**Current work:**

1. **Weekly Meetings**
   1. I currently lead 2 meetings with the customer discussing upcoming expiring articles as well as discussion of articles being worked on. As per Cathy, I am starting a new meeting where I will work with the Service Desk leads to discuss their articles as well as next steps. This will look like:
      1. **Document Review** meeting with Cathy about Customer Knowledge Base articles.
      2. **Document Review** meeting with SD Leads about Service Desk Knowledge Base articles.
      3. **Document Working** meeting with the customer as well as other members of the SMO team to discuss specifics on articles being worked on.
   2. The **SMO Team meeting**
2. There are 136 tasks assigned to the SD Documentation queue. Most backlogged tasks have been previously completed or are duplicates, however, expiring articles need a new task.
3. Expiring articles through August 31, 2024 - Currently there are 131 Service Desk and 177 Customer Knowledge Base articles.
   1. Expiring articles require a review on next steps (retire, update, renew for a year) from the business owner.
   2. There are some articles that need immediate updates, as they are critical to Bureau operations, and those will be addressed on a case-by-case basis.
   3. Articles that are not as critical can have their dates adjusted to give priority to critical items, this process includes reviewing the content to assess.
   4. Tasks under this wheelhouse includes submitting a Request for an update or other action on article to the document owner.
      1. Service Desk can review articles and provide feedback.
      2. Customer knowledge articles requires input from the document owner.
4. Continue working with Nelly C. on the Onboarding/Offboarding documentation, including process capture, training materials, and other items.