

IT Service Management Committee

January 19th, 2021

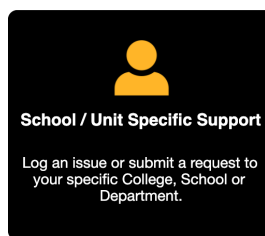
Meeting Attendees: Mike Dunham, Colleen Bishop, Thom Mattauch, Mayura Patel, Steve Kuchta, Tambre Hornsby, Keith Deane, Melvin Denwiddie, Sam Kennedy, Kena Fautleroy

Introductory Items:

- Change in SOM representation.

Items in Progress:

- Cherwell Upgrade:
 - Tested in development during month of December
 - Testing continues and we will be announcing the date of the upgrade after testing completes
- Asset Management:
 - Met with the Asset MGT Committee before break.
 - Committee is reviewing the Requirements list that is listed below and when we reconvene at our next meeting we will be fine tuning the list.
 - [Requirements List](#) in progress
 - Once requirements are set, we will set up a kick off meeting with Avante who will be assisting with this roll out.
- 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” -
This needs a vote

New Items:

- Technician notifications
 - When a technician who is not the ticket owner adds a note to a ticket, it should be marked as unread and generate an email notification to the ticket owner
 - Done

Other Committee Feedback To Be Voted On:

- From Academic Technologies: Cherwell feedback (come up with a "wish-list" of things that we would like-functionality changes by vcu or the vendor)
 - Request the auto-logout time to be lengthened to minimum 1 hour, prefer 4 hours or all day.
 - 45 min or 1 hour present to ITSM Committee (this could impact our license usage, so recommendation is if we do vote for this, that we begin with a 45 min timeout and evaluate the impact on license usage)
 - Reach out to Avante to discuss purchase of additional licences.
 - Can we do one at a time or do we have to purchase blocks of licenses.
 - Change assignment notes - when assigning a ticket to another person/group the user should be prompted to input the reason they are reassigning to the new group.
 - ITSM Committee vote - Approved, for us to investigate
 - Default teams under certain entities. (For example, the School of EDU only has one "team", so when you change the entity to school of education, you still have to select the team, of which, there is only one option "ITS". Also, School of Medicine has many sub teams, but usually it will get assigned to SOM Client Services first)
 - This would be challenging at best and we can get more value out of other improvements.
 - Not approved
 - Some clearer way someone can find "not found" in a list of buildings/room numbers. Such as when you enter text in the "other" location box, it will nullify the required Location Building/ Room fields.
 - Follow up with AT to see what this is
 - More clear way how something can be created as a Major Incident.
 - Follow up and explain the MI process
 - I would like it to stop sending me daily emails regarding Cherwell changes that don't apply to me. I try to unsubscribe and they say I'm not subscribed but I think it's some blanket list and I'm getting emails for everyone in IT.
 - This will change once services are mapped. This is just a workaround at this point
 - Ability for users to create custom report configurations
 - Future enhancement with future upgrade
 - Discuss in Feb ITSM Meeting.
 - Ability to create a direct link to ticket form.
 - Pending other request

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