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
  ○ 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:

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