IT Service Management Board
March 15, 2021
1:00 pm – 2:50 pm
Zoom

1:00 – 1:10	Welcome, agenda bash, announcements	Mike Middlebrooks
1:10 – 1:15	UW-IT Customer Experience (CX) survey	Felicia Watson
1:15 – 1:25	Develop evaluation criteria	Jacob Morris, Work Group
1:25 – 1:55	Review and discuss Opportunities list	Jacob Morris, Work Group
1:55 – 2:05	Break	Mike Middlebrooks
2:05 – 2:35	Continue Opportunities list discussion	Jacob Morris, Work Group
2:35 – 2:50	Wrap up - next steps, assigned action/homework items, Plus/Delta	Mike Middlebrooks