

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
April 5, 2000**

Meeting Agenda

- **Review meeting agenda & action items (Griffin)**

The status of all action items was given. A schedule for all other Production action items will be provided once the CIO releases DOE electronic media policies. The agenda was then reviewed.

- **Present system retirement/replacement plan for FY2000: To obtain feedback on the priorities planned. (Hughes)**

An overview of the retirement / replacement plan for legacy systems was presented. Seven legacy systems will be retired and replaced with IMSC 1.0 and Intranet 1.0 during FY00. Analysis for planned retirements beyond FY00 will continue.

- Question: Is parallel operation planned for each legacy system being retired and its replacement system?
Answer: Not at this time. Users will be trained to enable a smooth cutover without parallel operation.
- Question: Why is there a 3-month period between testing and rollout of IMSC 1.0?
Answer: We have allowed a 90-day window for training.

The Group endorsed the plan.

Meeting Attendees

Name		Organization	Contact Information
Greg	Dilworth – Alt Chair	SC-17	3-2873
Ted	Griffin – Exec. Sec	SC-621	3-4602
Peggy	Burris	SC-4	6-7265 (Conference Call Attendance)
Steve	Buswell	SC-7	6-9741 (Conference Call Attendance)
Dean	Oyler	SC-22	3-6394
Cathy	Hanlin	SC-23	3-1965
Jane	Hiegel	SC-30	3-5800
Marvin	Stodolsky	SC-72	3-4475
Emily	Knouse	SC-622	3-1577
Caryle	Miller	SC-82	3-8434
Pat	Flannery	SC-621	3-9002
Mike	Gercken	SC-621	3-5253
Robbie	Green	SC-621	3-6578
Gene	Hughes	SC-621	3-5409
Jason	Kruse	SC-621	3-6592
Michael	Lynott	SC-621	3-6409
Anne	Priebe	SC-621	3-2449
Pat	Rice	SC-621	3-4556
David	Wigtil	SC-621	3-5730
Dick	Yockman	SC-621	3-3394

Action Items

- Provide an electronic version of the Performance Measures document to the CIAG. (Griffin)
- Forward the IRC Survey introduction email to the CIAG members for review and comment. (Griffin)
- Provide any comments to the IRC Survey introduction email to Ted Griffin by COB 7 April. (CIAG)
- Incorporate comments and send the revised IRC Survey introduction email to the CIAG for distribution. (Griffin)
- Send the IRC Survey and revised introduction email to the respective SC HQ programs. (CIAG)
- Provide a schedule for completing the following action items: (Green)

- Send a note out from the Support Center that identifies the implications of Records Management on e-mail and informs users on the use, backup, and availability of the C, N, Q, and P drives.
- Add a CIAG folder in the Exchange server for public sharing.
- Have the Support Center become the main focal point for all training requirements and update the training credit system to include Support Center sponsored training (IMSC, Outlook, etc.).

Proposed 04/19/00 Meeting Agenda

- Brief firewall implementation (Green)
- Brief Support Center changes (Green)

Proposed Future Agenda Items

- Present IM performance measures (Griffin)
- Discuss how training is offered (Green)
- Revisit Support Center (Green)
- Present Office 2000 rollout plan (Green)
- Present Applix notification options (Green)
- Present auto-archiving implementation plan (Green)
- Present Standard Desktop rollout plan (Green)
- Present IMSC integrated schedule (Hughes)
- Present SC INTRANET project (Hughes)