

Customer Council

Meeting Agenda

Date & Time: November 16, 2018; 3:00pm-4:30pm; Skype

Attendees: Rob Ducoffe, Provost, UW-Parkside
Patricia Kleine, Provost, UW-Eau Claire
John Koker, Provost, UW-Oshkosh
Grace Crickette, Chief Business Officer, UW-Whitewater
Kristen Hendrickson, Chief Business Officer, UW-Stevens Point
Bob Hetzel, Chief Business Officer, UW-La Crosse

1. **Customer Council**
 - a. Introductions & Goals for the Meeting
 - b. Member Responsibilities & Expectations
 - c. Communications & Protocols
2. **Introduction to UW-Shared Services**
 - a. Definitions
 - b. Taxonomy
3. **Service Development Lifecycle**
 - a. Methodology
 - b. Variations & Roles
4. **Service Frameworks**
 - a. Finance Model
 - b. Participation Model
5. **Next Steps**
 - a. Upcoming Major Activity
 - b. Next Customer Council Meeting