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.