

IT Leadership Meeting

March 23, 2016

On Wednesday, March 23rd - the Service Management Assessment team along with representatives from CDI spent the day discussing service management on campus. The team completed a SWOT Analysis for the Service Desk as well as Deskside Support.

The team also spent time envisioning what the future support and service management environment would look like at CWRU. The team is in the process of aggregating and organizing the information. The team will be using that information to prioritize next steps for the Assessment team. The next meeting of the Service Management group will be on Wednesday, April 6th.