**Overview**

General information.

CSA (Rachel)

|  |  |  |
| --- | --- | --- |
| Hours | Project | Tasks |
| 12 | eStore 2.0 | * New report format. |
| 16 | Weekly/Monthly Reporting | * New consistent format and content. |
| 8 | HWF | * Close out Nov-March @ 100% |
| 20 | PowerBI | * Publish v1 of Dash |

CSA (Ricardo)

|  |  |  |
| --- | --- | --- |
| Hours | Project | Tasks |
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Reporting

|  |  |  |
| --- | --- | --- |
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Training

Language.

Documentation

### ServiceDesk Knowledge Base

#### **Customer Knowledge Base Articles:**

1. **SCTASK0239048** eStorefront, Who Has Access? KB0013845
2. **SCTASK0188408** Webex Incident Escalation KB0013309 v1.0

#### **Service Desk Articles:**

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#### **Drafts in ServiceNow: ( Items)**

* 1. **SCTASK0186097** Other Request: macOS Ventura Build SOP (Phase 8, w/ SD) – expedite *Emailed S. Shane as per M. Kern for updates on this article.*
  2. **SCTASK0221300**ServiceNow: System Navigation and Request Management KB0013843 – *Uploaded PPT Deck version of article, C. Bopanna will updated.*

#### **Documents outside ServiceNow: ( Items)**

* 1. **SCTASK0167159**Revisions necessary for IT Orientation User Guide -- Phase 8 - *Updating Priority to High as we are currently working on this topic.*
  2. **SCTASK0223860** Contractor Moving to Another Award Customer facing for KB – *Requesting time with R. Chen to disucss progress. Cathy will update after meeting.*

#### **Open/On Hold/Updated Tasks: ( Item)**

* 1. **SCTASK0219998** CFPB Approved Secure Thumb Drive Setup (User Guide) – *Requested guidance from document owner on validity of version and next steps.*
  2. **SCTASK0188459** VIP Incident Handling Work Instructions – *Requested guidance from document owner on validity of version and next steps.*

### Planned activities for Next Week (2 Items)

* **Expiring Knowledgebase Articles** – Out of 115 articles expiring in July 27 expire the first week. I was able to get the group ownership of the articles and have begun working with the document owner to receive next steps guidance.
* **SD Documentation assigned tasks** – Total remaining count is 136 artifacts in the SD Documentation group queue. I have opened, closed, updated, or reached out for 23 items this week, Will proceed with closing/updating tasks from this queue next week, pending customer feedback and other projects.