IT Service Management Committee
September 15th, 2020

Meeting Attendees:

Mike Dunham, Sam Kennedy, Steve Kuchta, Tambre Hornsby, Joel Browning, Kena Fauntleroy, Hannah Steighner

Introductory Items:

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Items in Progress:

- HR Case Management:
    - Training completed for analysts
    - Sept 16 roll out still planned
- College, School and Unit Catalog:
    - In place on portal
    - Open to other school/units to utilize at this time
        - Will be bringing this up at next TAC meeting so that schools/units are aware
- Asset Management and CMDB:
    - Survey has been distributed; folks have one more week to complete
- IT Customer Portal Redesign:
    - Survey to customers to get catalog and customer portal feedback (in progress)
    - Moving from 4 tier classification to 3 tier classification (for better searching)
        - Decided to table this for now as it's too much of an effort to do this Fall
    - Will work to update the service catalog to be up to date for the Fall and remove the Access and Authentication section and merge under other categories
    - Other feedback?

New Items:

- Linking to unique forms
    - Capability exists, we will roll out this feature once we do our category update this Fall.
        - Look into if we can link to second/third level category in interim

Other Committee Feedback:

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