IT Service Management Committee  
May 19th, 2020

Meeting Attendees:  
Keith Deane, Mike Dunham, Sam Kennedy, Joel Browning, Thom Mattauch, Mayura Patel, Brian Canaday

Introductory Items:  
● Review Agenda
● May 12th ITSM Forum  
  ○ 43 participants  
  ○ Recording will be posted to ITSM website

Items in Progress:  
● Analyst Dashboard Updates:  
  ○ Have asked for tech feedback in May ITSM Forum  
  ○ Need more feedback from others (Committee please reach out to teams)  
  ○ Once we get feedback we can demo a new dashboard  
● HR Case Management:  
  ○ HR system is now developed and in test  
  ○ HR planning on rolling out Phase I in July to all VP Admin employees (with rollout to rest of University after Labor Day)  
  ○ June Plan:  
    ■ Testing  
    ■ Training  
    ■ Finalizing Banner integration  
  ○ Will reach out to HR regarding their communication with individual HR units about HR Case Management  
● Communicating Improvements to IT Community  
  ○ ITSM Committee Website:  
    ■ [https://itsm.vcu.edu](https://itsm.vcu.edu)  
● School of Medicine  
  ○ SOM Web Services categories in progress  
  ○ Also collaborating with Joel Browning and team to develop Knowledge integration in Cherwell sandbox  
● Email Listeners:  
  ○ Postponed for the time being (from Google) due to Covid-19.  
● Search Functionality:  
  ○ No new update (vendor still working on fix)  
  ○ 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
Analysts would only see their own surveys: widget completed.

- Qatar:
  - In progress (waiting to finish College, School and Unit catalog)

New Items:
- Cherwell Asset Management Demo - Faron Roth, Avante Systems
  - Scheduled for Thurs 5/21 @ 10am

Other Committee Feedback:

Future Items:
- Asset Management and CMDB
- 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