# Service Desks Initiatives meeting Winter 2014

## Agenda

March 27th, 10- 11:30 am
Mathematics and Computing Building MC2009

The mission of the Service Desks Initiatives group is to work together to enable all IT Service Desks on campus to improve service to users. This could include: documentation, communication, marketing, tools and solutions, training, and service processes.

1. Welcome. Thanks to Nitish for doing minutes this meeting.
2. Agenda review/suggestions
3. Review minutes and action items from last meeting: https://uwaterloo.ca/faculty-computing-user-support-group/meeting-details/helpdesk-initiatives-meeting-fall-2013
4. BYOD (Derek Madge)
5. SCCM – software installation – AHS, ENV and ARTS all moving this way (John Mayall)
6. Spring Training  - (Nitish)
    ▪ Nitish – May 1st and 2nd
7. http://uwaterloo.ca/it-service-desks/ (Peggy)
    ▪ Web site purpose discussion
        1. May launch
        2. It's use in training
8. Social events: March 22, Sushi / Buffet at Ye's (Nitish), next event (Everyone)
9. Review action items from this meeting and dates associated with them:

**Action Items & Responsibilities:**

| Performer | Action | Date |
|---|---|---|
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