

**SC CUSTOMER INFORMATION ADVISORY GROUP  
MEETING SUMMARY  
February 16, 2000**

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**Meeting Agenda**

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

The status of all action items was given. The agenda was then reviewed. Once the CIAG completes its review of the Production policies, they will be rewritten to reflect all suggested changes. The IM Team will then republish the policies that includes an endorsement by the CIAG. It was also noted that all future agendas will also include a “purpose” statement next to each item.

- **Continue review of Production policies (Green)**

Upon completion of policy 7 (Electronic Mail Storage), the CIAG agreed that auto-archiving would be the endorsed approach for email storage. Therefore, the policy will be rewritten and an implementation plan developed for review. The review of policy 8 (Data Storage) then began.

- Question – Can we send files larger than 10 Meg in size via the email system?  
Answer – No. FTP (File Transfer Protocol) sites are available and should be used for that.
- Question – Are periodic reviews of the network stored data being accomplished for validity?  
Answer – No. Currently, all data is left in tack and is backed up on a daily basis. This will continue to be the practice until a document management system is implemented.

- **Review Strategic Planning and Architecture policies (Griffin)**

This review did not begin, because the review of the Production policies was not completed.

- **Present outline for next IM Today (Griffin)**

A written outline was provided to the CIAG for review between meetings. Members were asked to provide any feedback to Ted Griffin by email or phone.

**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)
Cathy	Hanlin	SC-23	3-1965
Dean	Oyler	SC-22	3-6394
Steve	Eckstrand	SC-55	3-5546
Marvin	Stodolsky	SC-72	3-4475
Emily	Knouse	SC-622	3-1577
Shahida	Afzal	ESMT	3-4941
Jeanne	Beall	SC-621	3-4587
Mike	Flint	SC-621	3-1145
Robbie	Green	SC-621	3-6578
Gene	Hughes	SC-621	3-5409
Jason	Kruse	SC-621	3-6592
Tom	Lombardo	SC-621	3-1312
Michael	Lynott	SC-621	3-6409
Anne	Priebe	SC-621	3-2449
Pat	Rice	SC-621	3-4556
Linda	Vargas	SC-621	3-5313
David	Wigtil	SC-621	3-5730

## **Action Items**

- Action: (Green)
  - Follow up with VTC installation and infrastructure costs.
  - Send a note out from the Support Center that identifies the implications of Records Management on e-mail (i.e notes to wife kept as a federal record for 6 years).
  - Provide the instructions and location for FTP.
  - Include training as part of the auto-archive implementation plan.
  - Send a note out from the Support Center that informs users on the use, backup, and availability of the C, N, Q, and P drives.

## **Proposed 02/23/00 Meeting Agenda**

- Complete review of Production policies: To obtain feedback and endorsement (Green/Griffin)
- Review Strategic Planning and Architecture policies: To obtain feedback and endorsement (Griffin)
- Review policy covering individuals who use Macs to access legacy data for graphics capabilities: To obtain feedback for input to IM Board review (Willis)
- Review policy covering Mac laptops: To obtain feedback for input to IM Board review (Willis)

## **Proposed 03/01/00 Meeting Agenda**

- Present plan to update Technology Architecture (Griffin)
- Present plan to update Business Model (Griffin)
- Present auto-archiving implementation plan (Green)

## **Proposed 03/08/00 Meeting Agenda**

- Present Office 2000 rollout plan (Green)
- Brief firewall implementation (Green)

## **Proposed 03/15/00 Meeting Agenda**

- Present Applix notification options (Green)
- Present potential system retirements (Green)

## **Proposed 3/22/00 Meeting Agenda**

- Present Standard Desktop rollout plan (Green)
- Present customer satisfaction strawman (Griffin)

## **Proposed 3/29/00 Meeting Agenda**

- Discuss how training is offered (Green)
- Revisit Support Center (Green)