



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

Attendance

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