

IT Service Management Committee

January 21st, 2020

Meeting Attendees: *Keith Deane, Brian Canaday, Colleen Bishop, Mike Dunham, Mike Talley, Sam Kennedy, Tambre Hornsby, Thom Mattauch, Megan Wood, Hannah Steighner*

Introductory Items:

- Review Agenda
- Review [Previous Meeting Actions and Deliverables](#)
 - Change notification email status
 - Start/end dates for recently approved changes
 - Google calendar subscription for change calendar
 - Follow up with Steven

Discuss Cherwell In Production:

- Review Overall Status -
 - Incident/Request/Problem/Change
 - Customer portal w/ service catalog
 - Unclear technician/group assignment on customer side.
 - Look into presenting assignment information in both customer portal as well as email notifications.
 - Include audit/communication history as well.
 - Include technician name in sent emails from technician.
 - Analyst portal and functionality
- Currently addressing bug fixes and other small improvement requests.
 - Look into means of displaying current problems and updates, etc.
 - Adjusting analyst dashboard so that it is more informative of team versus universal problems/incidents/etc.
 - Talk to Steven about MBU based Announcements/Major Incidents on Customer Portal

Discuss future ITSM development

- HR Case Management - currently in scope as next step
 - SOW approved
 - Scope includes HR Request Fulfillment, Knowledge and Customer Portal
 - Target launch date of May (pending start of engagement)
- Further Cherwell Development that will be needed after go-live:
 - Advanced forms and routing (continuing)
 - Folks can put tickets in to request additional form fields for specific categories.
 - Need prioritization: (priority voted in meeting, in order below)

- One-Steps for “Canned responses”
 - Process Automation - Task automation
 - Service Level Management - Unique Service Level Targets
- Other Development That Needs Prioritizing/Scoping
 - 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:

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