# Kickoff Meeting Agenda

The Kickoff Meeting marks the official start of the Freshservice implementation project. This meeting introduces the key project stakeholders, outlines the goals, success criteria, roles, timeline, communication expectations, and sets the tone for collaboration throughout the project lifecycle.

## Welcome and Introductions

Owner: All participants

Introduce all meeting attendees, including names, roles, and responsibilities. Ensure everyone understands the purpose of the meeting and their involvement in the project.

## Project Goals and Success Criteria

Owner: Project Sponsor

Present the overall goals for the Freshservice implementation. Discuss measurable success criteria, such as improved SLA adherence, reduced ticket volume, or streamlined onboarding processes.

## Roles and Responsibilities

Owner: Project Manager

Clarify the roles of each team member including ITSM leads, administrators, and consultants. Define responsibilities for planning, configuration, testing, training, and support.

## Project Timeline and Milestones

Owner: Engagement Manager

Share a high-level timeline of project phases: Planning, Design, Configuration, UAT, Training, Go-Live. Highlight key deliverables, deadlines, and checkpoints.

## Communication Plan and Meeting Cadence

Owner: Engagement Manager

Outline how project communications will be managed, including the frequency of status updates, weekly meetings, escalation procedures, and collaboration tools.

## Next Steps and Q&A

Owner: All participants

Summarize actions required following the meeting, confirm immediate next steps, and open the floor for questions or concerns.