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
- 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