

**SC CUSTOMER INFORMATION ADVISORY GROUP  
MEETING SUMMARY  
October 10, 2001**

**Agenda Items**

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
- ?? September Performance Measures (Griffun)
- ?? Survey on Performance Measures Related to Overall Customer Satisfaction (Griffin)
- ?? CIO Centralization Update (Yockman)

**Action Items**

Previous Action Items	Status
Consolidate CIAG member input to Rick Borchelt, and forward.	Completed.
Revise Customer Collaboration Plan and bring it back to CIAG.	Revision completed. To be discussed at 10/24 meeting, along with 21 Step Process.
Finalize FY2002 Operating Plan line items and present to IM Board	Completed.

New Action Items from October 10, 2001 CIAG Meeting	Assigned To
Break out customer survey results for Forrestal.	Griffin
Suggest to Program Offices that meetings be scheduled in rooms other than the videoconference rooms unless those facilities are needed.	CIAG
Meet with CIAG members in early stages of developing the Operating Plan to increase member familiarity with IM budget.	Griffin

### September Performance Measures

Ted Griffin presented the performance measures for September as well as the totals for FY 01. He noted that he has changed the wording on the first two measures based on a previous conversation with the CIAG. Those two measures now reflect, respectively, satisfaction with the overall quality of new IM services, and satisfaction with the overall quality of current IM services. Griffin explained that the Helpdesk would be back up to five call specialists by November 1 (with completion of the Windows 2000 transition) and that he expected Helpdesk performance statistics to improve as a result.

### Survey on Performance Measures Related to Overall Customer Satisfaction

Griffin summarized the results of the performance measure customer survey noting that 23% of SC personnel responded and that the results were overwhelmingly positive. They averaged 3.3-4.3 on a scale of 1-5. There was a somewhat higher level of satisfaction for current services than for new services. Over 100 individual comments were received, in addition to the numerical ratings. They covered a wide range of services, and tended to cluster around the need for improvements in remote access and a variety of requests related to the loaner pool. Customers also commented on the excellent service provided by the Helpdesk. Steve Buswell asked that the statistics be recalculated to separate out the Forrestal findings.

### Status of CIO Centralization Proposal

Dick Yockman summarized the status of the centralization proposal, noting that all DOE Program Offices had participated in a 3-day planning session that led to identification of six IT services to be addressed: Helpdesk, Standard Desktops, Messaging Services, Voice, Enterprise Agreements, and an Enterprise Management System. Project plans for each of these areas will be developed during the next month with the goal of showing real accomplishments no later than December 2002. Yockman will lead development of the Helpdesk Project Plan.

### Proposed 10/17/01 Meeting Agenda

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
- ?? Operating Plan

### Meeting Attendees

Name		Organization	Contact Information
<b>Dilworth – Chair</b>	<b>Greg</b>	<b>SC-14</b>	<b>3-2873</b>
<b>Burrris – Co-Chair</b>	Peggy	SC-4	6-7265
<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
Clay	Mitzi	SC-65	3-3717
Centeno	Kathi	SC-65	3-5472
Davis	Penny	SC-65	3-5313
Eckstrand	Steve	SC-55	6-5428
Farrand	Sue	SC-65	3-1884
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475
Yockman	Dick	SC-65	3-3394

