**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