



From: Anita Lotta-Help

Date: Module Seven

Re: Hot Potatos?

Thanks for your feedback on VDI.

This week we had the meeting about our service agreements and getting the most out of our IT budget through governance. I am sorry to have missed that but as you know I was off at the meeting with the CIO regarding our data centers.

Based on what you learned, can you give me a plan for reviewing our IT decision making (this was the IT Governance part*)? What archetype do you recommend for each of the decision types (be sure to include input and decision) and why you think so. I am also hoping you can sum up what the rest of the meeting was about (tell me what you took away from the 3 items at the meeting, not just a list of the topics).

Could you get something to me by the end of the workday in two weeks? I am looking for two or so pages at the very most. Thanks.

*Even though this is an opinion style memo, you must still make use of citations and references.