



UNIDESK USER GROUP 27/11/17

AGENDA

10:15 – 10:45	Arrival	Refreshments
10:45 – 11:00	Welcome from Chair of the UniDesk Board	Mark Ritchie Deputy Director of Applications Division and Head of Project Services, University of Edinburgh
11:00 – 11:10	Round Table Introductions	All
11:10 – 11:40	SDI Certification – How UniDesk Helped Us Reach for the Stars	Lisa McDonald University of Edinburgh
11:45 – 12:30	V7 Upgrade Update, SSP and Quick Calls	Dawn Dodd Catherine Hetherington Willie Mitchell University of Edinburgh
12:30 – 13:30	Lunch	Lunch provided
13:30 – 14:00	5min Member Share	All
14:00 – 14:15	Update from Visit to TOPdesk	Dawn Dodd Catherine Hetherington University of Edinburgh
14:15 – 14:30	AOB & Next Meeting	All
14:30	Close	