



## **AGENDA** **Wednesday, April 10, 2013** **9 a.m. – noon**

**Commonwealth Enterprise Solutions Center**  
**Multipurpose Rooms 1222-23**  
**11751 Meadowville Lane, Chester, VA 23831**

1. Welcome – CIO Sam Nixon
  - a. NASCIO Award Entries
  - b. eGov Transition
  - c. Credit Request Process
  - d. COVITS
  - e. Virginia Named Microsoft Customer of the Year
2. Customer Relationship Management Valued Customer Experience – Project Update – Zeta Wade, VITA
3. Work Requests, Action Plans Update – Teresa Weldon, Northrop Grumman
4. IT Program Management Standard – Pat Reynolds, VITA
5. Telecommunications Expense Billing (TEBS) Project – John Sheldon, VITA
6. Nuts and Bolts – Don Drew, VITA
  - a. Java
  - b. PC Refresh
  - c. Windows 7
  - d. Active Directory
  - e. SQL 2000
7. Roundtable

### 2013 meetings

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