# Agenda

**Enterprise Technology Services**

**Customer Utility Board**

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**Members:**
- Clyde Saiki—Chair
  ODOT
- Scott Harra—Vice-Chair
  Treasury
- Kyle Knoll
  PERS
- Larry Harker
  Local Gov’t representative
- Jim Conlin
  Judicial Dept
- MaryKay Dahlgreen
  State Library
- Brian Henson
  DPSST
- David Alamein
  Oregon State Police
- Eric Moore
  DHS/ OHA
- Jean Straight
  DCBS
- Satish Upadhyay
  Forestry
- Larry Warren
  Parks & Recreation

**DAS Support Staff:**
- Sarah Jo Chaplen
  Deputy Director
- Alex Pettit
  Chief Information Officer
- John Koreski
  ETS Administrator (Acting)
- Donna Haole-Valenzuela
  DBS Administrator
- Pablo Torrent
  DBS
- Dagny George
  DBS

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**Meeting Date:** March 25, 2015  
**Time:** 2:30-4:30 p.m.  
**Location:** Somerville Building

<table>
<thead>
<tr>
<th>ITEM</th>
<th>PRESENTER</th>
<th>TIME</th>
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</thead>
<tbody>
<tr>
<td><strong>Welcome and approval of last meeting minutes</strong></td>
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<tr>
<td>• Action Items (none)</td>
<td>Clyde Saiki</td>
<td>2:30-2:50</td>
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<tr>
<td>• Approve minutes</td>
<td>Alex Pettit</td>
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<tr>
<td>• Introduction of John Koreski</td>
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<td>• Common IT Service Delivery Project Update</td>
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<td><strong>CUB Member satisfaction survey</strong></td>
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<td>• Six month evaluation/clicker votes</td>
<td>Pablo Torrent/Donna HV</td>
<td>2:50-3:00</td>
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<td><strong>Update on Voice services contract</strong></td>
<td>Alex Pettit</td>
<td>3:00-3:10</td>
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<td><strong>SLA Quarterly Performance Report</strong></td>
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<tr>
<td>• Report out on two measures</td>
<td>Greg Ripp</td>
<td>3:10-3:20</td>
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<td>• Update on other measures</td>
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<td><strong>ITIL Training</strong></td>
<td>Alex Pettit</td>
<td>3:20-4:00</td>
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<td>• Information Technology Infrastructure Library</td>
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<td><strong>Rate Development Update</strong></td>
<td>Donna HV</td>
<td>4:00-4:10</td>
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<td><strong>Other Updates</strong></td>
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<td>4:10-4:30</td>
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**Next meeting:**  
April 22, 2015  
2:30-4:30 p.m.  
Somerville on Court Street

For more information, contact: Pablo Torrent at pablo.torrent@oregon.gov or 503.373.2069