

IT Service Management Committee

August 17th, 2021

Meeting Attendees: Mike Dunham, Bill McCormick, Kena Fautleroy, Mayura Patel, Melvin Denwiddie, Sam Kennedy, Scottie Wylie, Steve Kuchta, Tambre L Hornsby, Colleen Bishop

Introductory Items:

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Items in Progress:

- Asset Management:
 - Project Update
- End User Email Template Changes
 - Committee Update
- Enhanced Dashboards
 - Executive Level Dashboard
 - Change Management Dashboard
 - Teams View Dashboard
- Extending Change Management outside of TS

New Items to discuss:

- Cherwell Admin Position Hiring
- Next process in pipeline -

New items to be voted on:

- Next process in pipeline
 - Knowledge - 8 votes
 - SLM - 0

Future Items:

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

Add agenda link to meeting invite.