

IT Service Management Committee

October 20th, 2020

Meeting Attendees: Mike D, Mayura P, Hannah, Keith, Colleen, Joel, Kena

Introductory Items:

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Items in Progress:

- College, School and Unit Catalog:
 - Will be added to Nov 5th TAC agenda to advertise how to request being added
- Asset Management and CMDB:
 - Survey closed
 - [Requirements List](#) in progress
 - Next steps
 - Meet with volunteers from survey to finalize requirements
 - Meet with Avante to discuss requirements and plan out project
 - Consult with them to discuss labor requirements and project timeline/implementation timeline.
 - 6-12 months development (to start sometime after upgrade in November/December)
- IT Customer Portal Redesign:
 - Review preliminary [survey results](#)
 - Discuss next steps with Committee for guidance
 - Review survey results to pull out improvements (to discuss in Nov committee meeting).
- Linking to Unique Forms:
 - Update: Unable to link to second/third tier categories.
 - Continuing with plan to roll out after category update is complete this Fall.

New Items:

- Change to Ticket Resolution Email:
 - Change ticket resolution email so resolution description is first item in message
 - To be voted on by committee
 - Approved
- 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
 - Approved
- Cherwell Upgrade

- To take place sometime after Thanksgiving

Other Committee Feedback:

- Look into getting Procurement to utilize Cherwell more to handle purchasing/RFP process.

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