# IT Service Management Committee
# January 20th, 20223

**Meeting Attendees:** Mike Dunham, Kena Giles, Colleen Bishop, Cecilia Scott , Melvin Denwiddie, Scottie Wylie, Vann Wheeler, Timbre Hornsby, Thom Mattauch, Jon Reed, Amanda Carlson, Hannah Steighner, Jamillah Martin, Daniel Ruckus, Sam Kennedy, Katie Shedden, Robert Houghtaling,

**Introductory Items:**
- Neurons (Thom) -
  - We now have sandbox
  - Still waiting on full converged product to be available before we determine migration date/time

**Items in Progress:**
- IT Notifications/Alerts - Status Cast - https://it.vcustatus.com/ (Thom)
  - Get verbiage for communications about subscribing
- Itsupport.vcu.edu Portal Redesign Part 1(Kena)
- Asset Management  (Thom)
  - Jamf integration issues are delaying closure of Phase 1 but this should be remedied in the coming few weeks.
- Knowledge Management (Katie/Jamillah/Thom) -
  - Developing process currently based upon
    🗔 IT Knowledge Management Project | Stakeholder Survey Analysis
  - Got approval to procure Right Answers - Working with procurement to determine best way forward (BVA vs VASCUP vs RFP)
  - KCS Presentation ITCC
  - Upland RightAnswers
  - Knowledge Centered Service (KCS)
- IT Governance Redesign (Hannah) -
  - Update on the efforts to reimagine IT Governance at VCU
  - New process, workflow, etc: 🗔 Governance Redesign - IT Presentation
  - Governance Feedback Form - please fill out to provide feedback

**New Items to discuss:**
- SLM - (Thom)
  - Query attendees for info on what attributes they need to apply SLA/SLM Against
    - Team + Customer MBU (Currently how we plan to apply)
    - Others?
- Discussion of next improvements to be focused on by ITSMO

**New items to be voted on:**
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**Future Items:**
- Service Mapping of the CMDB
- IT Customer Portal Redesign
- 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