

SC CUSTOMER INFORMATION ADVISORY GROUP

MEETING SUMMARY

April 19, 2000

Meeting Agenda

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

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.

- **Support Center Changes (Green)**

An overview of the current services and processes was given as well as the enhanced processes and the differences both for the support center and the customer.

- Question: Why are we moving to a remote Support Center?
 Answer: The remote Support Center, using Lockheed Martin's "proven solution center service," has four phone analysts dedicated to supporting SC. The Lockheed Martin approach provides SC with improved backup coverage, better after-hours support, and better tracking of calls to resolution. Lockheed Martin has successfully supported a number of large organizations remotely (e.g., Nike, Gypsum, DOE). Their phone analysts have been able to resolve approximately 85% of the calls they receive during the initial call, a significantly better percentage than we were able to achieve with in-house phone analysts. It should be noted that, while the phone analysts are operating remotely, we continue to maintain on-site support for maintaining applications, LAN operations, and deskside support as necessary.

- Question: How are problems handled outside the core hours of 7:30 a.m. to 5:30 p.m.?
 Answer: If there is a problem outside core hours, the call will be picked up by other (i.e., non SC-dedicated) phone analysts so that the problem can be addressed. Call times will be reviewed on an ongoing basis to determine if there needs to be a core hour change.

- Question: Why would there be a change to a longer 800 number from the current 5-digit number?
 Answer: By switching to the 800 number the support center could utilize an organizing feature known as Automated Call Distribution (ACD). This would provide detailed statistics and improve our ability to manage calls and resolve problems. Keeping the current 5-digit number and forwarding it to the 800 number would require a costly infrastructure upgrade.

- Question: What about the maintenance personnel that have been working a long-term problem? Are we going to lose the continuity and have to explain the outage to another person at the remote call center?
 Answer: No you will not have to explain the problem to a new person. Where an on-site support person is already working with you on a difficult problem that may take some time to solve, that person will work the problem until it is resolved. However, routine problems currently being addressed here will be redirected to the remote Support Center along with all pertinent information.

Meeting Attendees

Name		Organization	Contact Information
John	Willis – Chair	SC-55	3-4095
Greg	Dilworth – Alt Chair	SC-17	3-2873
Pat	Rice – Exec. Sec	SC-621	3-4556
Peggy	Burris	SC-4	6-7265 (Conference Call Attendance)
Steve	Buswell	SC-7	6-9741 (Conference Call Attendance)
Dean	Oyler	SC-22	3-6394
Marvin	Stodolsky	SC-72	3-4475

Shahida	Afzal	ESMT	3-4941
Jeanne	Beall	SC-621	3-4587
Brent	Baker	SC-621	3-2345
Robbie	Green	SC-621	3-6578
Michael	Lynott	SC-621	3-6409
Anne	Priebe	SC-621	3-2449
David	Wigtil	SC-621	3-5730
Dick	Yockman	SC-621	3-3394

Action Items

- Incorporate comments and send the revised IRC Survey introduction email to the CIAG for distribution. (Griffin / Rice)
- Send the IRC Survey and revised introduction email to the respective SC HQ programs. (CIAG)
- Send the SCIP presentation to CIAG members for review / comment. (Griffin / Rice)
- 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 04/26/00 Meeting Agenda

- Summarize/Discuss SC Intranet Portal Project/Status (Hughes)
- Present IM performance measures (Griffin)

Proposed Future Agenda Items

- 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)