



Meeting Notes November 17, 2008 2:30-4 p.m. Conference Call

Attendance

Name	Agency	Attendee
Ballinger, Sylvia	VDOT	
Bernstein, Dorothy	VSP	
Dunn, Cheryl	VITA	Yes
Erbach, Tiffany	Booz	Yes
Giddings, Ron	DMV	
Goheen, Pam	DMV	Yes
Hayden, Bill	DEQ	Yes
Markva, Craig	DMAS	Yes
Monson, Mark	DHP	Yes
Rodriguez, Cheryle	VDH	
Tywman, Bruce	DJJ	
Williams, Greg	DCE	
Williamson, Marcella	VITA	Yes

Welcome

The meeting began at 2:30 p.m. Marcella announced that Mike Salster has stepped down after serving two years on the council.

Customer Insight Survey

Marcella discussed pages 16-20 of the Customer Insight Survey, which detailed action steps. The deliverable of an all-council meeting was discussed. One member expressed concern that the survey doesn't accurately show issues. Other concerns raised included not having customer council members review the survey before presenting to the board. Also, it was noted that it may be helpful to divide survey results by those that only use telco services versus agencies using telco and computer services. Marcella will follow up with Debbie Secor about these concerns before scheduling the all-council meeting.

A suggestion was made to hold the all-council meeting immediately following an AITR meeting; however, a comment was made that AITRs may not be on councils, and councils do not consist entirely of AITRs, so the target group would not be present. A member noted that AITRs may not know who is on a customer council, so sharing a list would be helpful.

Members were encouraged to participate in the next AITR meeting on Dec. 9. Members can participate by teleconference. A follow-up message will be sent with meeting details and a link to notes from prior AITR meetings. Tiffany noted that a service metrics report will be shared at the next AITR meeting.

Help Desk Number Change

Local numbers will be disconnected, and a toll-free number now will be used. Council members were asked to help spread the word at agencies through their newsletters and

other channels. One member suggested sending a target communication directly to the AITRs for purposes of communicating this to agencies.

Marcella is checking with Mike Salster about ways to send a message about the change to all employees. Another suggestion made was to develop a screen saver with contact numbers for VITA, and remind users to write the numbers down so they always have this information. Members agreed that any type of give-away, even as small as a magnet, will be seen as wasteful because of budget constraints.

Mailbox Limitations

Tiffany asked for input about mailbox size limit of 100 mb. Concerns were raised about needing more archive space online to store documents rather than having to file hard copies. Tiffany noted some of this could be addressed by moving files from Outlook to personal folders. One member suggested training for all users about the Outlook system and how to use mailbox folders.

A concern was raised that a standard 100 mb limitation is a one-size-fits-all approach, and consideration should be given to the role of specific agencies. Tiffany mentioned that an exception process is being developed to allow for a larger mailbox. Members agreed that clarification explaining what 100 mb means and looks like would be helpful.

Next Meeting

January 26, 2009, Perimeter Center; 9960 Mayland Drive, second floor