

KEVIN O'NEILL

Mutual Information Details

The following are mutual information details that vice-presidents and directors are interested in:

- Customer feedback - issue status & troubleshooting
- Active incidents - ongoing issues - trends
- Upcoming activities - events requiring resources, space modifications or office moves, etc.
- Respective office organization changes
- Feedback via communications:
 - service desk notifications
 - project notifications and updates
 - additional or modified communication requests