

IT SERVICE MANAGEMENT BOARD

November 17, 2014

1:00 p.m. – 3:00 p.m.

Simpson Seminar Room - Communications 202

AGENDA

1:00 p.m.	Call to Order and Announcements	Chuck Benson
1:05 – 1:20 p.m.	ITIL Refresh	Mary Mulvihill
1:20 – 1:50 p.m.	Measuring UW-IT Effectiveness - Metrics & Key Performance Indicators	Cara Giacomini
1:50 – 2:20 p.m.	Software Licensing Proposal	Karalee Woody
2:20 – 3:00 p.m.	TRF Advisory Committee Role	Bill Ferris
3:00 p.m.	Adjourn	Chuck Benson

Next Meeting:

December 15, 2014

1:00 p.m. – 3:00 p.m.

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