IT Service Management Committee
March 14th, 2022

Meeting Attendees: Mike Dunham, Bill McCormick, Sam Kennedy, Hannah Steighner, Mayura Patel, Kena Giles, Jon Reed, Melvin Denwiddie, Robert Houghtaling, Cecilia Scott, Scottie Wylie,

Introductory Items:
- Neuron - The update is that there is no update. Still waiting on a first look at the converged product.

Items in Progress:
- Asset Management
  - Project Update
    - Two CIs remain
    - Working on Training and documentation
- End User Email Template Changes
  - Committee Update (Melvin)
- Knowledge Management -
- Enhanced Dashboards - Kena
  - Executive Level Dashboard - In progress
  - Asset Management Dashboard - Complete for Computer CI, in development for the rest
- IT Notifications/Alerts - replacing TS Status for more robust IT alerting

New Items to discuss:
- Catalog Redesign - Working to reduce down to three tiers to aid in Knowledge management and the overall user experience.

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