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:
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