Major Accomplishments for [Month Year]

**Published:**

* ServiceDesk Knowledge Base
  + *SCTASK#, Article Title (Embed Permalink if applicable)*
* Customer Knowledge Base
  + *SCTASK#, Article Title (Embed Permalink if applicable)*

Progress on Major Projects

**Drafts:**

* *SCTASK#, Article Title (Embed Permalink if applicable)*

**Backlog/Open Tasks:**

* Retired/Deleted/Updated
  + *SCTASK#, Article Title (Embed Permalink if applicable) and resolution.*

**Quantitative data and information on major tasks (**Meetings, Trainings, Misc. Activities**)**

* *Conducted comprehensive review sessions on Hardware Receipt Form policy and procedures with the team.*
  + *Lead 2 meetings related to document assignment and updates, receiving feedback from COR, CSAs, and technical trainer*
    - * *Documentation Review Meeting*
      * *Documentation Working Group*
* *Completed over 400 On/Off-Boarding tasks, crucial to ensuring staff equipment is provided and reclaimed.*
* *Successfully provided the Director’s equipment for his international travel and collected when completed.*
* *Over 25 Onboards were supported and deployed on time.*

Planned activities for [Next Month]

* Planned projects / activities. (Quantitative data and information expected tasks.)
  + *Reduce assets located in Deskside Support to establish operational thresholds (25).*
  + *Standardize dashboard to help technicians keep track of daily tasks.*
  + *Implement asset verification at the Service Desk level.* 
    - * *When a user calls the Service Desk, technicians will verify the asset to ensure that the asset is updated.*

**Areas for Improvement**

* Increase consistency of ticket documentation across all staff.
* Increase adoption of modified process & procedures.
* Validate usage of Hardware Receipt Forms.

**Risks & Issues**

* *B122 remains unsecured due to the lock mechanism and door frame.*
* *Lack of Product Owners for software titles/versions and entitlements.*