IT SERVICE MANAGEMENT BOARD
June 20, 2016
10:00 - 12:00 p.m.
Simpson Seminar Room, Communications 202

AGENDA

10:00 a.m. Call to Order Chuck Benson
10:05 – 10:10 a.m. ITIL Word of the Day - APM Mary Mulvihill
10:10 –10:30 a.m. Survey Action Plan Karalee Woody
10:30 – 10:55 a.m. BSO Role Mary Mulvihill
10:55 - 11:25 a.m. Capability Mapping Rupert Berk
11:25-11:45 a.m IT Investment Guidelines Erik Lundberg
11:45- 11:55 a.m IT System Governance Erik Lundberg
11:55 - 12:00 p.m Wrap-up Chuck Benson
12:00 p.m. Adjourn Chuck Benson

Next Meeting:
TBD - September, 2016
10:00 a.m. – noon.
Simpson Seminar Room – Communications 202