

IT Service Management Committee March Draft, 2021

Meeting Attendees: Bill McCormick, Mike Dunham, Steve Kuchta, Tambre Hornsby, Sam Kennedy, Melvin Denwiddie, Kena Fautleroy, Mayura Patel

Introductory Items:

Items in Progress:

- Cherwell Upgrade:
 - On Prem development server has been upgraded
 - Testing on the On Prem server will complete this week and we will move to the cloud hosted dev environment to continue testing the upgrade.
 - Once testing in the cloud is complete, we will schedule the production upgrade.
- Asset Management:
 - Scheduling a follow up meeting with Asset Management Committee to continue requirements findings.
 - After the next meeting we will schedule a meeting with our vendor to discuss the project plan.
 - Committee is reviewing the Requirements list that is listed below and when we reconvene at our next meeting we will be fine tuning the list.
 - [Requirements List](#) in progress
- Additional Cherwell License Cost:
 - Licenses must be purchased in blocks of 5 with a cost of \$1500/license/year
- “Other” location:
 - We have fixed the issue with not being able to search on “Other” in location.

New Items to discuss:

- **Survey Submit Button currently says Save Customer Survey, Scott asked to change this to Submit Customer Survey**
- ConnectNow:
 - Met with Avante and ConnectNow. ConnectNow is a chat integration for cherwell. It allows for chat queuing as well as alert functionality that has two way APIs to push and pull alert info from various sources.
 - Currently we are using Bomgar for chat and it works ok but is not the most seamless integration.
 - Pricing would be competitive with Bomgar.
- End user email template changes (Suggested by Melvin in SOM meeting)
 - Melvin can expand on what his users are requesting but in general this is to just modify the email template to make it more user friendly.

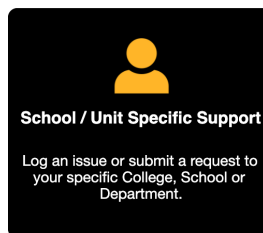
- Create committee of technical users to discuss improvements to email template
- Potential members:
 - SOM
 - DSS
 - AT (MSS and LS)
 - Campus Card
- Survey to team managers to get feedback

New items to be voted on:

- Email template changes from School of Engineering:
 - “I was wondering if it was possible to be able to edit new notifications emails. In the subject line, it would truly help if there was the name of the requested, (full or eID), and just a snippet of the content? Or be able to move the body of the ticket to the top?”
 - Tabled per above

Tabled until later in the spring:

- IT Customer Portal Redesign (Much will be tabled until later this spring):
 - Currently working on the following:
 - Cleaning up categories to more logically categorize items in the catalog based on survey feedback.
 - Reducing the overall number of categories and configuration items
 - Will be creating a focus group later this spring to collect more information from users. This would be for end users not for technicians.



- update to say “School/Unit Specific IT Support” - Voted yes and will be updated

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