

IT Service Management Committee

April 20th, 2021

Meeting Attendees: Mike Dunham, Mayura Patel, Hannah Steighner, Thom Mattauch, Melvin Denwiddie, Timbre Hornsby, Sam Kennedy, Kena Fauntleroy, Colleen Bishop,

Introductory Items:

Items in Progress:

- Cherwell Upgrade:
 - Upgrade is scheduled for 7:30pm Wednesday April 21st, 2021
- Asset Management:
 - Met with Avante for demo and had promising response to the demo.
 - Demo is available here:
<https://drive.google.com/file/d/1FOuHYH0srwiK6bcs3q9jSdVtNKRdJCMD/view?usp=sharing>
 - [Requirements List](#) in progress
 - Hannah and Thom to meet Wed April 28th to draw up project plan.

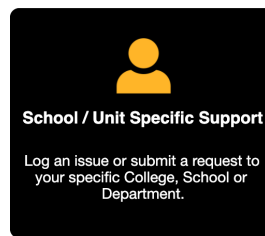
New Items to discuss:

- Ability to exclude changes to the daily change notification.
- End user email template changes (Suggested by Melvin in SOM meeting)
 - Melvin can expand on what his users are requesting but in general this is to just modify the email template to make it more user friendly.
 - From engineering: Email template changes from School of Engineering:
 - “I was wondering if it was possible to be able to edit new notifications emails. In the subject line, it would truly help if there was the name of the requested, (full or eID), and just a snippet of the content? Or be able to move the body of the ticket to the top?”
 - Create committee of technical users to discuss improvements to email template
 - Potential members:
 - SOM
 - DS
 - AT (MSS, LCC and LS)
 - Campus Card
 - ITSC
- Survey to team managers to get feedback
- For April Meeting, Set date for committee meeting and discuss membership options.

New items to be voted on:

Tabled until later in the spring:

- IT Customer Portal Redesign (Much will be tabled until later this spring):
 - Currently working on the following:
 - Cleaning up categories to more logically categorize items in the catalog based on survey feedback.
 - Reducing the overall number of categories and configuration items
 - Will be creating a focus group later this spring to collect more information from users. This would be for end users not for technicians.



- update to say “School/Unit Specific IT Support” - Voted yes and will be updated. Done

Future Items:

- Service Mapping of the CMDB
- IT Notifications/Alerts - replacing TS Status for more robust IT alerting
- Knowledge Management***
- Tabled for down the road:
 - IT Project Management
 - Security Management (Governance, Risk and Compliance, Security Incident Response Management, GDPR Management)
 - AI/Chatbot