

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
SEPTEMBER 19, 2001**

Agenda Items

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
 - Update on Network Performance Issues
- ?? Survey on Performance Measures Related to Overall Customer Satisfaction (Griffin)
- ?? Operating Plan
 - Update on FY02 Projects (Griffin)
 - Customer Collaboration Plan (Griffin/Rice)
- ?? CIO Centralization Proposal Update (Griffin)

Action Items

| Previous Action Items | Status |
|---|--|
| Revise survey per members' comments, and present to the board again. | Completed. CIAG approved survey with minor change at 9/19 meeting. |
| Per suggestion of Peggy Burris, consult with Myrna Vallette on the scale used for the SES 360 Degree Review to see if it is of use in the survey. | Completed. CIAG approved survey with minor change at 9/19 meeting. |
| Present to Kimberly Rasar the suggestion that a representative from the CIO's office be invited to attend the IMSC review. | Completed. Suggestion passed on. |

| New Action Items from September 19, 2001 CIAG Meeting | Assigned To |
|--|--------------|
| (Extended to 9/26/01) Consolidate CIAG member input to Rick Borchelt, and forward. | Rice |
| Move item 10 on Customer Survey to item 3, and distribute survey. | Rice |
| Review Operating Plan Line items in preparation for prioritization. | CIAG Members |
| Revise Customer Collaboration Plan and bring back to CIAG. | Rice |

Support Center Items

Brent Baker reported that the number of advisories and patches pertaining to virus threats is increasing to the point where anti-virus maintenance is almost a 24-hour per day, seven day a week job. He noted that the Support Center is now receiving 15 – 20 e-mails a day related to threats and protection from viruses.

Baker also reported on fixing persistent network slowdowns, noting that the problem appears to be related to the size of the packets (chunks of information) going through the servers. Based on that understanding, some changes have been made and users should already be seeing some improvement. Baker will report status again at the next meeting.

Survey on Performance Measures Related to Overall Customer Satisfaction

Pat Rice presented a revised draft of the survey. It was suggested that question 10 on the survey, which deals with user satisfaction with the IM Division's responsiveness in fulfilling requests, responding to questions, and fixing IT related problems, be moved up in the survey to follow question 2. This would reduce the possibility of customers overlooking this question when completing the survey. The CIAG approved the survey for distribution contingent upon this change.

Operating Plan

Update on FY02 Projects: Ted Griffin presented the working budget sheet for the FY 02 IM Operating Plan, and noted that SC-65 will provide costs for each item on the sheet. Griffin is assuming that the SC-65 budget will be \$8 million, which is not enough to cover every item, and therefore the CIAG will need to prioritize the items. He identified changes to the items since last presented to the CIAG, and asked that members review them in preparation for prioritizing. He also said that, in the interest of time, it might be necessary to call an unscheduled meeting of the CIAG to perform the prioritization.

Customer Collaboration Plan: Pat Rice and Ted Griffin presented a draft plan for collaboration between SC-65 and its customers throughout the development cycle in order to further assure that SC-65 products meet their customers' needs. As a starting point for discussion, the plan included a table summarizing the responsibilities of the CIAG, the IM Board and the reference groups at appropriate stages of SC-65's 21 step project management process. There was considerable discussion about the need for customers to be able to provide their thoughts and input throughout the process. CIAG members also expressed the desire to be involved in developing this sort of document from the beginning rather than being presented with a draft for comments. offered several specific suggestions for improvement of the plan including:

- ?? More clearly identify which customer groups will have what responsibilities at each stage of the development cycle,
- ?? Rewrite the text of the plan in the active voice,
- ?? Include a greater number of feedback loops in the process.

It was agreed that Rice and Griffin would incorporate these suggestions into the plan and present another draft to the CIAG.

CIO Centralization Proposal

Dick Yockman reported on the CIO Centralization Proposal. He reported that he would be attending a meeting on September 20 with Deputy Secretary Blake to discuss the proposal. Yockman said that he and his peers had met to determine how to approach the meeting. Yockman noted that he has heard very little about the proposal during the past week, other than seeing a draft memo from Blake about the proposal, which is being rewritten per Blake's direction to be less detailed.

Proposed 9/26/01 Meeting Agenda

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
 - Update on Network Performance Issues
- ?? Operating Plan
 - FY02 Projects (Griffin)
 - Customer Collaboration Plan (Griffin/Rice)
- ?? CIO Centralization Proposal Update (Yockman)

Meeting Attendees

| Name | | Organization | Contact Information |
|-------------------------|-------------|---------------------|----------------------------|
| Dilworth – Chair | Greg | SC-14 | 3-2873 |
| Rice– Exec. Sec | Pat | SC-65 | 3-4556 |
| Afzal | Shahida | SC-50 (ESMT) | 3-4941 |
| Baker | Brent | SC-65 | 3-2345 |
| Clay | Mitzi | SC-65 | 3-3717 |
| Eckstrand | Steve | SC-55 | 6-5428 |
| Farrand | Sue | SC-65 | 3-1884 |
| Forsythe | Todd | SC-65 | 3-6409 |
| Griffin | Ted | SC-65 | 3-4602 |
| Hiegel | Jane | SC-31 | 3-5800 |
| Jernigan | Lori | SC-64 | 3-5212 |
| Kruse | Jason | SC-65 | 3-6592 |
| Miller | Caryle | SC-82 | 3-8434 |
| Oyler | Dean | SC-22 | 3-6394 |
| Stodolsky | Marvin | SC-72 | 3-4475 |
| Tunks | Kevin | SC-65 | 3-6409 |
| Wells | Isla | SC-63 | 3-5590 |
| Yockman | Dick | SC-65 | 3-3394 |