

IT Service Management Committee

October 19th, 2021

Meeting Attendees: Thom, Hannah, Mike D, Sam K, Colleen, Bill, Scottie, James O, Melvin, Tambre, Bill M, Kena

Introductory Items:

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Items in Progress:

- Asset Management
 - Project Update
- End User Email Template Changes
 - Committee Update
- Enhanced Dashboards
 - Executive Level Dashboard - in progress
- Extending Change Management outside of TS
- Cherwell Admin Position Hiring

New Items to discuss:

- Neurons

New items to be voted on:

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Future Items:

- Knowledge Management
- Service Mapping of the CMDB
- IT Notifications/Alerts - replacing TS Status for more robust IT alerting
- IT Customer Portal Redesign
- SLM
- Tabled for down the road:
 - IT Project Management
 - Security Management (Governance, Risk and Compliance, Security Incident Response Management, GDPR Management)
 - AI/Chatbot

Tabled for Now:

- Change Management Dashboard
- Teams View Dashboard