



## Meeting Notes September 15, 2008 10 a.m. - Noon Tour and meeting

### Attendance

Name	Agency	Attendee	New member?
Ballinger, Sylvia	VDOT		Yes
Bernstein, Dorothy	VSP		
Dunn, Cheryl	VITA		
Erbach, Tiffany	Booz		
Giddings, Ron	DMV		
Goheen, Pam	DMV		
Hayden, Bill	DEQ		Yes
Madison, Debbie	DOC		
Markva, Craig	DMAS		Yes
Monson, Mark	DHP		Yes
Pyle, Rex	VDEM		
Rodriguez, Cheryle	VDH		
Salster, Mike	DHRM	Yes	
Tywman, Bruce	DJJ		Yes
Williams, Greg	DCE		
Williamson, Marcella	VITA		Yes

### Welcome and Tour

The meeting began at 10:15 with a tour of the Commonwealth Enterprise Solutions Center. The tour, planned for one hour, started late and ran over so that those attempting to call in had hung up by the time the meeting teleconference portion of the meeting started. As a result, the remainder of the meeting was brief and informal.

### Open Discussion

Marcella asked the team to review the e-support communications messages and provide input on whether they were clear and easy to understand.

Members suggested that:

- All communications to customers be posted on the IT Infrastructure Partnership pages on the VITA Web page
- VITA Customer Account Managers copy agency communications staff when they send messages to the Agency Information Technology Resource (AITR) staff at agencies
- Information be provided on the proposed e-mail mailbox size limitation
- New members be added to the Network News subscription list

Marcella thanked members for their input on Network News.

### Next Meeting

Monday, Nov. 17, 2008 Teleconference

DRAFT