

ServiceOne Sprint 10 Report

Sprint 10 Report

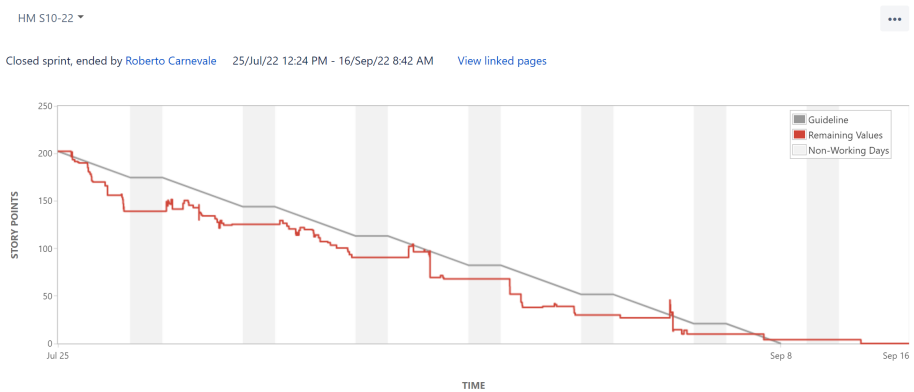
ServiceOne Sprint 10 Report			
Date	16 Sept 2022		
Start	25 Jul 2022	End	16 Sept 2022
Sprint Goal(s)	Implement Ergonomics (UX) Improvements ; Onboarding & Offboarding ; Employee and Contingent Worker National & International Transfer Setting ; GBU from EC Dynamic Field, and other quick wins for ServiceOne		
Completed Story Points	237		
Sprint Achievements	<p>Below are some of the critically and highest prioritized work completed and released (or scheduled for release)</p> <ul style="list-style-type: none"> • Focus on Ergonomics UX Redesign for ServiceOne - UX Improvements achieved <ul style="list-style-type: none"> ◦ Home page & Catalog redesign ◦ Renaming of service requests and catalogue categories for simplification as recommended by business and key users ◦ LABPC Service ◦ Admin/Generic Account Request Service • Onboarding and Offboarding <ul style="list-style-type: none"> ◦ Onboarding and offboarding dates in Child Work Orders ◦ Novecare SR + New dashboard for Novecare ◦ Case Template for Unallocated payment and auto-categorize ◦ Request title for Account Receivables, Request payment, and Credit Management Support Groups ◦ offboarding US - Notification ◦ Onboarding NIST ◦ Updated offboarding cases to have SLA ◦ Onboarding simplification • Critical and High requests and other requests delivered <ul style="list-style-type: none"> ◦ New Service: Maintain a source list ◦ Updated Payment Type (incl. self-billing) ◦ Smart IT Ticket Console filter related to VIP ◦ Decommission access IT HR Applications ◦ Update Request Credit Information Service ◦ Workflow for GUDSIS Decomm ◦ Developed a "Crossboard Employee or Contingent Worker" SR - International Transfer Settings ◦ Developed a "Crossboard Employee or Contingent Worker" SR - National Transfer Settings ◦ GBU from EC dynamic field as a column for case management ◦ Country of the dynamic requester field as a column for case management 		
Useful Links /Artefacts			

[Sprint 10 Jira Link](#)

[Release Versions](#)

[ServiceOne Backlog](#)

Sprint Burndown Chart



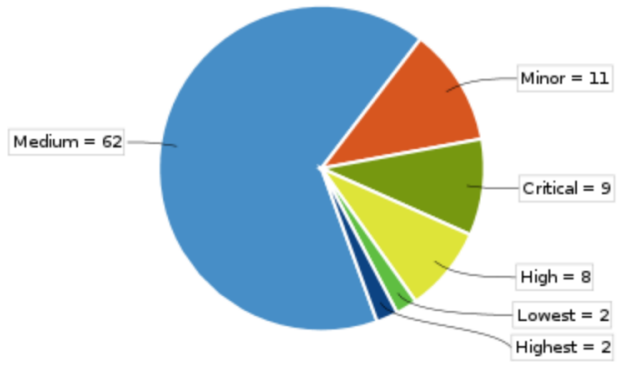
Status Report * Issue added to sprint after start time

Completed Issues [View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Story Points (199.25 -- 245)
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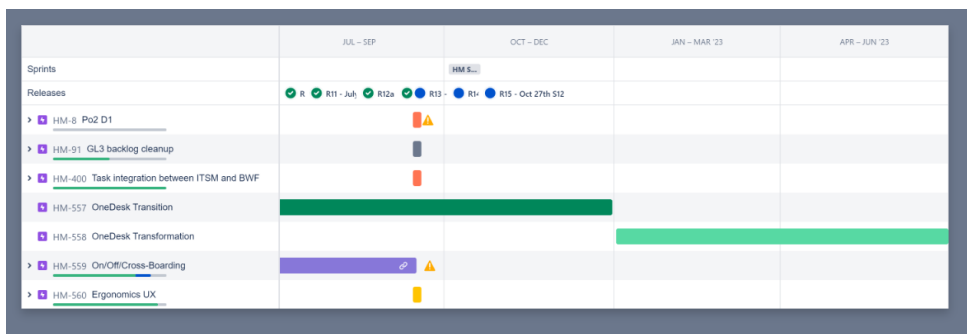
Issues

Priority Chart



Total: 94 . Chart by: Priority

Development Work (Guided) Epics & Releases Roadmap



BigPicture Gantt

AGILE-15 - Helix Maintenance

