

**SC CUSTOMER INFORMATION ADVISORY GROUP  
MEETING SUMMARY  
February 28, 2001**

**Agenda Items**

- Status of Previous Action Items (Rice)
- Support Center Items (Baker)
- Televideo Update (Griffin)
- January Performance Measures (Griffin)
- Powerpoint Template Feedback (Kruse)
- System Development Update (Hughes)
- Graphics Toolset Discussion (Hughes)

**Status of Previous Action Items**

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

	<b><u>Action Item</u></b>	<b>Status/Comments</b>
1.	<b>Provide charts showing the size of users' mail accounts. (Baker)</b>	On today's Agenda
2.	<b>Provide "how to" worksheets summarizing the steps necessary to send files with extensions in Outlook 2000. (Baker)</b>	On today's Agenda
3.	<b>Provide instructions for filtering out user-selected mail. (Baker)</b>	On today's Agenda
4.	<b>Provide Office 2000 rollout update. (Centeno/Baker)</b>	On today's Agenda
5.	<b>Provide teleconference update. (Griffin)</b>	On today's Agenda
6.	<b>Forward a spreadsheet of graphics applications organized by program to CIAG members. (Hughes)</b>	On today's Agenda
7.	<b>Determine whether graphics applications, identified on the graphics spreadsheet, are used by individuals identified on the spreadsheet. Provide feedback to Hughes. (CIAG)</b>	On today's Agenda
8.	<b>Provide a cost summary to the CIAG, based on their input, for the Graphics Toolset. (Hughes)</b>	On today's Agenda
9.	<b>Provide the revised Document Management Survey to CIAG for review. (Hughes)</b>	On today's Agenda
10.	<b>Reduce ceiling cap for users' mail accounts from 500 to 450 megabytes. (Baker)</b>	Completed
11.	<b>Follow-up with Peggy Burris and Steve Buswell re: delaying Office 2000 at Forrestal. (Baker)</b>	Completed
12.	<b>Keep Graphics Toolset demonstration room open for another week. (Hughes)</b>	Completed
13.	<b>Forward Presentation Pro link to CIAG members so that they can review the templates. (Hughes/CIAG)</b>	Completed

	<b>review the templates. (Hughes/CIAG)</b>	
<b>14.</b>	<b>Provide names of individuals to be interviewed for the Business Model Update. (CIAG)</b>	Completed
<b>15.</b>	<b>Review Technology Vision Session spreadsheet. (CIAG)</b>	Completed
<b>16.</b>	<b>Provide a color key to the Vision Session spreadsheet. (Kruse)</b>	Completed

### Support Center Items

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

- A chart showing the decrease in size of users' mail accounts, over time, was presented noting that, currently, there are no users with mailbox sizes over 400 megabytes.
- Call Center Update: Since 2/14/01, the "new" Call Center has been live, serving over 400 SC users. Baker introduced one of the "new" Call Center phone analysts, Phil Monto. Call Center analysts will attend weekly CIAG meetings on a rotating basis.
- Office 2000 Update: Users at both Forrestal and SC HQ have either been upgraded, or are in queue to be upgraded, to Office 2000.
- Worksheets providing instructions for: a) sending files with security blocked extensions and b) automatically excluding/routing unwanted e-mail to specified folders were discussed and provided to members.

### Teleconference Update

Ted Griffin offered an update on the videoconference units. Griffin is still waiting on a written cost from MA to support all SC videoconference units. He has made Howard Landon, DOE's CIO, aware of the issue and he will continue to make efforts to obtain this from MA. Griffin will continue to provide weekly updates.

### January Performance Measures

Ted Griffin offered the performance measure results for January, reminding members that performance measure #7, software systems via remote access, will not improve until SCIP rolls out. Griffin also explained that for February, he will divide the performance measures report into two sections. The first section will present findings from 2/1/01 – 2/13/01, prior to the Help Desk transition. The second section will present findings following the transition (from 2/14/01 – 2/28/01.) Griffin pointed that the numbers might be low, in the beginning, due to the recent changeover, but are expected to increase over the next month. Karen Talamini, attending for Greg Dilworth, commented that she has received superior service from the new Help Desk call analysts, and would not be surprised if the numbers for February were higher than expected.

The January 2001 Performance Measures report, along with reports for October 2000-December 2000 and a year to date average, are summarized below:

<b><i>Performance Measure</i></b>	<b><i>Oct</i></b>	<b><i>Nov</i></b>	<b><i>Dec</i></b>	<b><i>Jan</i></b>	<b><i>YTD</i></b>
1. First call closure	78% (313/668/.6)	61% (325/887/.6)	64% (272/713/.6)	69% (362/873/.6)	67%
2. Calls responded to w/in 60 secs	96% (677/707) Avg = 10 sec	95% (817/857) Avg = 11 sec	94% (586/623) Avg = 14 sec	91% (879/966) Avg = 18 sec	94%

3. Calls resolved w/in 4 hrs	72% (425/590) Avg = 10.02 hrs	56% (444/799) Avg = 9.17 hrs	57% (332/584) Avg = 10.25 hrs	58% (481/827) Avg = 10.18	60%
4. Email up	99.9% (44625min/ 44640min)	100% (43200min/ 43200min)	99.9% (44600min/ 44640min)	99.9%	99.9%
5. S/W & systems via remote access	40%	40%	40%	40%	40%
6. CIAG items resolved	89% (8/9)	100% (16/16)	96% (24/25)	93% (25/27)	95%
<b>Customer Satisfaction</b>	<b>79%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>76%</b>

### **PowerPoint Template Feedback**

Jason Kruse said that he has not received any feedback from users regarding the Presentation Pro Link that was sent out after the last CIAG meeting. Dean Oyler commented that he thought the product was an expensive novelty item. Marvin Stodolsky volunteered to check with Sharon Betson, the user who requested that the product be purchased, to see whether there is, in fact, a business need that would warrant purchasing the product.

Ted Griffin said that this is an example of requests the IM Team often gets from one user to purchase a product. Griffin indicated that he would like to see these individual requests handled in a standard way. The CIAG agreed, and asked for Griffin to develop the following: A proposal for how these requests should be handled along with a “boilerplate statement” describing the implications of purchasing items that a single user requests (e.g., support costs, including training for the Help Desk; impact on and interoperability with existing infrastructure/systems.)

Until a plan is in place, the CIAG requested SC-65 to provide all individual requests to the appropriate CIAG member who will follow up with the requestor to determine whether there is a business need for the request.

### **System Development Update**

Gene Hughes offered the following updates on Execution Work Management (EWM) and Worksheet Exchange (WSX):

- EWM—SC-65 continues to meet with the OA’s weekly to discuss fixes. The second build will be completed by close of business Friday, 3/2/01. So far, testing has been going well, and on Monday, 3/5/01, the OA’s will see 60 changes/ fixes to the system. The third build should be completed by 3/30/01. On behalf of the OA’s, Karen Talamini said that the process is working extremely well, and that the OA’s are very pleased with the way SC-65 has addressed the issues.
- WSX—Currently, developers are focusing on enhancing the comments section of WSX which should be completed the second week of March. Once complete, SC-65 will demonstrate the product to program representatives and budget (SC-63). A testing and rollout schedule will then be developed based on SC-63’s availability.

## **Graphics Toolset Discussion**

Gene Hughes distributed a handout containing an inventory list of Graphics Toolset software assigned to SC customers. Gene asked CIAG members to review and update the list so that SC-65 can purchase upgrades or new software copies and licenses for customers who are actually using the software. It is important that SC-65 has an accurate count because, depending on that count, the cost of these purchases ranges from approximately \$126,000 to \$192,000

The inventory list contains users who currently have the following eight software packages:

- Corel Draw 10
- Paint Shop Pro
- Adobe Pagemaker 6.5 Plus
- Adobe Photoshop
- Adobe Acrobat 4.0
- Adobe Distiller 3.0
- Adobe Illustrator 9.0
- Quark Express 4.1

Most of these software packages have only a few users. The exceptions are Adobe Photoshop with 149 users and Adobe Acrobat 4.0 with 361 users. SC-65 expects that most of the individuals who have Adobe Acrobat 4.0 are, or will be using, it so SC-65 will plan to purchase upgrades unless advised otherwise. SC-65 will NOT remove any software packages, but will only obtain appropriately licensed upgrades for those who are regularly using them.

Hughes asked members to mark-up the inventory list and return it to him or bring it to the next CIAG meeting indicating which of the customers on the list are/or plan to be using the assigned software. An electronic copy will be sent to all CIAG members with the above instructions. Hughes said to please contact him directly with any questions.

## **Other Items**

Ted Griffin announced that the new CIAG chairman will be Greg Dilworth; Peggy Burriss will be co-chair.

## **Action Items**

1. Provide teleconference update. (Griffin)
2. Develop a proposal for how one-time purchase requests should be handled (including CIAG member review of individual requests) along with a “boilerplate statement” describing the implications of purchasing items for a very limited number of customers, e.g., interoperability and resource implications. (Griffin)
3. Send an electronic copy of the Graphics Toolset inventory list to all CIAG members (Hughes/Rice).
4. Review the Graphics Toolset inventory list and determine whether users identified are, or plan to be, using the software listed. Provide feedback to Hughes electronically or at the next CIAG meeting. (CIAG)

## **Proposed 3/07/01 Meeting Agenda**

- Status of Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
- Teleconference Update (Griffin)
- February Performance Measures (Griffin)
- Graphics Toolset Project Update (Hughes)
- IMSC Update (Hughes)

**Meeting Attendees**

<b>Name</b>		<b>Organization</b>	<b>Contact Information</b>
Karen Talamini for <b>Dilworth–Chair</b>	<b>Greg</b>	<b>SC-17</b>	<b>3-2873</b>
<b>Burris-Co-Chair</b>	<b>Peggy</b>	<b>SC-1 &amp; 5</b>	<b>6-7265</b>
<b>Rice–Exec. Sec</b>	<b>Pat</b>	<b>SC-65</b>	<b>3-4556</b>
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Buswell	Steve	SC-7	6-9741
Centeno	Kathi	SC-65	3-5472
Clay	Mitzi	SC-62	3-3717
Griffin	Ted	SC-65	3-4602
Hughes	Gene	SC-65	3-5409
Kruse	Jason	SC-65	3-6592
Martin	Joanna	SC-65	3-5730
Monto	Phil	SC-65	N/A
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475