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