

**Pitt Worx  
Champion  
Meeting  
12/06/18**



# Session Topics

---

- Pitt Worx Project Leadership
  - Cheryl Johnson, VC OHR
  - Monte Ciotto, AVC FIS
  - Maureen Beal, AVC Financial Ops
- Post-production Support
- Questions and Suggestions

# Post Production Support

---

- Centralized Customer Success Portal
  - Powered by Salesforce
  - By Telephone or Email
  - Cases documented for status visibility and prioritization
  - Support provided by Talent Center Experts
- Secure Remote Access
  - E.g. General outlook/mood, suggestions for tools and methods, specific feedback
- In-person Talent Center Training
  - More dates in January
  - Three types of sessions
- Video and print QRG's beginning next week
- FAQ section on website specific to user issues
- Pitt Worx Idea Portal after go-live

# Questions

---

