

Connectivity Meeting  
**AGENDA**  
October 2, 2012

1. **Network Services** – *Ed Anderson*
  - Project Queue
2. **Systems Support Services** – *Pam Burns/Jim McKinney*
3. **Data Center Operations** – *Rich Ayala*
  - 8/30/2012 Outage Follow-up
4. **System Licensing & Contracts** – *Chris Gaub*
5. **Client Services** – *Brian Anzalone*
  - Service Desk Self Service
6. **New Technologies**
7. **Operational Issues/Events**
8. **Other**