

IT Service Management Board

April 15, 2019

12 noon – 3:00pm

HUB 238

12:00 – 1:00 Lunch Meet & Greet

1:00 – 1:30 Welcome to the SMB

Aaron Powell

1:30 – 2:30 ITIL 4 Overview

Anil Dissanayake

2:30 – 3:00 Open discussion

Chair - Mike Middlebrooks