

SMT Outcomes 01.26.07 Meeting
 Prepared by Linda Rochin

Who	Action Item	Deliverables	Due Date	Comments
Janine Roeth Adele Guerzon	Project Proposal for IT Service Management Process Metrics Project	Proceed with project. In Phase 2, look at Beth Guislin's survey results – what does success look like. Interview other institutions for best practices. The problem management component of the charter will move into the OLA and change management .		
Jeff Wagner Henry Burnett	Digital Classroom Charter	Proceed with charter. Review by LTC and DL's		