



**State of Vermont**

---

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

---

Prepared By: Serena Kemp  
Date of Publication: 10/10/2014

---

# Enterprise Service Management - LANDesk

## Summary Status Report

<b>Project Manager</b>	Serena Kemp	<b>Date</b>	10/10/2014
<b>Status</b>	Yellow (Risks being managed)		
<b>Reporting Period</b>	<b>From</b> 10/03/2014 <b>to</b> 10/10/2014	<b>Phase</b>	Execution

Accomplishments/Decisions Made This Period								
<ul style="list-style-type: none"> <li>• Configuration of identified requirements is over 50% complete. There are a few items in question which are being worked out and are on schedule for being resolved by the week of 10/13.</li> <li>• Requestors and analysts are 90% identified, due to staff turnover and other changes there are a few remaining questions.</li> <li>• A decision to synch AD's for log in only was made. This means a requestor will not choose someone from a drop down menu in LANDesk, rather they will enter the person and their contact information into the ticket directly. This change was presented and approved by the LANDesk CAB.</li> </ul>								
<p><b>Week of 10/6 - 10/10 Task Progress</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Task Progress Data</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Completed Tasks</td> <td>45%</td> </tr> <tr> <td>Tasks In Progress</td> <td>37%</td> </tr> <tr> <td>New Tasks Identified</td> <td>18%</td> </tr> </tbody> </table>	Category	Percentage	Completed Tasks	45%	Tasks In Progress	37%	New Tasks Identified	18%
Category	Percentage							
Completed Tasks	45%							
Tasks In Progress	37%							
New Tasks Identified	18%							

Planned Accomplishments for Next Period 10/06/ 2014 – 10/10/2014
<ul style="list-style-type: none"> <li>• Complete configuration of the entire Service Request area (including User Account Request) and Incident.</li> <li>• Schedule testing of the configuration.</li> <li>• Schedule training.</li> <li>• Schedule demonstrations of LANDesk for the beginning of November.</li> </ul>

# Enterprise Service Management - LANDesk

## Summary Status Report

---

### Other Comments / Issues / Scope Change / Risks

- RISK – Changes and requirements are still being defined as identified analysts are now starting to review more details of the content they will be receiving. The project team has communicated any last changes/requirements need to be submitted no later than Tuesday, October 14<sup>th</sup>.

### 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](#)