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