

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
April 25, 2001**

Agenda Items

- Status of Previous Action Items (Rice)
- Support Center Items (Baker)
- Travel Manager Update (Carter)
- Scheduling of Televideo Rooms (Requested by Caryle Miller)

Status of Previous Action Items

The following action items, and their status to date, were summarized as follows:

<u>Action Item</u>	Status
1. Reschedule next week's CIAG meeting: Send an e-mail to CIAG members with alternative dates and times. (Rice)	Complete
2. Provide an update on the SC-60 representative. (Rice)	Under discussion. Will update at next meeting.
3. Update the CIAG on disability requirements once follow up information is obtained from Rick Borchelt. (Baker)	See SCSC Discussion
4. Put on an upcoming CIAG agenda a discussion of the scheduling process for the videoconference rooms. (Rice)	On today's agenda
5. Integrate changes requested by CIAG into future FY02-06 Strategic Planning materials per discussion in the preceding section of the meeting notes. (Griffin/Kruse)	Ongoing during May

Support Center Items

Brent Baker provided the CIAG with the following information and updates:

- The SC User Exchange List: The List was provided along with a graph showing a continuing increase in users' e-mail storage use over time.
- Web Page disability requirements: SC-65 is waiting on follow up information from Rick Borchelt, and will provide the CIAG with implementation details, timeframe for compliance, etc. once the information is received. Baker also provided the URL for Section 508 of the Americans with Disabilities Act (ADA) that requires all Federal web sites to be accessible to persons with disabilities.

Travel Manager

Lionel Carter and Donald Clark provided an update on Travel Manager. According to Clark, the new version of Travel Manager has not implemented. A number of specific issues were discussed and a request was made for Carter to notify users via e-mail when work is ongoing to make changes in the system (i.e., when the system may not be functioning properly.) Pat Rice volunteered to talk with the appropriate staff to make sure that other issues would be addressed outside of the CIAG meetings.

Scheduling of Televideo Rooms

The CIAG agreed that individual programs will continue to manage their televideo rooms rather than make the rooms available through Outlook.

Other Items

Project Status for Remainder of FY 01

Hughes reported that SC-65 is working on finalizing the schedule for the remaining projects and services for FY 01. At next week’s meeting, Hughes plans to provide a schedule for Windows 2000 deployment and obtain names for piloting Windows 2000.

Specific Questions from Dean Oyler

Several questions/concerns were raised by Dean Oyler:

- Has IMSC been tested for compatibility with the Security Update for Internet Explorer? Baker: Yes.
- What is SCSC doing about the limitations of the firewall regarding streaming video? Baker: SCSC is exploring alternative systems and will report back to the CIAG on the results.
- HENP has been having difficulty printing large, high resolution color PowerPoint presentations. What is SCSC doing to resolve this? Baker: SCSC is evaluating other products that would handle large PowerPoint files. In the interim, users can contact SCSC with any printing problems. SCSC will work with HENP off-line.

Action Items

- Provide members with details for how SC-65 plans to implement the disability requirements set forth in section 508 of the Americans with Disabilities Act (ADA). (Griffin/Baker)
- Provide an update on the SC-60 representative. (Rice)
- Provide an update on how Travel Manager issues will be addressed. (Rice)
- Report to the CIAG on how streaming video teleconference can be handled. (Baker)

Proposed 5/4/01 Meeting Agenda

- Status of Previous Action Items (Rice)
- SC-60 Representative Update (Rice)
- Support Center Items (Griffin/Baker)
- Project Status Update (Hughes)
- Strategic Plan FY02-06: Continued Discussion of Planned Services

Meeting Attendees

Name		Organization	Contact Information
Burris-Co-Chair	Peggy	SC-1 & 5	6-7265
Rice-Exec. Sec	Pat	SC-65	3-4556
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Buswell	Steve	SC-7	6-9741
Carter	Lionel	SC-622	3-5705
Centeno	Kathi	SC-65	3-5472
Clark	Donald	SC-622	N/A
Hanlin	Cathy	SC-23	3-1965
Hughes	Gene	SC-65	3-5409
Kruse	Jason	SC-65	3-6592
Lynott	Michael	SC-65	3-7643
Martin	Joanna	SC-65	3-5730

Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475
Talamini	Karen	SC-14	3-4563
Yockman	Dick	SC-65	3-3394