Customer Council

Meeting Agenda
via Skype/WisLine

Date & Time: March 18, 2019; 2-3:30pm

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. Update on Service Definitions
   a. Socialization
   b. Approval
   c. Next Steps

2. Review of Service Lifecycle
   a. Decide Phase
   b. Develop Phase Draft
   c. Deploy Phase Draft

3. Service “Soft-Launch”

4. UW-Shared Services Organization Structure
   a. Organization Structure and Aspects
   b. Staffing and Capacity Priorities

5. Next Meeting
   a. Upcoming Major Activity
   b. Next Customer Council Meeting