

IT SERVICE MANAGEMENT BOARD

*March 16, 2015
1:00 p.m. – 2:30 p.m.
Husky Union Building 340*

AGENDA

1:00 p.m.	Call to Order	Chuck Benson
1:05 – 1:10 p.m.	ITIL Word of the Day	Mary Mulvihill
1:10 – 1:30 p.m.	UW-IT Customer Experience Survey	Cara Giacomini
1:30 – 1:45 p.m.	Telecom Refresh	Roland Rivera & Bill Ferris
1:45 – 2:45 p.m.	TRF Services Analysis	All
2:45 p.m.	Adjourn	Chuck Benson

***Next Meeting:**
April 20, 2015
1:00 p.m. – 3:00 p.m.
Simpson Seminar Room – Communications 202*