

Customer Council

Meeting Agenda via Skype

Date & Time: February 13, 2019; 11:30am – 1:00pm

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. Review of Service Development Lifecycle (SDL) – Decide Phase

- a. Where are we in the SDL?
- b. Review of:
 - i. Forms of Service (simplified version)
 - ii. Participation Model
 - iii. Funding Model

2. Overview and Discussion of Initial Service Definitions

- a. Information Technology – Initial 5 Service Definitions
- b. Human Resources – Initial 5 Service Definitions
- c. Procurement – Initial 5 Service Definitions

3. Remaining Socialization Steps – Approval

4. Next Meeting

Meeting Guests:

Jason Beier, Director of Human Resources, UW-Shared Services
Werner Gade, Director of Information Technology & CIO, UW-Shared Services
Rhonda Loger, Director of Procurement, UW-Shared Services
Diann Sypula, Director of UW Service Center, UW-Shared Services