

IT SERVICE MANAGEMENT BOARD

April 13, 2015

10:00 a.m. – noon.

Collaboration Studio - Communications 218D

AGENDA

10:00 a.m.	Call to Order	Chuck Benson
10:05 – 10:10 a.m.	ITIL Word of the Day	Mary Mulvihill
10:10 – 10:15 a.m.	Summer Meeting Schedule	Chuck Benson
10:15 – 10:30 a.m.	Services Analysis Approach	Chuck Benson
10:30 – 11:00 a.m.	Cost Roll Up and Structure in TRF	Bill Ferris
11:00 – 11:30 a.m.	Review SMB Version of ASA & Discussion	Mary Mulvihill
11:40 a.m.	Adjourn	Chuck Benson

Next Meeting:

May 18, 2015

1:00 p.m. – 3:00 p.m.

Simpson Seminar Room – Communications 202