

Incident Management & Service Desk Enhancements Initiatives									
Priority	Category	Process Improvement Initiatives	Req	Design	Test	Deploy	Comm/ Training	Impl Date	Comments
High	Ticket Assignment	Redo Incident Assignment Group Categories				X	X	8/31/2009	New Groups/ Categories has been added to production Continious update will b made to data as people start using it. Bridge mappings will be updated with new groups on 8/3
High	Ticket Assignment	Enable feed from offsite account request forms from bridge to Remedy							
High	Ticket Assignment	Adding a drop down box in the request console for users to pick a service for assigning Incident tickets.				X	X	8/31/2009	top 10 Summaries will be added on 8/31
Medium	Ticket Assignment	Power users have been identified and will be receiving proper access and training to enter Incident tickets							
High	Ticket Assignment	Create on-site user accounts request form in Remedy				X	X	8/31/2009	Additional Updates was requested - regression testing to be re-done
Medium	Ticket Assignment	Training - Develop/Enhance		X					
High	User Interface	Develop link straight into the requestor console				X		7/28/2009	
High	User Interface	Enable reply email account into the Incident Management system				X		8/13/2009	
High	User Interface	Emails from the Remedy System to the users have been reformatted to be more user friendly In Development				X		9/3/2009	Have not received consensus on subject line requirements
High	User Interface	Enhance Request Module user interface to be more intuitive.				X	X	8/31/2009	
High	User Interface	State changes and resolution details need to be emailed to users.				X		7/28/2009	
Low	User Interface	Script for user input - Customize form or SRM	X						
Low	User Interface	Add ability for bulk requests	X						
Medium	User Interface	Enhancing system help							
High	User Interface	System email "From: AREmail" needs to be corrected to be from Fermilab Service Desl				X	X	8/13/2009	
Medium	User Interface	Training - Develop/Enhance		X					
Medium	Tech Interface	Develop form to create/resolve/close ticket for walk-in [to the expert's office] question and answer incidents				X		8/31/2009	Worked with Service Desk to develop quick close templates Identify Service Providers requiring Templat
High	Tech Interface	Create initial notice email containing information about the ticket including a descriptive subject line.			X				
Low	Tech Interface	Single page summary for all Remedy activities - Overview Console							Training
Medium	Tech Interface	User friendly Incident Management entry process - Yellow Status Bar - Training							Training
Medium	Tech Interface	Training - Develop/Enhance training materials							
High	Management	Management Reports	X						Identifying resource to create reports in Crystal from the Remedy System
Medium	Management	Lists of open tickets with information for groups managed		X					Currently producing Crystal Reports on Incident Ticket by assignment groups, state and aging informatio
High	Management	Identify Service Desk Stakeholder for Process/Tool enhancements	X						We need these folks identified for reviewing and testing enhancements to the current process and system
Medium	Management	Training - Develop/Enhance							

Medium	Other	Fix Logos		X					
High	Other	Update to people information - Organization/Dept from LDAP - Allow lookup from LDAP on demand				X		9/3/2009	Being tested in development
High	Other	Standardized building data for Remedy System							
Medium	Other	SRM Proof of Concept				X		9/3/2009	Being Tested
High	Other	Monitoring tools integration - Telalert		X					
High	Other	Migrate functionality from old Remedy to new Remedy - Footprints - Bridge		X					
High	Other	Email templates to service providers and users				X		9/3/2009	Being Tested in development Request was to include requester details in Initial Assignment email