

IT Service Management Board
January 24, 2022
1:00 pm – 2:50 pm
Zoom

1:00 – 1:05	Welcome, agenda bash	Thayer York
1:05 – 1:20	SMB welcome	Aaron Powell
1:20 – 1:30	Introductions	All
1:30 – 2:10	ITIL intro/refresher	Mary Mulvihill
2:10 – 2:15	Wrap up, plus/delta	Thayer York
2:15 – 2:20	Break (existing members may adjourn)	All
2:20 – 2:50	SMB 2021 Recommendations Report review for new SMB members	Mike Middlebrooks