1. **Network Services** – *Ed Anderson*
   a. Southern Metro Ring Upgrade Summary
      i. How it went
      ii. Lessons Learned
      iii. Current Status
   b. Northern Metro Ring Upgrade Status
   c. Leased Line Consolidation

2. **Systems Support Services** – *Pam Burns*

3. **Data Center Operations** – *Rich Ayala*

4. **Client Services** – *Brian Anzalone*

5. **System Licensing and Contracting** – *Chris Gaub*

6. **System Security** – *Paul Mudgett*

7. **New Technologies** – *All*
   a. SCS KACE Implementation

8. **Operational Issues/Events** – *All*
   a. 10 min. network outage
   b. iNtegrate Loading Issues related to new semester

9. **Other**