Sessions to Consider That Are Congruent with Service Layers

Wednesday 10:30AM Ballroom D Collaboration: A must, or a time

Consuming Bust

10:30AM Rm 303C/D Centralized vs Decentralized: Choosing

Sweet Spots in Efficient Central Services

And Local Value Add Services.

2:30PM Rm 207A/B Making the University More Cost-

effective: Mission Impossible

4:50PM Grand Ballrm Distributed Technology Support

Salon H-Mariott

Thursday 8:00AM Rm 207D Making Organizational Change a Reality

Lesson from a Customer Svc Initiative

8:00AM Ballroom D Owning a Data Center is So Last Century

3:30PM Rm 210C Improving Processes Through the Use

Of Lean