

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