

Agenda
Support Sub Team – Angel Implementation
09/30/08

1. Review minutes from 09/23/08 meeting
2. Reminder of 3 goals for this sub team:
 - Learn the Angel software well
 - Develop FAQ
 - Develop procedures for getting help with Angel, including protocols for escalation
3. One last review of procedures for resolving problems with Angel
4. Develop plan for FAQ goal achievement
5. Meeting again on 10/07?
6. What else?

Action items for next time: