

2016-02-11

Date

11 Feb 2016

Call line: +1 (641) 715 3660 from 8/19/15 | Access code: 651025#

Attendees

- Sheila Rabun
- Trisha Wilson
- Karen Cariani
- Kieran Etienne

Goals

- Re-invigorate Service Management interest group, touch base on old and new business, get ready for a great year in 2016!

Discussion items

Time	Item	Who	Notes
5min	Roll Call	Sheila Rabun	<ul style="list-style-type: none">• See above under "Attendees"
5min	Decide on best regular meeting schedule - once a month? once a quarter?	group	<ul style="list-style-type: none">• Meeting preferences will be addressed in Service Management survey to go out in March
5min	Link to Service Management Materials from Hydra Connect?	Sheila Rabun	<ul style="list-style-type: none">• Hannah Frost will work on tracking down HC documents and presentation materials so we can potentially link to them from the SMIG wiki page
10-20min	Round Robin - share what everyone has been working on and goals for the year (related to Hydra Service Management)	group	<ul style="list-style-type: none">• Sheila Rabun (University of Oregon): Oregon Digital is undergoing massive metadata and image cleanup, in terms of service management, our goal is to create our RACI matrix this year• Trisha Wilson (Emory Univ.): Emory is still in the planning stages for moving to Hydra, in March they will be working with a consultant from Stanford to get ready for their Hydra conversion. They already have their technical and functional RACI matrices. Next steps/goals are to create a vision statement, roadmap and prioritize conversion work, and then tackle more service management aspects.• Karen Cariani (WGBH): WGBH is currently working with Indiana Univ. on media preservation, with the goal to get something done soon!• Kieran Etienne (Washington Univ.): Washington Univ. is starting with Hydra - their first production was in Feb. (Curation Concerns) and second production in March (Avalon). Goals are to organize and better communicate capacity.
10-20min	<ul style="list-style-type: none">▪ Discuss group focus: Hydra or repository-specific aspects of Service Management (based on feedback from Hydra Connect)▪ Identify shared priorities/future agenda items<ul style="list-style-type: none">▪ Examples: Roadmapping, SLAs, top 5 priorities for service management, RACI matrix/team approach	group	<ul style="list-style-type: none">• Itil foundation has good standards and best practices:<ul style="list-style-type: none">• foundations class is recommended for all to get on the same page in terms of terminology and understanding basic concepts• Univ. of Cali at Santa Cruz also has good set of service management documents that we will try to add to the SMIG wiki• At smaller institutions, people might not know what service management is, which is why getting more documentation pulled together might be a good idea. Kieran will be working on adding more information and linking more documents to the Resources section of the SMIG wiki.• Looking back at past notes, an idea for a service management survey came up last year but appears to have been sidetracked. The group agreed that a survey is still a good idea, so we will be working to get that out to the community in March. Survey will also include preferences for regular meeting schedule.

Action items

- [Sheila Rabun](#) draft a survey, send to call participants for input and review, send to community in March
- [Kieran Etienne](#) compile and add additional documents and resources to the SMIG wiki page (March-April)
- Hannah Frost track down service management presentation materials from Hydra Connect and try to link them to our SMIG wiki page