014
Status	Yellow (Issues being managed)		
Reporting Period	From 08/25/2014 to 09/05/2014	Phase	Planning

Accomplishments This Period	
<ul style="list-style-type: none"> • SLA's have been agreed upon as they were originally stated during a managers meeting earlier this year. Changes are: <ul style="list-style-type: none"> ○ Acknowledge SLA is no longer needed, LANDesk will automatically send an email to the requestor acknowledging the request submitted. ○ LANDesk reactions to the defined time constraints for internal SLA vs. external SLA. • The project team is in agreement to run two parallel tracks of continuing configuration of the User Account Request (UAR) portion of "Requests", along with the remaining Service Request and Incident functionality. Next steps include documenting the tasks for all desired configuration tracks to provide an estimate completion date for this phase of the project for approval from Sponsors. • Operational: <ul style="list-style-type: none"> ○ Additional permissions were provided to the Service Desk to assist with requests submitted to enhance customer service needs. ○ Removed ability for requestors to add multiple child requests to a parent requests for the same action. ○ Multiple changes enabled throughout the AHS forms and workflows. 	

Planned Accomplishments for Next Period 09/08/ 2014 – 09/19/2014	
<ul style="list-style-type: none"> • Angela Leclerc will discuss AHS SLA needs, if any, to determine configuration dates and impact to expectations for VSMS. • Gain consensus and sign-off on requirements documented for configuration. • Provide an estimated completion date for this phase of the project. • Provide a current project cost update. 	

Other Comments / Issues / Scope Change / Risks	
<ul style="list-style-type: none"> • Cost Risk: Although expenses are not external to staffing expenditures, the total dollar amount associated with this project to date is unclear. This will be resolved by the PM working with the AOA business office. • Scope Comment: The impact tot the timeframe is anticipated to be low since the configuration of the remaining Service Request area and Incident are nearly complete. Both areas are nearly ready to be tested. 	

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- Timeframe Comment: As mentioned above, the timeframe for completion will be estimated during the next two week period and updates will be provided shortly after.

References

- To review existing tasks assigned and their status, project management documentation, and other project documentation, please view the SharePoint site for LANDesk here: [LANDesk SharePoint Site](#) If you do not have access to the site please let Serena know.
- [Enterprise Service Management - LANDesk Scope Statement](#)