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