

 Sun Microsystems Ltd Regis House 55 King William Street London EC4R 9AD		Minutes of Citi/Egg Service Review Meeting for January 2010	
Venue: Room 3B	Date/Time of Meeting: 11:00am 23rd February Next Meeting: <i>Tuesday 9th March 11:00am (2nd Tuesday of the month)</i>	Dial-in Information UK: 020 7897 3212 or LocalCall: 08445 790706 Toll Free: UK: 0800 6948079 Germany: 0800 6648530 Poland: 008001213321 Conference code: 04463199	
Chairman: Bill Bruce Author: Bill Bruce	Attendees: Citi Bernie O'Connor John McBride Stefan Nowotka Scott McGarry Shaun Jackson Ian Bray Pratyush Pachkhede	Attendees: Sun Balvinder Channa Bill Bruce Justin Lazarus Michael Gold Stuart Moorhouse	Apologies: Phil Singleton – Sun

Item	Description	Action
1.	15/25K procedures and audit. Ongoing activity – JL to work with PP re audits and define a timetable for the completion of the work outstanding	JL
2.	Automated Service Requests (ASR) status to be discussed with CATE as per the recent global call. Outstanding issue is the Citi requirement to have a virtualised ASR Manager process.	IB
3.	Citi UK access to MSC for German machines to be investigated with Stuart Moorhouse	MG
4.	Phil Singleton to propose how to handle £5K of prepaid work. Phil Singleton will liaise with Phil Whaley and Rebecca McWilliams as part of the contract renewal discussions	PS
5.	EGG inventory reconciliation to be completed in time for contract renewal end March 2010	BB
6.	Clarity around the support for Solaris 2.8 is required to include entitlement and process for accessing support/patches.	PS
7.	TW to gather any outstanding data if available and what the status is of patch/IDR deployment in Zurich.	BB
8.	Clarity on Sun's (Oracle) policy regarding T&M for support of systems not on contract. BB to arrange follow-up.	BB
9.	Shaun Jackson has issues with accessing correct data within MSC. BB to investigate	BB