

Confirm all Action Items -- owners, due dates

- Define how to measure qualitative acceptability → Kip Shearer
- Catalog which functional areas are currently serviced by small business/8A → Pat
- Language relating to IT security for the PWS → Ruby
- Language relating to Technology Insertion → Ruby
- Language relating to continuity of operations → Ruby
- List of all reference documents and forms → Pat
- Definition of all acronyms and abbreviations as related to IT services → Pat
- Revisit quality assurance performance requirement and description → Pat
- Technical publication support – in or out? → Donna
- Logistics – in or out? → Donna
- Make all documentation related measures/standards consistent (“...Gunning Fog Index...” → Joe, Edith)
- Fill in response times for performance matrix → Eric
- Incentives tied to levels of performance quality (e.g., system development a matrix of quality levels & criticalities) → Steve
- Define in the text all acronyms / abbreviations when first used → Joe