**Campass CSM Implementation- Foundation Data Workshop**

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Thursday, 15.09.2023

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Attendees

Cameron Mckenzie

Kriti Sharma

Mandoumbi Adrien

Gugu Mthiyane

Pierre Ngameni

Blaise Krimou

Satyansh Pandey

Vinod Kumar

Agenda

1. Review of Case Management System (CMS)
2. Discussion on Problem Record Workflow
3. User Story Review
4. Upcoming Actions and Scheduling

Summary of the Meeting

**1. Case Management System (CMS) Review:**

* Overview of CMS provided, highlighting automatic task assignment.
* Emphasis on using the CSM workspace for task management.
* Attendees raised questions and discussed CMS capabilities.

**2. Problem Record Workflow:**

* Demonstration of problem record opening, categorization, and group assignment.
* Explanation of workflow stages, including assessment, analysis, and resolution.
* Attendees discussed the process and asked clarifying questions.

**3. User Story Review:**

* Attendees tasked with reviewing user stories related to CMS, incident management, change management, and SSR.
* Feedback encouraged, especially regarding email addresses and other details.

**4. Upcoming Actions and Scheduling:**

* Discussion about the deployment of CMS instance for the campus.
* Daily half-hour meetings scheduled for next week.
* Mention of Kriti's upcoming five-day vacation and pre-departure meeting plans.

**Action Items:**

* Review user stories and provide feedback.
* Schedule daily half-hour meetings.
* Share further deployment details.