Agenda
Support Sub Team – Angel Implementation
07/22/08

1. Introduction of members

2. Unique contribution of each member

3. Support Sub Team purpose defined:
   Responsible for the creation of

   - Support policies

   - Operation procedures

   - Knowledgebase

   Provide first level support for questions from

   - Instructional designers

   - Faculty

   - Students

4. Identify goals

   - Gain application expertise

   - Define support issue escalation protocol

   - Document commonly asked questions

   - Develop end-user policies and procedures information sheets

5. Timeline phases and support interaction (sample info)

   - Initiate – we're doing that with this meeting

   - Design – Develop training, support, and migration strategies (together w/ Training sub team)

   - Develop –

     i. Train pilot users and support staff (together w/ Training sub team)

     ii. Perform and/or support migration of previous CMS content (together w/ Training sub team)

   - Pilot –

     i. Begin pilot, support users (together with Training sub team)

     ii. Continue to train users for launch (together w/ Training sub team)

   - Refine – Continue to train users for launch (together w/ Training sub team)

6. Brainstorm – bring flesh to these ideas