Notes from our easel paper:

* SANS Models
* <https://www.cisecurity.org/>
* Documentation for Agile development: creating user stories for example
* The Agile Manifesto
* Program management and portfolio management are also addressed by PMI
* Axelos.com owns ITIL and has other resources
* ITIL as a framework not a standard
* CMM/CMMI for process evaluation
* ProSci evaluation for business readiness
* IIBA.org => BABOK
* SEBOKwiki.org
* Trust & Transparency
* Understanding => Respect => Trust
* Stakeholder analysis => Problem statement
* Process flow diagramming is a helpful tool
* Bizagi is a free tool for process documentation

Stakeholders list:

* Help Desk
* Faculty
* Department heads
* Registrars
* Partners
* Future students
* Technology teams
* Current students
* HR
* Finance
* Audit
* Executive committee
* Board of regents
* Procurement
* Public safety
* Purchasing
* Hosting customers
* Contractors
* Vendors
* Alums
* Parents
* Community
* Politicians
* Community groups
* Governing boards
* Bond holders