

IT Service Management Board  
December 14, 2020  
1:00 pm – 3:00 pm  
Zoom

1:00 – 1:05	Welcome, agenda bash	Mike Middlebrooks
1:05 – 1:15	Discussion: EDUCAUSE top IT issues	All
1:15 – 1:50	UW-IT, TRF and service budgets	Bill Ferris
1:50 – 2:00	Break	
2:00 – 2:40	Top IT issues	Mike Middlebrooks
2:40 – 2:50	Wrap up and next steps	Mike Middlebrooks