From:	Roper, Janel (SAO)
To:	Wilson, Raylene (SAO); Rose, Al (SAO)
Subject:	RE: Case CS0125231 comments added
Date:	Thursday, July 25, 2024 10:57:06 AM
Attachments:	image001.png image002.png

Looks great – thank you for all of your work on this Raylene.

And to both of your for your communication with the managers today – very helpful!

From: Wilson, Raylene (SAO) <wilsonr@sao.wa.gov>
Sent: Wednesday, July 24, 2024 12:54 PM
To: Rose, Al (SAO) <rosea@sao.wa.gov>; Roper, Janel (SAO) <janel.roper@sao.wa.gov>
Subject: FW: Case CS0125231 comments added

I am going to let Jason know that he can close the ticket unless either of you disagree.

Thanks,

Raylene Wilson
Legislative and Records Manager
Office of the Washington State Auditor
(564) 999-0810 | www.sao.wa.gov
Legislative | Legal | Records

From: WaTech IT Services <watech@servicenowservices.com>
Sent: Wednesday, July 24, 2024 11:04 AM
To: Wilson, Raylene (SAO) <wilsonr@sao.wa.gov>
Subject: Case CS0125231 comments added

WaTech
Washington Technology Solutions

Case #: CS0125231

Short Description: SAO Teams Chat Retention Change Request - 30 Days

Priority: 4 - Low

Click here to view the case: LINK

Comments:

2024-07-24 11:03:58 PDT - Jason Beers Additional comments
SAO has been removed from the 7-Day policy. As discussed, this can take up to 30 days to be distributed to all mailboxes but should only take a week or so. Now that all the necessary actions are complete, is it ok to close the ticket or would you like to keep it open for 30 more days?

2024-07-11 08:38:01 PDT - Jason Beers Additional comments
Just sending the weekly update. No change in status, all is progressing as expected. We are still on track to remove SAO from the 7-day policy on 7/24.

2024-07-05 07:05:26 PDT - Jason Beers Additional comments
Just sending the weekly update. No change in status, all is progressing as expected.

Thank you,
WaTech Support Center
360-586-1000 or 1-855-928-3241

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Ref:MSG1460316_KsCBmerqyh7IDsp8Y9Ar