

IT Service Management Board  
February 8, 2021  
1:00 pm – 2:50 pm  
Zoom

1:00 – 1:10	Welcome, agenda bash, announcements	Mike Middlebrooks Karalee Woody
1:10 – 1:15	IT SIB – our influence	Mike Middlebrooks
1:15 – 1:25	Workday Service Management Guardrail – process/initial draft	Mary Mulvihill
1:25 – 1:55	Review the work already done this year (IT SIB and IT SMB)	Jacob Morris, All
1:55 – 2:05	Break	Mike Middlebrooks
2:05 – 2:35	Moving from here to there	Jacob Morris, All
2:35 – 2:50	Wrap up - next steps, assigned action/homework items, Plus/Delta	Mike Middlebrooks