

IT Service Management Board  
February 14, 2022  
1:00 pm – 2:50 pm  
Zoom

1:00 – 1:05	Welcome, agenda bash	Thayer York
1:05 – 1:10	Announcements (IT Connect redesign, Catalyst retirement, others)	Thayer York, All
1:10 – 1:35	Customer Experience Survey	Shane McCartney
1:35 – 2:15	UW Google changes	Scott Norton
2:15 – 2:25	Break	
2:25 – 2:30	VP-CIO search update	Jacob Morris
2:30 – 2:50	VP-CIO welcome/SMB orientation letter	Jacob Morris, All
2:50	Wrap up/action items	Thayer York