

**Service Desk Initiatives Meeting, Wednesday, Nov 5<sup>th</sup>, 2014 MC2018A**

**2:00 – 3:30 pm**

Agenda

Welcome. Thank you Lisa for doing the minutes this meeting

Agenda review/suggestions?

Review of minutes from May meeting

Information items:

- IST on the move – Bob Hicks
- My Wireless Experience – Tools – Pat Matlock
- New RT4 – Lisa Tomalty
- Discussion item – laptops in your areas, how do you deploy them, are they managed, do you have a process?
- Winter co-op training - Monday, January 5<sup>th</sup> and Tuesday, January 6<sup>th</sup>. Please send email to myself if you would like your co-op to be included in this training, include their names please.
- Round table

**Action Items & Responsibilities:**

**Performer**

**Action**

**Date**