

IT SERVICE MANAGEMENT BOARD

October 20, 2014

1:00 p.m. – 3:00 p.m.

Simpson Seminar Room - Communications 202

AGENDA

1:00 p.m.	Call to Order, Announcements, New Member Introductions	Chuck Benson
1:10 – 1:35 p.m.	SMB Lessons Learned	Chuck Benson
1:35 – 2:05 p.m.	Goals & Objectives	Erik Lundberg
2:05 – 2:35 p.m.	Enterprise Data Warehouse Services Update	Anja Canfield-Budde
2:35 – 2:55 p.m.	UW Connect Update and Metrics & KPIs	Mary Mulvihill & Karalee Woody
3:00 p.m.	Adjourn	Chuck Benson

Next Meeting:

November 17, 2014

1:00 p.m. – 3:00 p.m.

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