

CATEGORY	ISSUE	STATUS
Service Desk	Bridge SD/Resolver gap	
Service Desk	Educate SD avoid transfer	
Service Desk	All issues flow through SD	Currently exploring this issue with our customer departments. Although some departments are very cooperative, many are unwilling to give up this control.
Service Desk	Ensure SD Surveys random	We are currently reviewing the new electronic survey methodology. We are balancing the desire for accurate responses with over-burdening our customers.
Service Desk	Password reset	Currently exploring this issue with our customer departments. Although some departments are very cooperative, many are unwilling to give up this control.
Service Desk	Revise 24 hr SLA	Excipio erroneously believed that Service Desk agents were evaluated on their ticket-closure rate. We have confirmed that this is not a performance measurement. We continue to evaluate methods for preventing the premature closure of tickets from other causes.
Service Desk	Revisit VIP	Complete. List has been revisited and process to review it annually has been established.
Service Desk	Add 2 nd level agents	
Servers	Ensure metrics are being captured	Complete. Metrics have actually always been captured.
Servers	Educate depts. & create feedback mechanism	Server performance reports are being published on CityTalk and department liaisons
Servers	Weekly audits	Weekly audits would be excessive. Determined contract will not be amended at this time.
Servers	Server consolidation	Unisys has completed a virtualization analysis and will be presenting their recommendations in February.
Servers	Implement data retention	
Network	Require annual network scans	
Network	Revise termination process	Entire departure/termination process is being revised by both the City and Unisys.
Network	VPN requirements/education	
Desktops and Laptops	Automate inventory and asset management systems	
Desktops and Laptops	Require annual physical inventory	
Desktops and Laptops	Review IMAC process and system	Complete overhaul of the IMAC process is underway by the City. Internal Unisys processes are cumbersome for their staff but have not been problematic for fulfillment.
Desktops and Laptops	Revise SD 24hr SLA	Excipio erroneously believed that Service Desk agents were evaluated on their ticket-closure rate. We have confirmed that this is not a performance measurement. We continue to evaluate methods for preventing the premature closure of tickets from other causes.
Data Center and Disaster Recovery	DR capability incomplete: only 65% of data is secure	This was a previously known deficiency that BIS has been raising for some time. The proposal to create a council policy subcommittee and an executive governance group will assist in moving this forward. The primary dependency is the determination of critical applications for the City's disaster recovery efforts.
Data Center and Disaster Recovery	DR s/b high priority for 2007	It is!