# Activity 1

By a show of hands, answer the following questions:

1. Our IT department looks a lot like that last slide.
   1. How many agree? Disagree?
2. The answer to our question, “What are our services?” is not well understood by staff.
   1. How many agree? Disagree?
3. Our IT department devotes more resources to projects than operations.
   1. How many agree? Disagree?
4. IT projects are always at the bottom of the list?
   1. How many agree? Disagree?

# Activity 2

Use the following table to list your services.

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Pick a person at your table. Discuss and challenge each other’s services list. Is that really a service?

# Activity 2, continued

Use the space below to prototype a services organization:

# Activity 3

Discuss the following at your table:

1. How does what we learned apply to your organization?
2. What other lessons do you foresee happening on your campus?

Each table, pick one answer to share with the room.