

IT Service Management Committee

May 17th, 2022

Meeting Attendees: Mike D, Colleen B, Vann W, Dan R, Kena, Timbre H, Scottie W, Hannah, Cecilia Scott, Amanda C, Robert Houghtaling,

Introductory Items:

- Neurons (Thom) - Avante has begun a 4 part webinar series demoing Neurons. Only 1 part of 4 has been delivered so far.

Items in Progress:

- Major Incident Plan (Hannah)
- IT Notifications/Alerts - Status Cast (Hannah)
- Asset Management (Thom)
 - Project Update
 - All CIs except for Server are complete. Server was more complex than we anticipated and is taking a bit longer, however this should be complete in the next week or two
 - Documentation is complete except for the Server CI which is still being developed
- Knowledge Management (Thom) - Committee is developing the process for KM. Once the process is complete, we will look at native Cherwell for enabling KCS.
- Enhanced Dashboards - (Kena)
 - Executive Level Dashboard - Complete
 - Asset Management Dashboard - Complete for all CIs except for Server
 - Dashboard Catalog
- Classification Redesign (Thom) -
 - Working on reducing from 4 tiers to 3 tiers to enable a more streamlined user experience. This will also aid in Knowledge Queries.
- End User Email Template Changes
 - Committee Update (Melvin)
 - Remove Priority
 - Ticket number as a hyperlink
 - Move description up higher (if possible)
 - Possibly truncate the description - up top with full description down below
 - Look into two way email traffic (user can email itsupport to get ticket communication flow, but techs cannot)

New Items to discuss:

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