

SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
August 23, 2000

Agenda Item

- Status of Previous Action Items (Rice)
- Cyber Security Requirements (Green)
- Printer Discussion (Green)

Status of Previous Action Items

The status of action items from the August 16, 2000 CIAG meeting was summarized as follows:

- The three conference room video units for use at Germantown have been ordered. The units should be installed by mid-September in the HENP and Fusion areas (second and fourth floor G-wing). The third location at Germantown has not yet been selected. CIAG members are to make a recommendation.
- Instructions for using “Bobbie” software will be sent via e-mail to Webmasters this week.
- The “Space Hog” insert was sent earlier this week to CIAG members. At the meeting, Robbie Green handed out a user list identifying employees who have large volumes of mail in their MS Outlook inboxes. CIAG members are asked to work with these individuals to reduce the amount of mail retained in their inboxes.
- The economic workup of on SC HQ printers requested on August 16 is addressed under the agenda item on printers at this meeting.

Cyber Security Requirements

Robbie Green summarized the many ongoing activities and requirements involved in developing SC's Cyber Security Protection Plan (CSPP) as well as a consolidated DOE CSPP. He emphasized the process, noting that, based on the CIO Master CSPP, the SC CSPP has a number of high level end-user and network-related policies. In order to implement these policies, the IM Team will present potential low-, medium-, and high-cost technical solutions to the CIAG to obtain input and recommendations on the preferred, most cost-effective solutions. Multiple presentations to the CIAG will be scheduled as the policies and information on technical solutions become available. At the next CIAG meeting, the Password Policy and End User Responsibilities Policy will be presented. Key upcoming milestones include the requirement to update the SC CSPP by September 30, 2000 followed by an October 15, 2000 deadline for the CIO (with the help of the Cyber Security Working Group) to prepare a consolidated DOE CSPP.

Printer Issues

Robbie Green provided the CIAG with a breakdown of the number of supported and non-supported desktop and LAN-based printers currently in use as well. He presented four options with their respective pros and cons. These options are summarized below, with a rough budget estimate for each option shown in parentheses:

- Option one maintains the status quo; in other words, supported printers, those with maintenance agreements, would continue to be maintained and non-supported printers (Okidata printers) would be replaced on a case-by-case basis (up to \$90K).
- Option two proposes to replace non-supported printers, eg., Okidata printers, with supported printers (\$90K plus maintenance).
- Option three proposes that “deskjet” printers would be purchased for all users as part of the SC standard configuration (\$60K). All LAN-based printers would be located in "high-traffic/optimum access" areas.
- Lastly, option four proposes to install LAN-based printers in every SC office (\$500K) with color printers located in "high-traffic/optimum access" areas.

After some general discussion, the CIAG requested a more detailed presentation of the cost implications of each of the options, including maintenance and a cost per page breakout, so that a decision can be made at the next meeting.

Action Items

- CIAG members will work with employees in their respective offices who are heavy users of e-mail to reduce the volume of mail in their inboxes. (CIAG Members)
- The CIAG is to recommend a location for the third conference room video unit by Friday, September 1. Recommendations should be sent to Pat Rice. They will be discussed at the September 6, 2000 CIAG meeting if necessary. (CIAG Members)
- The Support Center will send an e-mail to Web Masters with instructions for using the “Bobby” software. (Green)
- The CSPP Password and End User Responsibilities policies will be scheduled for discussion at the August 30 CIAG meeting. (Green/Rice)
- A detailed presentation on the costs of the various printer options, including copy per page cost among the Okidata, Hewlett Packard, “deskjet,” and LAN-based printers; maintenance costs; and overall monthly costs will be scheduled for the August 30 CIAG meeting. After discussion, CIAG members will be asked to make a recommendation on what the printer policy should be. (Green/Rice)

Proposed 08/30/00 Meeting Agenda

- Cyber Security
 - Password Policy Implementation Options
 - End User Responsibilities Policy
- Continue Printer Discussion

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
Steve	Buswell (phone)	SC-7	6-9741
Dean	Oyler	SC-22	3-6394
Cathy	Hanlin	SC-23	3-1965
Shahida	Afzal	SC-50 (ESMT)	3-4941
Steve	Eckstrand	SC-55	6-5428
Marvin	Stodolsky	SC-72	3-4475
Emily	Knouse	SC-622	3-1577
Caryle	Miller (phone)	SC-82	3-8434
Paul	Arveson	SC-621	3-1893
Brent	Baker	SC-621	3-2345
Jeanne	Beall	SC-621	3-4587
Robbie	Green	SC-621	3-6578
Joanna	Martin	SC-621	3-5730
Anne	Priebe	SC-621	3-2449
Dick	Yockman	SC-621	3-3394
Stush	John	SC-80	3-9548