IT Service Management Committee
April 21st, 2020

3**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:

- ● 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:
- ●

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