



30 DAY PROJECT UPDATE REPORT

Project Name	Help Desk Assessment				Report Date	01-31-2007	
Description	Assess procedures and organization of current ITS Help Desk/Support Desk structures including the ITS WAN support desk, ITS Server Support, EPayment Support, ITS Operations support, ITS Production Services Support, LAN Support, and ISRS Application Support to provide MnSCU with tactical and strategical solutions to meet the Enterprise Plan requirement for 365/24/7 accessibility.				Project Phase	Analysis	
Exec. Sponsor	Ken Niemi	Proj. Owner	JoAnne Chabot	Proj. Mgr.	Kelly Kerschner	Proj. End Date	12-31-06

	Status	Explanation		Status	Explanation
Overall	G	Assessment is moving forward identifying current state	Scope	G	No changes in scope.
Schedule	G	One time and scheduled to meet all deliverables by 12/31/06	Cost/Resources	G	Assessment is tracking to budget and there have been no resource constraints

Deliverable Review

Planned to Complete (Past Period)	Completed	Not Completed	Plan to Complete (Next Period)
1. Review recommendations with ITS Leadership Committee.			1. Close project.
Total Planned To Complete:	Total Completed:		

Project Financial Summary

Approved Budget	\$49,900	Spent this Period	\$27,225	Budget Balance	\$22,675	Incr. Budget Req.	N/A
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Request for Help to Solve the Key Project Risks

1. None
