# IT Service Management Committee
November 17th, 2020

Meeting Attendees: Mike Dunham, Colleen Bishop, Sam Kennedy, Mayura Patel, Steve Kuchta, Thom Mattauch, Keith Deane, Hannah Steighner, Joel Browning, Kena Fauntleroy

Introductory Items:
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Items in Progress:
- Cherwell Upgrade:
    - Tested in development during month of December
    - Will be applied to production after Winter break
- Asset Management:
    - Meeting with volunteers from survey to review requirements: Wed 11/18 @ 2pm
        - [Requirements List](#) in progress
    - Will reconvene after Winter break to work on the remainder of the project (kick off meeting with Avante, etc.)
- IT Customer Portal Redesign:
    - Review feedback from Committee on [survey results](#)
        - Overall most people note that it is too hard to get into the system and find where they need to submit a ticket (too many choices).
            - Reduce major categories on the main page to limit initial options (Security, Web, Accounts, etc.)
        - Too many options/categories
        - Puts knowledge strain on customer (they have to know a lot in order to navigate the system).
            - Customers are not the "experts" they just need to be able to put a ticket in to say "help" and then IT triage's to the right place.
        - Solutions:
            - Eliminate accounts & access
            - Pair down classifications
            - Look into Focus Group (w/out IT people on it) to get customer feedback on solutions
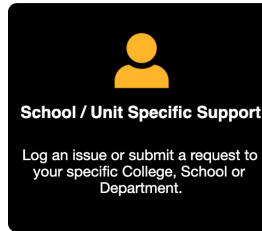
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  - update to say "School/Unit Specific IT Support"
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  - Identify changes to add to ITSM improvement list
- Linking to Unique Forms:
  - Will send out announcement about this capability in January
- Change to Ticket Resolution Email:
  - Change ticket resolution email so resolution description is first item in message
  - To be voted on by committee
    - Done and in production

New Items:
- Technician notifications
  - When a technician who is not the ticket owner adds a note to a ticket, it should be marked as unread and generate an email notification to the ticket owner
    - In progress

Other Committee Feedback:
- From Academic Technologies: Cherwell feedback (come up with a "wish-list" of things that we would like-functionality changes by vcu or the vendor)
  - Request the auto-logout time to be lengthened to minimum 1 hour, prefer 4 hours or all day.
    - 45 min or 1 hour present to ITSM Committee
  - Change assignment notes - when assigning a ticket to another person/group the user should be prompted to input the reason they are reassigning to the new group.
    - Add to January ITSM Committee Meeting
  - Default teams under certain entities. (For example, the School of EDU only has one "team", so when you change the entity to school of education, you still have to select the team, of which, there is only one option "ITS". Also, School of Medicine has many sub teams, but usually it will get assigned to SOM Client Services first)
    - Pass
  - Some clearer way someone can find "not found" in a list of buildings/room numbers. Such as when you enter text in the "other" location box, it will nullify the required Location Building/ Room fields.
    - Follow up with AT to see what this is

- More clear way how something can be created as a Major Incident.
    - Follow up and explain the MI process
- Problems, there is no clear way outlined about when to use a Problem, and how it differs from a regular incident or request.
    - You don't currently
- I would like it to stop sending me daily emails regarding Cherwell changes that don't apply to me. I try to unsubscribe and they say I'm not subscribed but I think it's some blanket list and I'm getting emails for everyone in IT.
    - This will change once services are mapped. This is just a workaround at this point
- Ability for users to create custom report configurations
    - Future enhancement with future upgrade
- Ability to create a direct link to ticket form.
    - Pending other request

Future Items:
- 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