ESO Project Weekly Status 02/11/2019

Project Status Description: Enhanced Service Order team is staffing team with technical lead, developers and UX designers. Also, the team is scheduled for training and is handling small task assignments. Finally, significant results were reported from fixing Pending Customer flags.

**Weekly Accomplishments:** Work Orders were approved.

Received statistics for MO Pending Customer flags: 33% increase Self-Service for January 2019. 103% decrease of red flags.

Received statistics for ILL Pending Customer flags: 28% increase for Self-Service connects for January 2019.

Both sets of statistics are results after fixing Pending Disconnect Flags for the Connect Orders.

**Next Significant Activities:** Agile Mobilization is scheduled for 2/26/2019 – 3/1/2019.

Team Jira Training is scheduled for Tuesday, 2/12/2019, offsite.

Sprint 0 is scheduled for 3/4/2019 – 3/8/2019.

