

Service Request Lean Project

Next Steps

Phase 1

Cherwell

- Agencies supply a list of approvers to be added
- Open Service Request for:
 - Specifics form designed
 - Remove logic for Scheduled Completion Date
 - Add Billing date field
 - Update logic for when the clock starts for SLA's
 - Update Services, Sub Services and Actions
 - Have logic in place for the notifications and auto escalations

Phase 2

- Implement the above Cherwell Tasks
- Build report for the agencies and billing staff
- Communicate Process through the Portal, OPCOM and various groups