IT Service Management Committee
April 21st, 2020

Meeting Attendees: Joel Browning, Steve Kuchta, Sam Kennedy, Megan Wood, Brian Canaday, Mike Dunham, Mayura Patel, Colleen Bishop, Keith Deane, Tambre Hornsby, Thom Mattauch, Hannah Steighner

Introductory Items:

● Review Agenda
● April 14th ITSM Forum
  ○ 75 participants
  ○ Recording and Chat Transcript available and will be posted to ITSM website

Items in Progress:

● Email Notifications:
  ○ Encountered an issue that tickets on “hold status were sending breach notices to managers --- Fixed
  ○ On Hold action -- now sends email notice to customers.
  ○ Adding Note action -- provides tech the ability to send out note to customer and make public in customer portal

● Analyst Dashboard Updates:
  ○ Still a work in progress.
  ○ Plan is to have techs provide suggestions at next ITSM Forum in May

● HR Case Management:
  ○ Still planning on June 1 development completion
  ○ Awaiting on HR to confirm their final roll out date
  ○ Had first look at development and it's coming along
  ○ Banner integration in progress to pull additional HR specific customer data fields.
  ○ Categories are finished.
  ○ Group membership is in progress.
  ○ Next steps: Knowledge, Customer Portal

● Communicating Improvements to IT Community
  ○ ITSM Committee Website:
    ■ In progress

● School of Medicine
  ○ SOM Application Services categories are live
  ○ Other units currently developing their categories
  ○ Also collaborating with Joel Browning and team to develop Knowledge integration in Cherwell sandbox

● Email Listeners:
As of June 15, 2020 will not be able to create any more NEW email listeners due to changing IMAP requirements in Google—all existing listeners that are set up will continue to function until Feb. 15th all email listeners will cease functionality.

- Will not be able to implement a work around until we upgrade to later version (10.1)—by end of 2020.
  - *Steve suggested we look into setting up some generic listeners to have on hand in case someone needs a new one between June and Feb...will look into.*

Customer Surveys

- Changes implemented:

  ![Customer Survey Image]

  - **Major Incident:**
    - Changed so that only incidents with impact/urgency of level 1 can be labeled "Major Incident"

  - **New Items:**
    - Trying to fix search functionality issues with vendor on Service Catalog (if possible).
      - Once we have a clearer direction on how to fix the search functionality we can then add on the additional college/school/units to the catalog.
    - **Survey results:**
      - Looking at creating a new Manager role to allow managers to see team survey dashboards.
      - Analysts would only see their own surveys.
- Team will look into adding a survey link for analysts into analyst dashboard rework.
  - Working with Qatar to add as analyst users.

Other Feedback:
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Future Items:
- Need formal vote on order of future integrations:
  - Asset Management and CMDB - Next up
  - 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

Other Items:
- Colleen will set up a meeting with AltLab to go over usability from the Portal