Day 1:
1:00 - 2:45  Welcome/group purpose/group name discussion
             Customer Service Training Presentation - UW Madison
             Hiring/Recruitment group discussion

3:00 - 4:30  Metrics/Reporting Group Discussion
             Cherwell as an ITSM Tool Presentation - UW Milwaukee

Day 2:
10:15- 11:30a  Bringing decentralized IT into Central IT @ Platteville presentation - UW Platteville
Building relationships with key stakeholders discussion
Wrap Up/Topics for next meeting