IT Service Management Committee
February 18th, 2020

Meeting Attendees:

Introductory Items:
- Review Agenda
- Welcome Guests - Jeff Lodge and Kyle Whitlow, College of Health Professions

Items in Progress:
- Change notification email status
    - [Start/end dates added for recently approved changes](#)
    - Currently subscribing all Cherwell analysts; will send notice to TAC/TUG to give option for others to subscribe
        - *This is almost ready to go, Thom waiting on LDAP group issue to be fixed by Collaboration Services. Once ready he will send notice out to analysts/TAC/TUG about new change digest.*
- Google calendar subscription for change calendar
    - Avante can build out, awaiting cost breakdown.
        - *Tabling this for now since we have a lot of other items going on.*
- Technician Assignment Information
    - [Technician assignment information added in action "Email Requested By"](#)
    - Mail history in customer portal
        - By default turned off
        - *Committee voted to go towards a model where all Journals and Audit/History entries are by default public on customer portal, with the option for a journal entry to be marked private if needed on the technician side.*
    - Technician assignment information in customer portal - Tambre currently configuring.
- Analyst Dashboard Updates
    - Currently mocking up a few analyst dashboard capabilities that we can put out to analysts to vote on which ones they like.
        - Reviewing how to better display Major Incidents, Problems, etc.
- Macros for Canned Responses
    - Functionality created, currently testing with IT Support Center
    - Technicians will be able create service request for department specific macros
    - Request process and roll out communications in progress
- Task automation

- ○ Tambre is currently working on one ticket for this request and will use this to confirm the process.
  - ○ Look into ways to advertise to analysts how they can request setting this up for their categories
- ● Service Level Management
  - ○ On backburner for now
  - ○ *Committee decided on taking this off the list for now and re-adding back if there is interest in this from the IT community in the future. Will be removed from next meeting agenda.*
- ● HR Case Management
  - ○ June 1 system build complete by TS/Avante; still planning a timeline to roll out of the product for use with HR.
  - ○ Avante is starting development this week and we will be getting categories and customer data information finalized by beginning of March
    - ■ Requiring a Banner integration to pull employee eClass information; meeting scheduled with TS Administrative Systems.
  - ○ Part 2 will be Knowledge integration in March (most likely going with out of the box solution versus ComAround).

New Items:
- ● Communicating Improvements to IT Community
  - ○ ITSM Committee Website
    - ■ Post ITSM meeting minutes
    - ■ CSI Register to post bug fixes and other small improvements
    - ■ Send out monthly updates to IT Analyst community/TAC/TUG
  - ○ Monthly report out to TAC on progress/updates
- ● ITSM Monthly Open House
  - ○ Virtual monthly open house with ITSM team where we cover new changes to system, retrain on one functionality item, and then open session time for Q and A and improvement suggestions.
  - ○ Sessions will be recorded and available for review on Kaltura
  - ○ *Jeff Lodge has offered to host first open house on MCV campus location.*
- ● Customer Surveys
  - ○ Confusion on what analyst surveys are scored for
    - ■ *Committee suggested we rework question #3*
  - ○ Looking into different survey options - discuss in meeting.
    - ■ *Addition of analyst name to survey link in email, as well as analyst name on survey form to clear up confusion with customers as to who they are rating.*
  - ○ Add this to training schedule for ITSM Monthly Open House
- ● School of Medicine
  - ○ SOMTech was looking at procuring their own ticketing product (Deskpro), but we are working with them to keep them on Cherwell.

- ○ Going to be adding a category to the catalog called "School and College Support" and try to highlight this so that it's easier for customers to locate. All departmental IT will then have their own category sections to have unique categories for their needs.
  - ○ SOMTech also desires having Knowledge integration sooner than later, so we are working with them to see how to make this possible with current resource constraints.
- ● New Feedback
  - ○ *Major Incident Workflow: setting guidelines/rules on what constitutes a major incident, the major incident workflow in the tool, and training IT analysts on this.*
  - ○ *Service Catalog--need to look into ways of making it easier for customer to navigate.*

Future Items:
- ● Asset Management and CMDB
- ● Knowledge Management
- ● IT Notifications/Alerts - replacing TS Status for more robust IT alerting
- ● IT Project Management
- ● Security Management (Governance, Risk and Compliance, Security Incident Response Management, GDPR Management)

Other Items:
- ● School of Medicine committee membership
  - ○ Committee was in agreement that we need someone from SOMTech. Steve Kuchta was specifically mentioned as a good selection.
    - ■ *Hannah will follow up with Weis to discuss.*