

IT Service Management Committee

June 15th, 2021

Meeting Attendees: Mike D, Mayura P, Tambre H, Kena F, Melvin D, Scottie W, Bill M, Colleen B, Hannah S, Sam K,

Introductory Items:

Items in Progress:

- Asset Management:
 - Project Charter created and signed off by Alex and Sam
 - Portman Link: <https://portman.vcu.edu/browse/show/356>
 - Show's Trello activity to track progress
 - Currently defining Configuration Items and Groups
 - Working with Information Security to incorporate hard drive disposal process
 - Review fixed asset process to incorporate needed attributes
 - Meeting with ITAM Committee June 30th for update and feedback
- Ability to exclude changes to the daily change notification.
 - Completed
- End user email template changes
 - Melvin can expand on what his users are requesting but in general this is to just modify the email template to make it more user friendly.
 - From engineering: Email template changes from School of Engineering:
 - "I was wondering if it was possible to be able to edit new notifications emails. In the subject line, it would truly help if there was the name of the requested, (full or eID), and just a snippet of the content? Or be able to move the body of the ticket to the top?"
 - Form committee to discuss and sign off on improvements to email template:
 - Members: School of Medicine, Desktop Support, Academic Technologies, Campus Card, ITSC
 - Survey to team managers to get feedback
 - Determine first meeting date and schedule
 - **Get list of top email templates to Melvin.**
 - **Get membership list to Melvin.**

New Items to discuss:

New items to be voted on:

- **Add button to save incident/request record to PDF**
 - **No opposition**

Tabled until later in the year:

- IT Customer Portal Redesign (Much will be tabled until later this year):
 - 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.

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