Minutes - APPROVED

ATTENDEES

Attendees: Susan Cherry, Jim Cook, Jennifer Thede, John Urbanick

Absent: Jim Maat (sick), Scott Thede (sick)

AGENDA ITEMS

Cherwell Project Update - Jim, Susan, Consultants
- Dan Morgan
- Week 1:
  - Cherwell installed and 4 processes are running, email, schedule, BP, >>
  - Tested connectivity and verified authentication with AD
  - Email set up and tested to get turned into a ticket and replies tested
  - Scheduler: Tested Banner employee import and student import; need to work on changing field mappings
  - Tested common rules in BP engine
- Needs from Ferris:

    List of Business Rules
    Text for outgoing emails

    List of Teams and Members
    Need to review security settings for all groups with Ferris

    Ferris needs to review and finalize data in service screen
    Need Technical Services
    Need prioritized specifics screens from Ferris

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    Field mappings for all CI types

    Need finalized CSV files for Employee and Student and
    Ferris needs to test the dropping of files in Cherwell
    folder for pickup

    Ferris need to test remotely
    List of Reports to be created
    Ferris to identify testers and team leads (all testing
    feedback to go through Susan)

- Reports that we want built are executive level reporting on work orders, request fulfillment, easily broken down by college/division, a report easily seen by a dean, for example. The data points are needed (division and branch). Dan said once we modify the Cherwell system, reports will need some modification, too.
  - Dan said dashboards are more valuable because the data is live and constantly refreshing. He also clarified that dashboards aren't reports and reports don't go into dashboards. John said that his intent is for the executive leadership to access dashboards. Still, reports may be needed.
- John reiterated that he wants to use as much out of the box as possible; reduce processes if anything – do not make processes lengthier.
  - Dan did say he was concerned with the amount of detail screens and processes people are trying to put in Cherwell. He was disappointed that the groups didn't know how the processes work in Cherwell and are perhaps putting steps in that aren't necessary when they might be able to make the process only 3-4 steps. It would have been better to be more ITIL ready. He did say that our staff is having a hard time mentally shifting from HEAT (incidents only) to Cherwell.
  - There is a problem having "dirty data" but that is common at most places. There is also a tendency for scope creep and we need to keep things on track. Dan felt comfortable with the progress and is trying to keep the scope to the SOW.
  - What if our services are defined improperly? We can retire the service and create new or backfill data.
  - Susan said she wanted to work with the project managers on the forms needed when we bring services online.
  - Jim said he was feeling alright about our progress and status.
  - Susan said that data integrity is an issue. She also said that some time should be spent with the managers on the processes vs. how to use the tool.

A&F One Time Funding
- ITS was granted $66,500 in one-time funds. John is concerned about the deficit for 24x7 funding for TAC call center operations. Funds were granted for other student operations so if the 24x7 isn't funded, that other student funding should go for that.
- There is funding (in the form of a grant) for ideas that lead to good customer service or unit productivity. The grant concept is being formalized and will be announced in the future.

IT Open Positions - Updates
- Senior Applications Database Analyst – Kris Rasmussen is chairing that search and there are 4 applicants.
- Director of EAS Update – Ralph Williams from the University of Wyoming has accepted the position and starts Nov. 19th. He is looking for housing for his family and also for just him temporarily until his family arrives around Christmas.

PCR for IT Services
- There are 15 IT employees on the PCR list.

Ferris Foundation Update
- John thanked Jim Maat, Gary Lutz, Bob Wallace, and Jennifer Thede for help contacting vendors and following up. We have five vendors IT works with doing a sponsorship.

Round Table
- Susan said she's been busy with web updates and the Cherwell implementation
- Jim Cook said he's been busy with all the requests for projects, including six in the last five days, and there is concern that small projects and work orders are getting behind. Could new project requests have a moratorium for a few months so people can catch up?
- Jennifer said she is part of the Concur Super User group and participating in those sessions.

ADJOURNMENT