



AITR Meeting

DRAFT

AGENDA

Wednesday, Oct. 10, 2012

10 a.m. – noon

- **Note later start time**

Commonwealth Enterprise Solutions Center

Multipurpose Rooms 1222-23

11751 Meadowville Lane, Chester, VA 23831

(This is not a public meeting. The conference number and pass code will be provided in an e-mail to participants for those calling into the meeting.)

1. Welcome – CIO Sam Nixon
2. Workplace Productivity Services
 - a. Overview – Nancy Kuppich, VITA
 - b. Case Study – Deputy Secretary Jennifer Aulgur, Office of the Secretary of the Commonwealth
3. VITA's Customer Relationship Management (CRM) Program
 - a. Overview – Susan McCleary, VITA
 - b. Valued Customer Experience – Zeta Wade, VITA
4. Technical Roadmap – TBD
5. Roundtable

2012 meetings

- CIO Council Meetings – Nov. 14
- AITR Meetings – Dec. 12

Proposed 2013 meetings

- CIO Council – March 13, May 8, July 10, Sept. 11 and Nov. 13
- AITR Meetings – Feb. 13, April 10, June 12, Oct. 9 and Dec. 11