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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