

Customer Council

Meeting Agenda **via Skype & Wisline Audio**

Date & Time: August 19, 2019; 2:00pm – 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
Bob Hetzel, Chief Business Officer, UW-La Crosse
Sheryl Van Gruensven, Chief Business Officer, UW-Green Bay
Steve Wildeck, Executive Director, UW-Shared Services

1. Operational Status Update

- a. Major Work Efforts
- b. Soft Launch & Tactical Support
- c. Other updates

2. Service Development Gate Reviews

- a. Approval to Test: Mandatory Employee Training
- b. Approval to Build: Investigations
- c. Approval to Build: Criminal Background Checks
- d. Approval to Build: Procurement Training
- e. Pending: Security Operations and Student Information Systems

3. Proposed Operational Project

4. New Service Definition Review

- a. Video Conferencing

5. Organizational Status Update

- a. Organization Structure
- b. Principles for Organizational Placement
- c. Moving from Current State to Future State

6. Next Meeting