

# IT Service Management Committee

## November 6th, 2019

### Meeting Attendees:

- Brian Canaday
- Keith Deane
- Sam Kennedy
- Thom Mattauch
- Hannah Steighner
- Mike Dunham
- Colleen Bishop
- Boomer Corley (for Mike Talley)

### Introduction and Opening Statements

### Review Charter and Committee Goals

- [ITSM Committee Charter](#)
- Frequency of Meetings
  - Meeting will next meet in late Jan after go-live, will have a monthly meeting frequency.
- Goals of committee discussed in the meeting:
  - Committee will be looked to assist in prioritizing further development of Cherwell.
  - Act as champions with senior leadership to secure funding if needed for further development of the product.
  - Review and Prioritize new development requests/product capability requests coming in.

### Discuss current ITSM tool development

- Overall Status -
  - Incident/Request/Problem/Change in development
  - Customer portal w/ Service catalog in development
  - Analyst portal with functionality to replace Service Desk functionality
- Scope and Schedule status
  - Training begins next week (Nov 11 - 22)
  - Development continues until go live
  - Group and category confirmations wrapping up this week (Nov 8 deadline)
  - [Link to Portman Project](#) (needs updating)
- Milestones and accomplishments
  - Completing over 40 meetings with current Service Desk analyst teams to showcase product in testing, get feedback, log bugs, log further development requests.

- Have involved over 150 beta testers to assist with testing product and functionality for bugs/breaks/suggestions etc.
- Are actively working to log all bugs/problems, suggestions for improvements, etc. and stay on task to go live Dec. 4

### **Discuss future ITSM development**

- HR Case Management - currently in scope as next step
  - Knowledge
  - HR Case Management
  - Will be reaching out to Avante Solutions to see about setting quote for development.
- Further Cherwell Development that will be needed after go-live:
  - Advanced Forms and Routing
  - Change Notifications
  - Unique Service Level Targets for individual categories
  - One-Steps for “Canned responses”
  - Task automation
- Other Development That Needs Prioritizing/Scoping
  - Asset Management and CMDB
  - Knowledge Management
  - IT Project Management
  - IT Notifications/Alerts
- Other Items:
  - Add a google calendar subscription for change calendar.
  - Setup a daily digest communication for change management so that a daily digest is sent to a listserv to notify IT of what changes are occurring daily, with link to change calendar.
    - Thom and Hannah are working with vendor to see if this is possible and will be reporting back to group within few days.