**CRSP Work Session 9**

**MINUTES** 11/30/06 9-11AM DELAWARE 141

<table>
<thead>
<tr>
<th>MEETING CALLED BY</th>
<th>Mel Barracliffe</th>
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<tbody>
<tr>
<td>TYPE OF MEETING</td>
<td>Working Meeting with Focus Group</td>
</tr>
<tr>
<td>FACILITATOR</td>
<td>Mel Barracliffe</td>
</tr>
<tr>
<td>NOTE TAKER</td>
<td>Teresa Silva</td>
</tr>
<tr>
<td>ATTENDEES</td>
<td>Mel Barracliffe, Teresa Silva, Aaron Melgares, Scotty Brookie, Peter McMillan, Leslie Geary, Ann Berry-Kline</td>
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**Test Cases Testing**

**DISCUSSION**

What does consolidation mean? What does Kliger want it to be? When a client wants to do X and doesn't want to be bothered by ITS, but it's needed for business operations, ITS should be interested in it. Service catalog 2.0 should have contact information in the internal version. There needs to be an ongoing evaluation of the service and work. Each defined service needs to have a predefined delivery process. Recommendation - there needs to be a process for someone who is really mad and calling with a complaint. There should be a person (account management/staff apologist) who will go out to them and talk to them.

**NEW TEST CASES**

**I have a finished Filemaker database I want to host:**
- Classification key 1.1
- Assign work intake responsibility 1.2
- Consultation 1.6
- Refer to DL 1.5
- Consultation with cost, account manager explains cost.
- Off the shelf service-back to 1.3

**Blind lecturer needs equipment training:**
- Classification key 1.1
- Assign work intake responsibility 1.2
- Off the shelf service-yes-this has to be in the catalog.
- Consultation, is it a potential new service?
- Refer to DL 1.5
- Consulting team 1.7

**Voice recognition problem-(drag and dictate):**
- Classification key 1.1
- Defined as incident and escalated as a problem-DL should be copied on the incident