

# Meeting Summary

**Functional Area:** Service Delivery

**Sub-Function:** Customer Service Centers

**Meeting Date:** September 3, 2008

**Location:** Richmond VA



**Meeting called by:** Terry Witt

**Facilitators:** Kathy Aebischer, Terry Witt

## **In Attendance:**

Kathy Aebischer  
Robin Brown  
Candace Dreher  
Martha Freeland  
Christopher Nicholl  
Sheri Vaughan for Andrea Hott  
Terry Witt

## Attendance:

√ 2 out of 3 SME's

## **Session Goals and Objectives:**

1. Brainstorm the services in the CSCs from a Service Delivery perspective
2. Document new use cases
3. Identify and define requirements and domain terms

## **Summary of Accomplishments:**

Identified the following Scenarios:

- Capture Employee Time Management
- Manage Global Notification of Events
- Provide Customer Kiosk Service
- Provide Queuing
- Provide Workforce and Scheduling Management

Began documenting the Provide Customer Kiosk Service use case

## **Plans for Next Workshop:**

- Continue documenting identified use cases

## **Homework for Next Workshop:**

- None