

IT Service Management Committee

January 11th, 2022

Meeting Attendees: Mike D, Colleen, Bill McCormick, Thom, Keith Dean, Mayura Patel, Kena, Amanda Carlson, Cecilia Scott, Dan Ruckus, Hannah, Sam Kennedy, Tambre, Scottie

Introductory Items:

- Cherwell Azure Migration
- Neurons update

Items in Progress:

- Asset Management
 - Project Update
 - Computer/Workstation Demo
- End User Email Template Changes
 - Committee Update (Melvin)
- Enhanced Dashboards
 - Executive Level Dashboard - In progress
 - Asset Management Dashboard - Complete for Computer CI, in development for the rest

New Items to discuss:

- Knowledge Management - Kicked off
- IT Notifications/Alerts - replacing TS Status for more robust IT alerting

New items to be voted on:

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Future Items:

- Service Mapping of the CMDB
- IT Customer Portal Redesign
- SLM
- 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