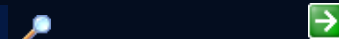



 TCR
Project Status


Select a View

- All Projects
- Staff Meeting
- Resource
- Complete Projects
- Archive



Actions




- Alert me
- Export to spreadsheet
- Modify settings and columns

Discreet projects, including project name, status, summary, kudos and deliverable.







New Item
 Filter
 Edit in Datasheet




Project Name	Priority	Resource	% Complete	Start	Sponsor	Abstract	Target	Slip	Work Hours	Status	Display	Notes	Kudos
Count = 231													
Tester Survey Brainstorming		Mary K	100%	7/6/2006	Eric	Brainstorming for tester qualification survey	7/6/2006			1 Archive	No	Again, just an hour, but want to record it.	
		50 Mary K		1/1/2006	Mary K	Coordinate use of all BIS SharePoint sites; educate users; proselytize; create documentation as needed; mediate between users and IT/ISS.				Continuing	No		
SharePoint Coordination													
		50 Mary K		1/1/2006	Mary K	Edit all TCR items for design, voice, style and accuracy.				Continuing	No		
Editing													
		50 Mary K		1/1/2006	Don	Coordinate work for two technical writers; submit reports, samples; interact with sponsors and their departments to offer TCR services and negotiate scope and delivery date.				Continuing	No		
Management													
		Mary K	20%	2/15/2006	Dave	Document new messaging application being developed by Craig Hunt.		On hold until Craig is ready for me to document.		Archive	No	I think this project is no longer extant.	
Messaging application documentation													
		Mary K	0%	5/9/2006	Mary K	Revise Doug's project worksheet to create spec template.				Archive	No	Decided to let it stand.	
Project Spec Template													
		Mary K	20%	5/9/2006	Mary K	Using Ken's project summary doc, create template for virtual deliverables.				Archive	No		
Virtual Deliverable Project Summary													
		Mary K	10%	5/9/2006	Mary K	Using Doug and Ken's work, create TCR doc checklist.				Archive	No		
Document Review Checklist													







Voice Mail Tree Review	Mary K	0% 5/22/2006	Jim F	Review VM Tree with Jim Fegan to provide more insight into the Voice Mail prompts	Archive	No	<p>Subject: RE: CMS draft</p> <p>Hi Mary – sorry I didn't have a chance to get back with you earlier. I was reviewing the latest version you sent over. I think the revisions you made look good. As far as some material to include, I do agree that it could wait for another version or additional appendix to send out later. I think it is critical that we provide the manual created for the users to reference as they are in the middle of creating their sites.</p> <p>Thank you for all your help. If you feel comfortable with what you have put together, then please send over the final version and let me know any materials that may have not been included for upcoming versions.</p> <p>Thanks again. Soluna</p>			
CMS 400 (Ektron) User's Guide	Mary K	100% 6/9/2006	Dave	A revised user's guide to the Ektron content management system for CFL, Tampa Bay and Group marketing. This should include functional documentation of the parts of the interface used; how to make selections, including style and naming conventions; and some basic review of graphics and colors on the web. Also, Quickstart Guide.	9/11/2006	Slipped from 9/1/06 to 9/11/06. Sprint JV. Slipped again (from 8/23/06) because of Sprint JV project plan and package. Original date was in June, but that was when I thought it was a 16 page rewrite. Has evolved into a 60 page guide. 8/3 waiting for Soluna's additions.		100 Archive		Yes
Goal Setting and Reviews	Mary K	100% 6/12/2006	Don	Four times a year, I need to reset goals for myself, prepare for a review with Don and for Doug and Ken, then work with Doug and Ken to reset their own goals.	10/18/2006	Closed this out-- should do this as a discreet project for each round of reviews. Don comes back on Friday--can't complete until I present to him.		Archive		No

Competitive Intelligence SharePoint	Mary K	100% 6/27/2006	Don	Request a new site from Lance: cfl/compintel/ Create site to be used by competitive intelligence analysts. Contact Anne W. Sith for Tampa comparison, possible access.	8/14/2006		24 Archive		Yes	http://cntpafs1.corp.local/sites/cfddiv/compintel/	
Framing	Mary K	100% 6/30/2006	Don	Frame some items.	10/27/2006	Haven't heard from Sam Flax. Will call again today (10/24). On 10/16, changed target from 10/13. Called frame shop, they had a delay. Will have it done by the end of the week. Waiting for frame shop.	5 Archive		No	Followed up with Don on 9/13	
Select Training	Mary K	100% 6/30/2006	Mary K	Review online training, find appropriate training items for TCR that can be leveraged for BIS.	10/13/2006	Don comes back on Friday-- can't complete until I present to him.	Archive		No		
Research and order items	Mary K	100% 6/30/2006	Mary K	Scanner, voice recorder, books on knowledge management, design; snagit software upgrade; more paper and ink for plotter.	7/24/2006		Archive		No	Jennifer will be ordering scanner for 2007. Decided against recorder.	
CMS 400 (Ektron) Quick Start	3 Mary K	80% 6/8/2006	Dave	A Quick start based on the revised user's guide to the Ektron content management system for CFL, Tampa Bay and Group marketing.	12/12/2006	11/9 received many more requirements from Allison and Soluna. 11/2 Allison is happy with it, asked me to get more feedback from Soluna. Taking off hold. 10/16 -- set to hold. 10/6 -- waiting for Allison and Soluna	24 In Process		No	Followed up with Allison and Soluna on 9/13. Soluna says yes.	From: Su, Allison Sent: Thursday, November 09, 2006 3:10 PM To: Swanson, Mary K. Cc: Marcus, Mara B.; Shah, Soluna Subject: RE: Quick Sheet Hi, Mary! This is great -- thank you again for your continued hard work on the documentation! Here are some thoughts & feedback: ...

Correction for LATA map	Mary K	100%	7/17/2006	Jennifer	Create label-type sticker to overlay maps with correct LATA for Seminole and Orange incorporating Sprint territory (pink). See Rate Center and LATA maps for shape; consult printed, mounted LATA maps for size. Also, check for Direct Sales project issue.	7/28/2006		8 Archive		Yes	
Terms & Conditions Summary	Mary K	100%	7/26/2006	Eric	Write Terms and Conditions for test phases.	9/6/2006	Originally 7/26, but was involved in taking this through all the phases of approval.	20 Archive		Yes	
WebTrends Guide	Mary K	0%	7/28/2006	Dave	Dave C asked that I sit in on training for WebTrends in September to create documentation for CFL (+ Group and Tampa Bay?), similar to what I am producing for CMS.		Followed up with Jeff on 10/9-- no answer--saw him in the hall a few days later-- said nothing so far. Putting this on hold. Followed up with Dave 9/13/06.	Hold		No	
Ektron CMS 2.0	Mary K	0%	7/28/2006	Dave	Add admin chapter.			Hold		No	
Print large format LEC map	Mary K	100%		Jennifer	LEC Exchange Map	6/30/2006		1 Archive		No	
Restore JP's Project Status list	Mary K	100%		Jennifer	After an accidental loss of data, I restored Jennifer's status list to her last printed version.	7/21/2006		3 Archive		No	
Digital Phone Order Entry Tips	Mary K	100%	5/19/2006	Jim F	Design a quick reference sheet based on Jim Fegan's order entry tips.	7/13/2006	This was written and then changed by SMEs many, many times.	40 Archive		Yes	
Competitive ad scans	Mary K	100%		Jim F	Scan competitive ads.	7/6/2006		1 Archive		No	only an hour, but still... always priority 1, takes me away from other work. Gave scanner to Ken.
ISS Change Control Work Flow	Mary K	100%		Jim H	Step-by-step MS Word document from the Visio flow.	7/5/2006		2 Archive		Yes	Jim Harris said on 7/12 (ish) that the items were just what he wanted. Attached email.

Project Status Review	Mary K	100% 7/19/2006	Jim H	Jim Harris asked for a rundown of how we use our status list on SharePoint.	7/21/2006		1 Archive	No		Attached request email.
Project Status on SharePoint	Mary K	100%	Mary K	Create Project Task Status sites for all Jennifer and Jim and Eric (two sites). All all their currently listed projects; modify for individual preferences.	6/15/2006		16 Archive	Yes	http://cntpafs1.corp.local/sites/cfddiv/voice/tcr/Lists/Project%20Status/AllItems.aspx?	
BounceIT	Mary K	100% 3/28/2006	Dave	Work with Craig Hunt to document BounceIT application.	4/21/2006	Craig did want context-sensitive help, but Flare doesn't yet handle it that well, so we put it off to another time.	60 Archive	 Yes	Craig to add app to my computer. I need to buy Flare or use some other tool to produce htm or chm files for Help.	See note from Lee. Positive remarks from Craig in person.
Populate VS sub sites	Mary K	100% 2/1/2006	Don	Transfer DP material, add VS docs	4/28/2006		Archive	Yes		
E911 Process Documents	Mary K	90% 12/1/2005	Jennifer	Gary has introduced the need for changes which he has not yet detailed. Document the E911 process as carried out by BHN.		Let original 5/5/06 target go--can't get any response from SMEs.	Archive	 Yes		
Commercial Product Brochure	Mary K	100% 3/14/2006	Tom	Spec sheet	3/29/2006		Archive	 Yes	I don't think that this was ultimately used, because the customer meeting did not go through.	See note from Don. Tom also gave good feedback in person.
CDAS Form	Mary K	100% 3/27/2006	Jennifer	Create letter and form for Complimentary Directory Assistance Service (CDAS).	3/29/2006		Archive	 Yes	Asked Jim to get Geri's approval.	
Commercial Product Guide	Mary K	100% 3/6/2006	Tom	Product Guide, working with Lee Vinton	3/31/2006		Archive	 Yes		
Welcome Guide input and review	Mary K	100% 4/12/2006	Jennifer	Participate in new item identification and review Welcome Guide draft	4/14/2006		Archive	 Yes		
List of Documentation Projects for Sprint JV	Mary K	100% 4/12/2006	Don	Create initial list of documents and documentation project for Sprint JV based on JV meetings.	4/18/2006		Archive	Yes		

Sprint JV Tech Writer	Mary K	100% 3/1/2006	Don	Hire Sprint JV Tech Writer	4/19/2006	Archive		Yes	Doug started today, 4/19. Candidate ID'd-- waiting for HR. (4/12) Change to requirements-- less wireless so we can hire at a more attractive range.
Move Tracking	Mary K	100% 9/1/2005	Bill	Create Project Plan and participate in move project from RoadRunner to Keller.	1/20/2006	Archive		Yes	
Fast login and PINskip instructions	Mary K	100% 2/3/2006	Jennifer	Instructions as needed for customers to use these new features. Provide to Lauren Mott and Sharon Peeples.	2/3/2006	Archive		Yes	See attachment email for a sample of this work.
Plotter online and supplied	Mary K	100% 2/1/2006	Don	order, get plotter set up, order paper, learn operation	4/12/2006	Archive		No	http://h10010.www1.hp.com/wwpc/us/en/sm/WF06c/A10-12771-215512-91088-91088-70243-18089-18009.html
Copies of DaynerHall presentation	Mary K	100% 4/13/2006	Don	Copies of DaynerHall presentation for Commercial Voice	4/14/2006	Archive		No	
May Release Project Summary	Mary K	0% 3/29/2006	Jennifer	Research Multiline Feature. Document technical aspects of Multiline, Bulk Rates, and VM Enhancements for May Train Stop	4/28/2006	Archive		No	
May Release Docs	Mary K	0% 4/12/2006	Jennifer	A placeholder for potential docs for the May release of Digital Phone features	5/12/2006	Archive		No	
Other BIS Call Center SharePoint sites	Mary K	0% 3/20/2006	Richard	Design, create and populate a site for BIS groups to keep and share documentation.		Archive		No	
Coyote site revamp	Mary K	0% 3/20/2006	Richard	TBD		Archive		No	

Call Center scenarios/ knowledgebase	Mary K	0% 3/20/2006	Richard	Create info for Call Center knowledge base		Archive	No			
Digital Phone Web Site Revision	Mary K	90% 12/1/2005	Jennifer	Work with Cori, Luis and Zanne to revise the DP home page to include E911 flash movie and have a more customer-centric design. Rewrite and participate in redesign of Digital Phone home page and subsequent pages, including supporting text and four additional PDFs.	1/30/2006	Archive		Yes	DP Tutorial info was used. Some of this work was completed, but where in the areas where marketing decided they did not want our changes, we have had to put the project on hold.	
Skate Punk 911	Mary K	90% 12/1/2005	Jennifer	Story board and produce a flash animation that shows rather than tells that Digital Phone supports Enhanced 911.	2/20/2006	Archive		Yes	Marketing says this is not brand-compatible.	
Definitions Project	Mary K	0% 5/29/2006	Mary K	Define the following Sprint JV project evolutions: - Employee Launch - Soft Launch - Marketing Launch	8/14/2006	Archive		No		
Digital Phone Order Form	Mary K	100% 4/18/2006	Jim F	Design Digital Phone Order Form for Direct Sales	5/12/2006	40 Archive		Yes	I don't know whether this will be printed. See attachment from Omer.	Attachment from Omer and Jim.
BHN IT Quad Play Service Code Requirements	Mary K	0% 6/19/2006	Don	Inventory of Quad Play-related service code requirements		Archive		No	This never happened.	
Project Charter Review	Mary K	100% 6/8/2006	Jim H	Review Jim Harri's Project Charter	6/9/2006	Archive		No		
Competitive Intelligence logo	Mary K	100% 7/27/2006	Don	Design potential Comp Intel logo	8/11/2006	10 Archive		Yes		
	Mary K	100% 8/7/2006	Mike	Redesign and format 10 documents to be used for DA Contracts. Define style, create templates, make PDFs/Word docs (as needed). One print-ready.	9/11/2006	40 Archive		Yes	Please find the attached files. They look great I did have to make a few small changes and they have been incorporated and forwarded to Sales for use. I wanted to make sure you have the updated version. In addition please find the attached exhibit	Mary K., I wanted to send you a quick email to thank you for your assistance in modifying and reformatting all of the dedicated access sales documents. The new forms will assist us in having a more professional and consistent document to provide new and potential




DA Contracts
Redesign

A that will need to be formatted to the same look and feel of the other documents. I have changed the passwords on the files to "th----". Please let me know if you have any questions. Thanks again for all your help.
Mike T
Give Mike a sample on Wednesday.

customers. Your attention to detail and quick turn around with this project was phenomenal and very much appreciated. The forms are already being used and were very well received by the Sales Team. Thanks Again! Great Job! Thanks, Michael Thompson
Perfect! That's exactly what I was talking about. Thank you very much! / Lee






Reformat Performance Tool	Mary K	100% 7/1/2006	Don	Reformat for Voice Services use.	9/15/2006	Mostly done in July - completion took a backseat to Sprint JV	Archive		Yes
Employee Tips Revision	Mary K	100% 4/1/2006	Don	Revise Employee Requirements created in 2004 and continually revised.	4/19/2006		Archive		Yes
Project Status Revision	Mary K	100% 8/3/2006	Mary K	Revise Project Status list to incorporate kudos, adding project deliverables.	8/9/2006		24 Archive		No
Sprint JV letter 2	Mary K	100% 8/8/2006	Eric	An ENews on the Purple service testing qualifying survey, combining and revising two letters.	9/11/2006	Got involved in taking this through approvals.	20 Archive		Yes
Sprint JV Testing Site Detail	Mary K	100% 8/9/2006	Eric	Determine the types of content for the Qualifying Survey and the Test Logging pages. Discuss with Kevin and Doug.	8/9/2006		5 Archive		Yes
Rate Center Map	Mary K	100% 8/21/2006	Jennifer	"Print these on the plotter to make larger versions of the map that we can mount. Work with Kathy Hardee to have 5 laminated versions mounted..." Also add to VS sharepoint site.	10/31/2006	10/31 Done. Haven't heard from JP. Outting on hold, 10/16. Still waiting for Bill's final feedback. Scope changes and Jennifer's vacation put this back from 9/15. Orig date: 9/4, but Sprint JV backed everything up.	16 Archive		Yes

From: Pearce, Jennifer A.
Sent: Monday, September 11, 2006 8:33 AM
To: Swanson, Mary K.
Subject: RC Map
Hey! I shared the new RC map with Bill G this morning...he really liked it. He said the size is fine. His only request was to add the major



						10/19. Finally have laptop available. Don't have Camtasia loaded. Asked Sean 10/4.				
bouncelT Help File Update	4 Mary K	0% 10/3/2006	Craig	Modify existing bouncelT Help files to accompany Craig's new bouncelT file.			30 New		No	Not critical or customer facing. In back of VPN, Sprint JV and CMS Quick Guide. New bouncelT Attached. Web Project here: http://projects.mybriighthouse.com/web/addproject.asp?pid=21587
Orientation Materials Revision	Mary K	100% 10/2/2006	Eric	Revise Orientation materials created by Jim Dunbar to match our format and template.	10/4/2006		1 Archive		No	
Add Jodi to SharePoint	Mary K	100% 10/2/2006	Jennifer	Create SharePoint Sttus for Jodi. Add her to appropriate sites. Also, train her in SharePoint.	10/11/2006		4 Archive		No	Can't add her to sites until she has an email address.
Service Agreement Addendums	Mary K	100% 10/13/2006	Tim C	Add an addendum for Locations and a rates page (two separate documents) and change the Service Agreement to reflect a 99.9% up time.	11/17/2006	11/7 Tim said he'll look at it next week. 11/2 Rats! Hit the back burner. Sent it to Tim today, might require some revision. Slipped from 10/19.	4 Complete		Yes	
Wave C Tester Emails (3)	Mary K	100% 10/16/2006	Eric	Ended up doing this for 3 letters. With Eric and with Rushad. Assist Eric to assemble a letter to 8 groups of Wave C testers that describes the next step in testing.	10/16/2006		3 Archive		Yes	
Test Team Interviews	Mary K	100% 10/23/2006	Eric		10/24/2006		2 Archive		No	


Kudos Requests	Mary K	100%	10/24/2006	Mary K	Create template to send out to sponsors and SMEs for feedback on projects. Sned requests to all sponsors this year who have not given feedback. Coordinate getting feedback into status report.	11/1/2006	12 Complete	No		
DA Test Accept Doc Revision	Mary K	100%	10/25/2006	Lee V.		11/2/2006	1 Complete		No	
CI PPT Template	Mary K	100%	11/8/2006	Jennifer	Create an attractive template for CI. Also, put a small PPT in the template format. Involved creating a background image.	11/9/2006	4 Complete		Yes	
Knowledge Base Participation	50 Mary K		11/10/2006	Brian W.	Participate as needed.		Continuing		Yes	
Sprint JV Excel Report Template	Mary K	100%	11/1/2006	Eric	Create report template that has some automation to present reports to Dan Exby and to BHN management.	11/17/2006	20 Complete		Yes	Handed over to Doug for further work.
BIS Excel Template	Mary K	100%	11/15/2006	Mary K	Create Excell Template to base the Sprint JV template on.	11/15/2006	Complete		Yes	
Beta Test Checklist Brainstorming Session Email Draft	Mary K	100%	12/4/2006	Eric	Create a draft email to inform core team members of a test team brainstorming session, emphasizing the collaborative nature of the session and downplaying the concept of gating issues and go/no go decisions.	12/5/2006	2 Complete		Yes	
Handover of Responsibilities	1 Mary K	5%	12/4/2006	Mary K	Ensure smooth transition of responsibility for editing, management, project managment and project execution to Don, Doug and Ken.	12/14/2006	12 In Process		No	


From: Pearce, Jennifer A.
 Sent: Thursday, November 09, 2006 6:15 PM
 To: Swanson, Mary K. Cc: Fountain, Jodi M
 Subject: RE: Template and starter PPT I love it!! THANKS!!

Revise Employee Tips 	Mary K	100%	10/23/2006	Mary K		10/23/2006	2	Archive		No		
Online Visio Process Model	Ken	0%	7/14/2006	Don	Work with Doug and Mary K to convert Quad-play Visio flow into an online hyperlinked diagram that can link to text M&Ps and appropriate visuals.			Archive		No		
CARE: Methods & Procedures (Sales)	Ken	0%		Ike	Document current CARE M & Ps for Sales activities	8/15/2006		Archive		No		
ADPS Error Procedure Standardization	10 Ken	10%		Jennifer	Addendum to Digital Phone PAC Installation Procedure document; this standardizes the procedure PAC uses for all 3 sites	12/31/2006		24	In Process		No	
TEC SharePoint Site Move	30 Ken	0%		Mary K	Move the TEC Site from under old TCR site to under Tech Services main site	12/1/2006	8/25/2006 - Delayed by other more urgent projects.	8	New		No	
ICOMS Video Order Entry M&Ps	Ken	100%		Don	Convert Visio Process flow to M&Ps in SprintJV format - Cable TV Services.	8/11/2006		40	Archive		Yes	Uploaded to SharePoint Site 8/8/06
ICOMS HSD Order Entry M&Ps	Ken	100%		Don	Convert Visio Process flow to M&Ps in SprintJV format - High Speed Data Services.	8/11/2006		40	Archive		Yes	Uploaded to SharePoint Site 8/8/06
ICOMS Digital Phone Order Entry M&Ps	Ken	100%		Don	Convert Visio Process flow to M&Ps in SprintJV format - Digital Phone.	8/11/2006		40	Archive		Yes	Uploaded to SharePoint Site 8/8/06
JV Tester Orientation Assist	Ken	100%	7/1/2006	Eric	Assist new testers getting network access, setting up email account and network account requests via online BHN form.	8/25/2006		16	Archive		Yes	
DOCSIS Online Quick Reference	Ken	25%		Gary	Document this tool for PAC.		9/20/06 - Put on hold due to lack of response from SME.	40	Hold		No	
611 Label Document Update	Ken	50%		Gary	Demonstate how and when to apply new 611/911 labels to MTAs. Photograph and create field/warehouse document.		8/11/06 - Put on hold due to inability to get feedback	20	Hold		No	

Digital Phone Security M&P Creation: High Toll, ACB, Seasonal Plan, VZB Fraud Alert	Ken	75%	Jennifer	Create documentation of security processes for Digital Phone: High-Toll ACB, Seasonal Use/Abuse Tracking and Verizon Fraud Alert tracking. Monica Ojeda is primary SME.		8/11/06 - Slipped due to lack of response from SME reviewer for these procedure documents. 9/20/06 - Put on Hold due to lack of response from SME. Warren Willis now handling project for sponsor. Will resume work when new information arrives	20 Hold		No	For purposes of High toll, Unlimited Florida and Unlimited Nationwide plans have been consolidated. Monica Ojeda is primary SME. Delivered for SME review week of 7/31. Additional M&Ps added as separate projects with start date of 8/8/06.
Digital Phone Collections M&P Creation	Ken	100%	Jennifer	Create M&Ps related to Collections process for Digital Phone.	8/11/2006	7/28/06 - Slipped due to other urgent priority projects.	20 Archive		Yes	Delivered to Jennifer for Sponsor review week of 7/31.
Video / HSD Collections M&P Creation	Ken	100%	Jennifer	Create M&Ps related to Collections process for non-Digital Phone	8/11/2006	7/28/06 - Slipped due to other urgent priority projects	20 Archive		Yes	
Digital Phone MDU Installation Procedures	Ken	100%	Jennifer	Update Digital Phone Installation documentation for Field Technicians with MDU installation procedures. Update being completed for	8/25/2006	8/11/06 - Slipped due to urgent JV-related projects.	40 Archive		Yes	Sspecial update to the Installation Manual that will focus on installing Digital Phone in MDUs and the special issues regarding internal demarcation points in apartments and condos; delivered to SMEs for review week of 7/31.
Embarq Ads 7/26 Scan and Paste Up (x6)	Ken	100%	Jennifer	For B. Gilliam presentation for executive staff meeting	7/26/2006	7/28/2006	5 Archive		No	
Coyote Tracks Back End Reference	Ken	75%	Jesse		5/15/2006	8/18/06 - Coyote Tracks on Hold pending new developers.	80 Hold		No	SME Feedback collected and draft in process prior to TCR Review.; Draft to SME for review; spoke to J. Gilmore on 8/23 and he will look over draft ASAP.
Triple Play Order Entry Process Flow (ICOMS)	Ken	100%	Don	Create a process flow of the Digital Phone + Cable + High Speed Internet order in ICOMS.	6/2/2006		40 Archive		Yes	

Competitive Ads 7/31 Scan and Paste Up (x5)	Ken	100% 7/31/2006	Don	Scan and compose 5 competitive ads provided by team members on Monday morning	7/31/2006	3 Archive		No	
MTA Second Line Test	Ken	30%	Eric	Testing	5/31/2006	Archive		No	
BIS Call Center SharePoint site & sub-site creation	Ken	100% 3/13/2006	Richard	Create a new SharePoint site for Ike's BIS Call Center and sub- location for EST.	4/15/2006	Archive		Yes	Main and EST site on this project; Workforce Mgmt and other sites broken off to a new project. URL: http://cntpafs1. corp.local/sites/ cfdiv/bis/biscc/ EST/default.aspx
Digital Phone MDU Installation Document Research	Ken	100% 7/7/2006	Jennifer	Collect existing Digital Phone installation documentation from field Training and Field Ops.	7/14/2006	Archive		No	
PAC SharePoint resource site	Ken	100% 3/6/2006	Jesse	Create SharePoint site for PAC based on TEC site.	6/2/2006	Archive		Yes	URL: http:// cntpafs1.corp. local/sites/cfdiv/ Techsvcs/ pacteam/ default.aspx
Tech Services site & sub-sites	Ken	100%	Jesse	Create a new SharePoint site for Jesse's Tech Services, create locations for TEC, PAC and Commercial, then transfer TEC over.	8/25/2006	Archive		Yes	
BellSouth Ad 7/13 Scan and Paste Up	Ken	100% 7/13/2006	Jim F	Create digital paste-up of competitive advertisement for Voice Services.	7/13/2006	Archive		No	
ISS Change Process Flow	Ken	100%	Jim H	Create Visio- style Flows for ISS Change Process Request in several formats: plotter, Power Point, and Interactive Web layout.	7/7/2006	Archive		Yes	Jim Harris said on 7/12 (ish) that the items were just what he wanted. Attached email.
Recorded Sales Calls (Customer Support Call Center) Review	Ken	100% 6/7/2006	Mary K	Review recorded sales calls with Luz Rivera; ompile report of issues raised and opportunities for providing clarification to agents using current order entry tools.	6/13/2006	Archive		No	


Dedicated Access Engineering Guide Conversion	Ken	100% 7/13/2006	Mary K	Convert InDesign file to Word and edit for Mike Thompson. Provide Mike MS Word copy and other requested ancillary files (VISIO diagrams, etc.)	7/21/2006	Archive	Yes		
EST SharePoint resource site	Ken	100% 3/13/2006	Richard	Design, create and populate a site for EST to keep and share documentation.	5/12/2006	Archive	Yes		
Identify PAC docs	Ken	100% 3/6/2006	Jesse	Identify PAC documents that require rewrite or that should be added to current list	5/19/2006	Archive	No		
Digital Phone Install Guide -- Field Techs	Ken	100% 12/1/2005	Jennifer	Create a field guide for installing Digital Phone. Include ADPS installation.	4/14/2006	Archive	Yes		
Digital Phone Install Guide -- Authorization	Ken	100% 12/1/2005	Jennifer	Document the DP installation for Authorization, Include any ADPS material required.	4/14/2006	Archive	Yes		
Digital Phone Install Guide -- PAC	Ken	100% 12/1/2005	Jesse	Document DP installation for PAC team. Include ADPS material. May take more time to add ADPS.	4/14/2006	Archive	Yes		
Digital Phone Install Quick Reference -- Field Techs	Ken	100% 2/3/2006	Jennifer	Create a brochure to help contractors for Digital Phone remember key tasks and procedures to creating a great Digital Phone installation.	4/14/2006	Archive	Yes		
TEC Resources SharePoint Site	Ken	100% 12/1/2005	Jesse	Design, create and populate a site for TEC members to keep and share documentation.	1/20/2006	Archive	 Yes	Docs will initially come from existing documentation, then will begin to be revised and rewritten as requested by TEC team. Will serve as model for other SharePoint sites for Digital Phone.	Sunny McGugin (email attached): The team finds the site to be useful on a regular basis. Additionally, we are using it as a "New Hire" reference location for all new TEC team members...sort of a "one-stop-shopping" site. We have just recently completed major editing on all documents so the site should

Automatic DP Switch instructions	Ken	100%	1/24/2006	Jennifer	Provide the field and training with instructions on how ADPS will work.	2/9/2006	Archive	Yes	
ADPS Procedure Impact	Ken	100%	2/15/2006	Jennifer	Resource document to clarify how the new Automatic Digital Phone Switch (ADPS) will impact each department in the organization.	2/17/2006	Archive	Yes	
TEC Scenarios	Ken	100%	2/1/2006	Jesse	Create FAQ like scenarios to help TEC members navigate info.	2/27/2006	Archive	Yes	
SharePoint User Instructions	Ken	100%	1/12/2006	Mary K	Add page(s) with instructions for users to add and edit users, documents, announcements, and tasks to a SharePoint site.	2/28/2006	Archive	Yes	Put this in the TEC Archive, and then display it as web parts on other sites for other groups.
ADPS Report for J. Valdez	Ken	100%	3/27/2006	Jennifer	Pull all info on ADPS together for Jose Valdez.	3/27/2006	Archive	 Yes	
ADPS Visio diagram	Ken	100%	3/27/2006	Jennifer	Create Visio drawing for Jose Valdez.	3/27/2006	Archive	Yes	
ADPS and Alarms Test Data Report	Ken	25%	3/27/2006	Jennifer	Compile input from Field on Alarm Test	3/31/2006	Archive	No	
PAC Scenarios	Ken	100%	3/6/2006	Jesse	Create FAQ like scenarios to help PAC members navigate info.	4/28/2006	Archive	Yes	
Account Executive Procedures	Ken	0%	4/14/2006	Tom	Procedures and tools for Business Solutions Account Executives.	5/26/2006	Archive	No	
Installation Update for ADPS -- Field	Ken	100%	5/1/2006	Gary	Update Field Install doc with ADPS installation item.	5/16/2006	Archive	Yes	
Service Code Update -- Authorization	Ken	100%	4/26/2006	Jennifer	Update Authorization doc with Service Code and supply information to Training.	5/12/2006	Archive	Yes	
PAC Online Quick Reference	Ken	100%	4/17/2006	Jim K	A Visio-based ref turned into a web page	5/12/2006	Archive	Yes	
Scan Competitive Ad	Ken	100%	7/19/2006	Jim F	Scan and compose competitive ad from the Orlando Sentinel	7/19/2006	1 Archive	Yes	


contain not just pertinent information, but current, salient information as well.



Scan Competitive Ad	Ken	100% 7/30/2006	Jim F	Scan and compose competitive ad from the Orlando Sentinel	7/30/2006	1 Archive	Yes	
Scan Competitive Ads (x5)	Ken	100% 8/7/2006	Jim F	Scan and compose multiple competitive ads from the Orlando Sentinel	8/7/2006	5 Archive	Yes	
Security M&P: Annoyance/ Harrassing Calls	Ken	75% 8/8/2006	Jennifer	Security procedures for handling Annoyance / Harassing calls received by Digital Phone customers.	9/1/2006 - Delay in getting response from SME on this project. 9/20/06 - Put on Hold due to lack of response from SME. Warren Willis now handling project for sponsor. Will resume work when new information arrives	12 Hold	No	No response from primary SME since initially requesting information for this project on 8/14/06
Security M&P: Trap / Trace	Ken	10% 8/8/2006	Jennifer	Secuirty procedures for performing Trap / Trace on phone lines (related to Annoyance / Harassing calls)	9/1/2006 - Delay in getting response from SME on this project. 9/20/06 - Put on Hold due to lack of response from SME. Warren Willis now handling project for sponsor. Will resume work when new information arrives	12 Hold	No	No response from primary SME since initially requesting information for this project on 8/14/06
Speech Recognition Software Review	Ken	100% 8/14/2006	Mary K	Review speech-to-text software for possible use in collecting and transcribing JV conference calls.	8/14/2006	3 Archive	No	
JV Test Plan Timeline Slideshow	Ken	100% 8/14/2006	Eric	This Power Point slideshow details the revised timeline for the JV Test Plan phases and details	8/16/2006	16 Archive	Yes	Don to present slideshow at 8/21 C. Fenger Staff Meeting; draft required for 8/16 morning review; complete draft requested COB 8/16


ADPS Laminated Card	Ken	100%	8/17/2006	Jim F	Create a 2-sided laminated card for ADPS installation that can be distributed to field technicians across all sites within the division.	10/20/2006	9/22/06 - Draft delayed from 9/15 to 9/20. May need some extra time to revise after draft approval by SMEs	40 Complete		Yes	Discussed project with G. Walsh and D. Peterson on 8/18. At Mary K's suggestion, offering to re-purpose our Quick-install brochure. Met with G. Walsh on design and content 8/29; attempt to deliver draft by 9/15.	From: Clark, Mark A. Sent: Monday, October 09, 2006 10:28 AM To: Nuckols, Kenneth M; Walsh, Gary; Hanschu, John X. Cc: Fegan, Jim; Swanson, Mary K. Subject: RE: Consensus ADPS Wiring Diagrams (TII and DigiMAX) Perfect Ken: Nice Job! Mark A. Clark Sr. Director of Field Operations
MultiLine Digital Phone Documentation Update	7 Ken	10%	8/17/2006	Jennifer	Update Digital Phone installation / activation documentation to reflect new procedures required for multiline installation. This will impact field,	12/31/2006		In Process		No		
Vendor quote for printing updated Install document	Ken	100%	8/18/2006	Jennifer	Obtain quote from Kinko's for producing a quantity of the Digital Phone Install Guide for Field Technicians for the North site.	8/25/2006		4 Archive		No		
e911 Issues and Procedures Update	8 Ken	70%	8/28/2006	Jennifer	Update existing draft of e911 Issues and Procedures document	10/27/2006		80 In Process		No	Discussed existing draft with Dale Peterson on 8/28; requested his review and comments for areas that need re-work by Friday, 9/1.	
BHN / UCF Football Schedule and Tracking poster	Ken	75%	9/8/2006	Sara B.	Create a poster to promote the Bright House Networks stadium at UCF that lists the football schedule and tracks the team's performance through the season. Also use advertising with dual logos (UCF and BHN and BHN Stadium).		Putting on hold. MKS	8 Hold		No	Taking a draft to share with Sara Brady on Monday 9/18.	
Knowledge Base Article Guidelines (Revision)	Ken	100%	9/18/2006	Brian W.	Revise submission guidelines provided by Brian.	9/20/2006		8 Archive		Yes		



Metro WiFi Guide Rewrite	Ken	100%	9/18/2006	Lee V.	Rewrite the October 2005 Metro Wireless guide to reflect new login procedure, new platform, and new pricing/support model (version 2.0).	11/3/2006	10/27/2006 - Delayed due to slow response by IS to install needed software drivers	40 Complete	Yes	Met with Lee on 9/25. This project will be a complete re-write with new screenshots.
ADPS Use Expanded to all Ported Orders	9 Ken	90%	9/25/2006	Jim F	Directive from C. Fenger to expand use of ADPS to all orders involving a ported number-- whether DP only or part of a combo.	11/17/2006	11/17/2006 - Waiting for meeting with all site representatives to discuss a consensus wiring plan for the TII ADPS device across all sites.	20 In Process	No	This will involve revising procedures for field and Authorization and possibly PAC. Main work will be completing a consensus install procedure for TII ADPS device.
Telecom Avaya Conference Phone Documentation	Ken	100%	9/28/2006	Bill	Create instruction sheets for Avaya conference phones for five locations: Division (Central), Daytona (North), Melbourne (East), Group Florida, and News 13. Work with Marci Lenox in Rob Lowe's group on this.	10/27/2006		Complete	Yes	
Telecom Videoconference Equipment Documentation - Collaboration Conf. Room	Ken	100%	9/28/2006	Bill	Create reference guide for Polycom ViewStation teleconference equipment for the Collaboration Conference Room at Keller Road. Work with Marci Lenox in Rob Lowe's group on this.	11/17/2006		In Process	No	
Mobile Wireless Opportunities in the Cable Industry	Ken	100%	10/26/2006	Don	Attend online seminar and report about trends in the industry to the group	10/31/2006		4 Complete		No
October 13 Sprint Statement for JV Project	Ken	100%	11/9/2006	Eric	Scan the 49-page Sprint Statement and convert to PDF for electronic storage.	11/9/2006		4 Complete		No

Telecom Videoconference Equipment Documentation - Division Conf. Rooms (x2)	Ken	50% 9/28/2006	Bill	Create reference guide for Polycom ViewStation teleconference equipment for two conference rooms at Division Headquarters in Maitland. Work with Marci Lenox in Rob Lowe's group on this.	11/27/2006	16 Complete	No	"This is great!" - Marci Lenox email 11/27/2006
Telecom Videoconference Equipment Documentation - North Division Conf. Room (Daytona)	3 Ken	50% 9/28/2006	Bill	Create reference guide for Polycom ViewStation teleconference equipment for the conference room at the North Division office in Daytona. Work with Marci Lenox in Rob Lowe's group on this.	12/1/2006	16 In Process	No	
Telecom Videoconference Equipment Documentation - East Division Conf. Room (Melbourne)	4 Ken	50% 9/28/2006	Bill	Create reference guide for Polycom ViewStation teleconference equipment for the conference room at the East Division office in Melbourne. Work with Marci Lenox in Rob Lowe's group on this.	12/8/2006	16 In Process	No	
Telecom Videoconference Equipment Documentation - News 13 Conf. Room (Downtown Orlando)	5 Ken	50% 9/28/2006	Bill	Create reference guide for Polycom ViewStation teleconference equipment for the conference room(s) at News 13 headquarters in Downtown Orlando. Work with Marci Lenox in Rob Lowe's group on this.	12/15/2006	16 In Process	No	
Telecom Videoconference Equipment Documentation - Group Florida Conf. Room (Downtown Orlando)	6 Ken	50% 9/28/2006	Bill	Create reference guide for Polycom ViewStation teleconference equipment for the conference room(s) at the Group Florida offices in downtown Orlando. Work with Marci Lenox in Rob Lowe's group on this.	12/22/2006	16 In Process	No	


Telecom Videoconference Equipment Quick Ref. Sheet	Ken	100% 11/17/2006	Bill	Create quick- reference set-up guide (1 sheet) for the Polycom ViewStation units in various locations.	11/27/2006		4 Complete	No	"Great job!" - Marci Lenox email 11/27/2006
Security Policy Draft: Charging for retrieving Customer Call records	7 Ken	5% 12/1/2006	Jennifer	Work with Monica Ojeda to draft a policy for what to charge customers for retrieving detail call records when there is a non-emergency situation (customer does not need for a police investigation).	12/22/2006		8 In Process	No	
Sprint JV: Unsubscribe from Sprint TV Live	Ken	100% 12/4/2006	Eric	Work with BHN Mobile Call Center Reps to unsubscribe from Sprint TV Live service	12/4/2006		1 Complete	No	
Sprint JV Handset Features Matrix	5 Doug	50% 7/6/2006		A single-sheet matrix comparing the available features and support capabilities - for the four proposed soft launch handset devices - for Sprint JV applications. Partially completed by Doug and delivered 7/6 at 50%. My job is to create a pretty PDF.	10/13/2006	Got waylaid by Sprint JV necessities.	In Process	 Yes	
Sprint JV Product Test Checklist - Voice Mail	2 Doug	25% 9/1/2006	Don	A multipoint checklist - based on proposed voicemail service -to be used by Sprint JV product test participants	10/27/2006	8/25/2006: Voicemail application not releades to test group until first week of August 2006.	30 In Process	No	
Sprint JV Product Test Checklist - WAP Portal	3 Doug	10% 9/1/2006	Don	A multi-point Checklist - based on proposed WAP portal applications - to be used by Sprint JV product test participants.	10/27/2006	8/11/2006: WAP not ready for phone testing until first week of September 2006.	35 In Process	No	


Sprint JV Product Test Checklist - MSOTV	Doug	0% 9/1/2006	Don	A multi-point checklist - based on proposed mobile TV application - to be used by Sprint JV product test participants		8/18/2006: MSOtv application delayed until EOM October 2006. 9/18/2006: MSOtv application delayed indefinitely.	35 Hold	No		
Billing Statement Modification	Doug	10% 8/18/2006	Don	BHN employee has suggested that 24/7 customer service number be imprinted at bottom of BHN billing statement. The work to "get this done" has been given to me...		9/15/2006: The billing modification suggestion has been placed on hold pending the finalization of the "new" billing statement being designed for the Mobile Access project. Old target: n9/29/2006.	8 Hold	No	Final billing statement format isn't due until after the New Year (2007).	
Sprint JV Test Population Orientation	Doug	100% 9/8/2006	Eric	design and present tester orientation information.	9/29/2006	8/11/2006: Responsibility for orientation of tester population transferred to Human resources, marketing and Training.	15 Archive		Yes	Designed and prepared an orientation syllabus and delivered aame to sponsor.
Handset: Flight Map	Doug	100% 5/28/2006	Don	Handset menu map for Sprint JV services and products; focus on call center technician and product user. One guide for each handset offered. Avoid copying operator manuals and user guides, focus on service content (i.e., mobil TV) and how to navigate through system	8/4/2006	6/15/06: handset content has been re-designed at JV level; need to re-design BHN document to match new screen shots from JV design group 7/21/06: Content of handset guide has been added to "new" product testing document; this project no longer sponsored.	Archive		Yes	Handset guide rolled up into another project related to product testing; material as completed has been incorporated into new product.

Systems Requirements Specification Template	20	Doug	100%	8/1/2006	Ike	Document template(s) used to define systems requirements, identify SMEs and POCs for project, assign tasks from within the listed requirements, and standardize the process of defining the deliverables associated with a system requirements "declaration"	8/31/2006	8/25: Systems requirements document placed on hold while BHN Sprint JV test program web site support work was planned, and completed.	80	Archive		Yes	The original concept of a single systems requirements document has been replaced due to a recognition that a separate systems requirements document is needed for each new project. The current document is being tailored to meet internal BHN Sprint JV systems requirements for the test group web site.
Sprint JV History		Doug	100%		Don	Executive Summary 2006 - Where the JV team has come from, where it is now, and it's future direction	7/14/2006			Archive		Yes	
Contact List		Doug	100%		Don	List of BHN Sprint JV team and contact info	7/14/2006			Archive		Yes	
Visio to "Word.doc" Conversions		Doug	100%	6/7/2006	Don	Create "Word.doc" versions of existing/future Visio documents uploaded to the BHN Sprint JV Sharepoint site	7/14/2006			Archive		Yes	
Re-Structure Sprint JV SharePoint Site		Doug	100%	4/26/2006	Eric	Eric Create a more intuitive and userfriendly Sharepoint site for BHN Sprint JV Project Team	6/9/2006			Archive		Yes	
SharePoint User Guide		Doug	100%		Eric	Write and post orientation handbook for BHN Sprint JV Sharepoint site; provide users with site familiarization and suggestions on how to effectively use site tools	6/16/2006			Archive		Yes	
Handset Data Review		Doug	100%		Don	Review available user guides for selected Sprint JV handsets; identify information "gaps" associated with products/services provided through JV, and develop information to fill these gaps	7/31/2006			Archive		No	

"Screen Scrape" Documents	Doug	100%	6/7/2006	Ike	Create, write, and post "Call center "screen scrape" data from ICOMS, DPOMS, Premiere, ePort, etc. for use by SSTs in handling Quad Play calls/ customers	7/14/2006		Archive	Yes		
CARE: Sharepoint Site	Doug	100%		Ike	Develop and maintain existing CARE Sharepoint site	6/16/2006		Archive	Yes		
ICOMS Systems Requirements: Sprint JV	Doug	100%		Ike	Outline identified systems requirements to support addition of wireless service to current catalog of services supported in ICOMS; disseminate to CARE; post to CARE Sharepoint	6/30/2006		Archive	Yes		
Sprint JV Documentation Project Plan	Doug	100%	4/12/2006	Mary K	Prepare general document plan - providing development guidance for first six months of work - for the Sprint JV project.	5/12/2006		Archive	Yes		
Handset User Guide	Doug	100%	4/26/2006	Don	Brief explanation of handset features - by handset - and description of mobile TV, Email, etc. operation for user	7/3/2006	8/25: The majority of planned applications for the handsets involved in the JV have not been developed to a point where a descriptive publication of the individual applications can be developed.	Archive		Yes	Handset guide is being incorporated into the Mobile Access Playbook document.
Process Diagram: Quad Play "order to Bill" Activities	Doug	0%	5/18/2006	Ike	Visio product illustrating CARE-centered order to bill process flow	8/25/2006	8/25: project cancelled by Ike Ahmed.	Archive		No	The project concept has changed. The new deliverable includes multiple single page flow charts focusing on individual steps within known process areas.
Sprint JV Doc organization chart	Doug	100%	4/12/2006	Mary K	Chart of the BHN/Advance Newhouse members of the Sprint JV.	6/16/2006		Archive	Yes		

Care Training Needs Presentation	Doug	100%	4/26/2006	Ike	Concise PowerPoint package (3-5 slides) describing Care M&Ps for addressing training needs created by Sprint JV	4/28/2006		Archive	Yes			
Instructional Systems Designer Requirements	Doug	100%	4/26/2006	Ike	Review & strengthen job description for instructional systems designer/ curriculum developer for Care JV training needs	5/2/2006		Archive	Yes			
Convergence Glossary	Doug	100%	4/19/2006	Mary K	Glossary of terms used in the JV.	5/26/2006		Archive	Yes			
CARE Sharepoint site	Doug	100%	6/7/2006	Ike	Create, develop, and maintain Care Sharepoint site	6/16/2006	10	Archive	Yes	Care sharepoint site delivered on June 16; continuing maintenance conducted on a daily basis.		
BHN Sprint JV Sharepoint Guidebook	Doug	30%	6/5/2006	Don	Overview document of the BHN Sprint JV Sharepoint site; designed to provide users with quick familiarization and suggestions for effective use of site	7/7/2006	8/25:	project cancelled by sponsor.	48	Archive	No	
CARE Sharepoint Site Map	20 Doug	0%	6/19/2006	Ike	Create site map for Care Sharepoint site		8/25:	Delivery requirements established for high priority Sprint JV projects crowded this project out of schedule.		In Process	No	Project deliverable still required by sponsor.
Sprint JV FAQs	50 Doug		6/5/2006	Don	Sharepoint list of internal and external frequently-asked questions regarding Sprint JV project		9/15:	Sponsor still wants deliverable, but priority is too low to allow work on it while more pressing BHN Sprint JV projects are being "worked."		Continuing	No	Try to have FAQ page on Sharepoint site by EOM September 2006
Sprint Support Summary	Doug	0%	6/7/2006	Don	A summary of expected/agreed-to Sprint support activities regarding BHN Quad Play project	6/16/2006	8/25:	Project cancelled.		Archive	No	
BHN Use-Case Scenarios Catalog	Doug	0%	6/7/2006		Create BHN Use-Case Scenarios catalog and post to appropriate Sharepoint					Hold	No	

BHN Wireless Support Use Case Scenarios	Doug	0% 5/24/2006	Ike	Catalog of current BHN Use Case Scenarios	8/25: Project cancelled.	8 Archive	No	There are no BHN Use Cases to catalog.
BHN IT Quad Play Process Flow	Doug	0% 6/12/2006	Mary K	Visio document illustrating IT support for BHN/ Sprint JV product and services	8/25: Project cancelled	Archive	No	The support for detailing IT functionality within the the JV project does not exist. All focus is on the test program, it's operation, and the necessary support tools for that specific project aspect.
CARE: Methods & Procedures (Sales) documentation	Doug	0% 6/7/2006	Ike	Create and post (To BHN Care Sharepoint) accurate and complete set of M & Ps for Sales	7/31/2006	Archive	No	
BHN IT Service Code Requirements List - Sprint JV	Doug	0% 6/19/2006	Mary K	IT Service Code Requirements	8/14: The project is cancelled	2 Archive	No	There is no support within the BHN JV group to detail this aspect of the project. Any code information is expected to be "borrowed" from TWC.
Handset technician Guide	Doug	0% 4/26/2006	Don	Brief overview of handset features and operations for technician	8/25: The deliverable for this project is being "rolledup" into the Mobile Access playbook and the Test Orientation project.	120 Archive	No	
Care: Quad Play Methods & Procedures	Doug	0% 5/24/2006	Ike	Preparation of Care/Sales M & Ps related to Sprint JV (Quad Play) product and services	8/18/2006	100 Archive	 Yes	The M & P documents being used by BHN are Sprint-owned and managed. Approximately 58 M & P documents created by BHN during 6-7/2006 are still carried on the BHN Sprint JV Care site; all others are Sprint owned and managed.

BHN "Quad Play" Technical Support Summary	Doug	10%	6/7/2006	Ike	Overview document outlined technical support requirements for the BHN "Quad Play" project	8/18/2006	8/21; The technical support criteria has not been completed by the Sprint JV parent group. 9/18: The technical support deliverable for this project has been "rolled up" into the Mobile Access Playbook.	60 Archive	No	
CARE: Quad Play Use Case Scenarios Catalog	Doug	0%	6/2/2006	Ike	Prepare catalog of existing CARE Use Case Scenarios related to Quad Play (Sprint JV); prepare inventory of new use case scenarios as prepared	6/30/2006	8/25: There are no developed use case scenarios for the Sprint JV project.	15 Archive	No	Project canceled due to lack of sponsorship involvement.
Process Diagrams: Use Cases	Doug	10%	6/7/2006	Ike	Complete Visio-based process diagramming of all BHN use cases	6/26/2006	8/30: There are no use cases; no process diagrams can be created.	8 Archive	No	
CARE: Methods & Procedures (Billing) Documentation	20 Doug	30%	6/7/2006	Ike	Create and post (to Care Sharepoint site) accurate set of M & P documents related to BHN billing activities		8/31: Billing process has not been developed. 9/5/2006: The billing process may not be completed until EOM September 2006. 9/18: No billing process detail available.	In Process	No	
CARE: Methods & Procedures (Technical Support) Documentation	Doug	100%	6/7/2006	Ike	Create and post (to Care Sharepoint) accurate set of M & P documents related to BHN technical support	9/8/2006	8/31/2006: Project to prepare Methods and Procedures documents - as BHN-owned documents - canceled; existing documents accepted and transferred to CARE Sharepoint site.	65 Archive		Yes
CARE: Methods & Procedures Catalog	Doug	100%	6/7/2006	Ike	Create and maintain (on Care Sharepoint) an accurate and complete catalog of existing BHN M&P documents	8/11/2006		Archive	Yes	The BHN M and Ps Catalog is in place on the CARE Sharepoint site. It has been revised three times since it's original placement.

CARE: Sales "Quad Play" Playbook	1 Doug	50% 6/7/2006	Ike	Create and post (to Care Sharepoint) a playbook related to BHN operations in Quad Play project implementation, testing, and operations/ maintenance	12/29/2006	In Process		Yes
BHN Methods and Procedures Catalog	20 Doug	0% 6/7/2006		Create and post a catalog of existing M & Ps for BHN and post to appropriate Sharepoint		In Process		No
Project Plan Update Model/Template	Doug	100%	Eric	Create a model of and templates for a weekly Sprint JV project plan update.	5/19/2006	Archive		Yes
JV Templates	Doug	100%	Mary K	Template for the BHN/ Sprint Joint Venture	5/31/2006	Archive		Yes
Use Case Catalog	Doug	0% 7/12/2006	Ike	Catalog of existing Care/ Sales Use Case Scenarios	8/25/2006: Use case documents are not being produced by BHN during the Soft launch and Market Launch phases of the Sprint JV project.	Hold		No Use case documents haven't been developed by any of the partners save Sprint; BHN will not produce separate documents until TWC creates a library.
Care Process Diagrams	20 Doug	25% 8/4/2006	Ike	Create Visio-based Care process diagrams based on use case scenarios	8/30/2006: The process diagram concept originally described for this project has changed. New version involves the creation of a book of process diagrams related to each identifiable task group in the CARE/Sales area	120 In Process		No
CARE: Sales Quad Play Playbook	20 Doug	30% 8/4/2006	Ike	Write and post BHN Care Sprint JV Playbook for use in Sales/ Billing/IT activities	9/8/2006: BHN Sprint JV test group priorities have pushed out the process dates for this document, and will continue to do so through January 2007.	In Process		No

(Items 1 to 200) Next ▶