**EST080 Estates Department Help Desk Project** Date:  09-Dec-2014

**Attendees:**Martin Matt (MASS)
Pauline Smith
Andy Stewart
Ben Armstrong
Maureen Masson
Colin Pritchard
Anne Mathison

CC
David Brook

**Agenda**

**09:00**
Room set up, laptop, project website, logins, use of TEST
Room booked all day
Review of timescale of
- coffee breaks,
- lunch time break

 **09:30- 10:00 Martin Matt expected**

Introductions and Overview of how that day is expected to turnout

**10:30**Demonstration on how the product works with release 21.2Walkthrough the systemImplications for mobile technologyReview what we have seen and thoughtsClarificationsRevisit with business requirementsIdentify areas of concern, can it be met by  process workflow changes?

**15:30**Summary of dayWhat next?Conclusions

**16-Dec**Webinar available at 15:00 if required