Service Desk Management
Front-End

A Case Study in Project Management

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Agenda

• Background information - John
• Project Management Phases - Noni
• Challenges, Successes – Vince, Noni
• Lessons Learned - Noni
• Demo - John
• Q & A - All
If You Build It... They Will Come...
What’s going on?
What is it?
A new initiative?
How does it relate to our project?
Small Team, High Impact
Working Sessions
Lessons Learned
Product Demonstration
Q & A

THANK YOU FOR COMING!!!

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