IT Service Management Committee
January 20th, 2022

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:

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