

# IT Service Management Committee

## June 16th, 2020

### Meeting Attendees:

Tambre, Mike Dunham, Colleen Bishop, Keith Dean, Thom, Joel Browning, Jacob Mouton, Megan Wood, Mayura Patel

### Introductory Items:

- Review Agenda

### Items in Progress:

- Analyst Dashboard Updates:
  - No feedback has been provided after our requests for feedback
  - Discuss whether or not to pursue this update initiative
  - Not moving forward
- HR Case Management:
  - Demo HR analyst system:
  - HR Portal Development system URL:  
[https://vcudev.cherwellondemand.com/CherwellPortal/human\\_resources](https://vcudev.cherwellondemand.com/CherwellPortal/human_resources)
  - HR Analyst Client Development system URL:  
<https://vcudev.cherwellondemand.com/CherwellClient/>
  - Go live to VP Admin end users: July 22nd
  - Feedback:
- School of Medicine
  - SOM Web Services categories in progress
  - Knowledge collaboration update
- Search Functionality:
  - Update from vendor
  - College, School and Unit Catalog (in progress)
- Survey Access:
  - Looking at creating a new Manager role to allow managers to see team survey dashboards - *in progress*
    - *If this is something we want, we will need to decide and create the manager role and new dashboard to support this*
    - This will be removed from the list. No one voiced concern over leaving it open.
  - Update - Not moving forward on this.
- Qatar:
  - Update

### New Items:

- Asset Management and CMDB:
  - Working on process guide
  - Ask for Committee review and provide suggestions for July meeting
  - Discuss project subcommittee
    - Arts: Bob Sandkam
    - HAS: Mike Dunham
    - MSS: Bobby Finley
    - TS UCC:
    - TS Networking:
    - TS Endpoint: Marvin
    - Telecommunications:
    - Campus Card Services:
    - MCV representatives:
      - SOM:
      - Dentistry:

**Other Committee Feedback:**

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**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