



Communications Customer Council

Meeting Notes Communications Customer Council

February 25, 2008

2:30-4:00 p.m.

Conference call

Attendance

Name	Agency	Attendee
Bernstein, Dorothy	VSP	Yes
Dixon, Julia	DGIF	
Dunn, Cheryl	VITA	Yes
Giddings, Ron	DMV	Yes
Goheen, Pam	DMV	Yes
Grimes, Julie	DOE	
Madison, Debbie	DOC	
Neale, Tamara	Booz	
Powers, Diane	VDH	
Pyle, Charles	DOE	
Pyle, Rex	VDEM	Yes
Salster, Mike	DHRM	Yes
Williams, Greg	DCE	
Williamson, Marcella	VITA	Yes

Welcome

The meeting opened at 2:30 p.m. and attendees provided their names, roles and agencies represented.

Final Charter

A final request was made for any changes to the charter. No comments were provided, so the charter is considered final.

Network News

Marcella asked for suggestions about the most recent edition of Network News. She also clarified that the target audience is agency IT staff, not front-line employees.

The following suggestions were provided:

- Clarify who is impacted and why they need to know information. Article about Customer Relationship Management training didn't specify if the training was for VITA or all agencies. The article from Lem about the NG partnership breakfast didn't include details about why this is important for general audience.
- Provide details about how events are being funded (partnership breakfast)
- Make the tone more conversational.
- Discuss how VITA is addressing specific issues (desktop refresh dates, network printer conversions).
- Include details about when events are occurring and how they impact agencies (Service Catalog, Audio Conference).
- Group items into categories or for specific audiences. Incorporate articles for front-line employees.
- Create a condensed version without all of the technical details.
- Highlight "coming attractions."
- Include an area to submit questions for future issues.

Marcella mentioned that VITA will advertise the "Questions" box in the next issue with a follow-up two months out to show responses to FAQs.

Marcella will work to include more details about who is impacted and how events are being funded.

Marcella will send copy of one-page item that Booz put out. Feedback will be solicited from committee before publishing.

AITR Responsibilities

At the next monthly AITR meeting, Lem will emphasize the importance of sharing information. Suggestion was made to create a list of general criteria for AITRs to help them determine what information should be shared. This will help them understand their expectations and will help support VITA's communication needs.

Communication Topics

Booz has been asked to pull out highlights from the Transformation plan to help us pull out milestones to communicate.

Next Meeting

The March meeting will be held at the Virginia State Police Academy. A presenter will attend to discuss the Service Catalog, and a Booz rep will also attend.