IT Service Management Committee
March 17th, 2020

Meeting Attendees: Mike Dunham, Mayura Patel, Tambre Hornsby, Keith Deane, Steve Kuchta, Joel Browning, Thom Mattauch, Hannah Steighner

Introductory Items:
- Review Agenda
- Welcome New Committee Members -- Joel Browning, Steve Kuchta, School of Medicine

Items in Progress:
- Change Notification Daily Digest Email:
    - Issues resolved, all analysts subscribed.
        - If analysts do not wish to receive email notifications, they can update their filter settings in Google.
    - Cherwell analysts and TAC/TUG have been notified of email digests.
- Email Notifications:
    - Encountered an issue that tickets on "hold status were sending breach notices to managers.
        - Tambre has found a fix and will implement during the next maintenance window (3/19/2020).
- Technician Assignment Information:
    - Technician assignment information now displays in tickets on customer portal and in email communication from technicians using "Email Requested By" action.
- Journals Section on Customer Portal:
    - All notes and email communications are now defaulting to be public to customers unless technician has unchecked "Visible in Customer Portal" box for individual journal.
- Analyst Dashboard Updates:
    - Mocking up a few analyst dashboard capabilities that we can put out to analysts to vote on which ones they like (to replace current default dashboard).
        - Currently a work in progress.
        - To be completed by end of March to have for April Open House meeting.
- Macros for Canned Responses:
    - *Due to limited resources to create these macros for individual units, suggest this project needs to be tabled for right now as developing macros is extensive.*
        - *To be put on backburner--approved by Committee.*
- Task automation:
    - *Proposing to put this on hold for right now to prioritize other items.*
        - *To be put on backburner--approved by Committee.*

- HR Case Management:
  - June 1 system launch by TS/Avante.
  - Still confirming with HR their final roll out of product to VCU Community.
  - Avante currently in development of "analyst" portal (for request workflow)
  - Banner integration in progress to pull additional HR specific customer data fields.
  - Categories almost finalized by HR
- Communicating Improvements to IT Community
  - ITSM Committee Website:
    - Lucy is currently working on site development
- ITSM Monthly Open House
  - 1.5 hour virtual session: first 30 min dedicated to re-training and new functionality, the last hour is open for anyone to drop in to ask questions.
  - First meeting scheduled for April 14th 1pm - 2:30pm
    - Will be a Zoom meeting and recorded
    - Will post to ITSM website afterwards
  - Meeting the second Tuesday of every month.
  - Advertising:
    - Cherwell Google group
    - Email out to TAC/TUG
- School of Medicine
  - Working with School of Medicine to develop unique categories under new catalog header titled "College & School Support"
  - Also collaborating with Joel Browning and team to develop Knowledge integration in Cherwell sandbox

New Items:
- On Hold Notifications:
  - New functionality under testing--when a ticket is put on "hold," an email notification is sent to the customer (requested by) to notify of new status.
  - Include technician description of why ticket is on hold.
- Email Notes to Customers (Requested by):
  - New functionality under testing--when a note is created, technicians have the option to email notes to customers.
- Email Listeners:
  - As of June 15, 2020 will not be able to create any more email listeners due to changing IMAP requirements in Google.
  - Will not be able to implement a work around until we upgrade to later version (10.1)---by end of 2020.
  - Feb. 15th all email listeners will cease functionality
- Customer Surveys
  - Technician name and entity displayed in survey:
    - *Please answer the following regarding your recent interaction with [Technician Name] from [Entity Name] on Friday, February 28, 2020.*

- ○ -Question 3 re-worded: "We would appreciate any additional comments or suggestions you may have regarding the service you received."
  - ○ Will be brought into production 3/19/2020
- ● Major Incident:
  - ○ Changing so that only incidents with impact/urgency of level 1 can be labeled "Major Incident"
  - ○ In next Thom email, remind analysts of "when to use" major incident functionality

Other Feedback:
- ● Survey results being public to colleagues/other analysts
  - ○ Talk with Steven to discuss visibility based upon role (only give wider access to managerial role).
- ● Look into customer data (Card # and DOB)

Future Items:
- ● Asset Management and CMDB
  - ○ IT Notifications/Alerts - replacing TS Status for more robust IT alerting
- ● Knowledge Management
- ● IT Project Management
- ● Security Management (Governance, Risk and Compliance, Security Incident Response Management, GDPR Management)

Other Items:
- ● ITSMO testing portal to increase search functionality and make catalog more easily searchable.