

IT Service Management Board  
November 16, 2020  
1:00 pm – 3:00 pm  
Zoom

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|-------------|-----------------------------------|
| 1:00 – 1:05 | Welcome, agenda bash              |
| 1:05 – 2:00 | Discussion with Aaron Powell      |
| 2:00 – 2:05 | Break                             |
| 2:05 – 2:45 | Next steps/Service Catalog review |
| 2:45 – 2:50 | Housekeeping, Plus / Delta        |