CWRU IT Centralization
Working Group on Service Management

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Charter

The scope of the Service Management will focus on adopting a process approach towards management, focusing on the University's needs and IT services and a culture of continual improvement.

The Working Group on Service Management will operate in an advisory capacity to the CWRU Chief Information Officer (CIO). It will provide to the CIO:

- An inventory of support services provided by the areas of campus
- A census of support volume through the areas of campus
- An inventory of existing processes for change, incident and outage management
- An inventory of existing metrics for service management
- An inventory of existing monitoring for service management
- A census of any software packages or tools used for service management
- A measure of the maturity of service management at CWRU

Recommended guidelines for organization of a support structure (Service Desk 2.0) including deskside support and a new set of operating assumptions for service management at CWRU

Recommend services that may need to be highlighted as critical services

Recommended next steps for a knowledge management strategy

The working group will complete its work and deliver its work products to the CIO no later than May 30, 2016.