

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
November 14, 2001**

Agenda Items

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
- ?? October Performance Measures (Griffin)
- ?? Update on CIO Consolidation Activities (Griffin)
- ?? Update on SCIP Rollout (Centeno)

Action Items

Previous Action Items	Status
Provide comments of Draft 2002 Operating Plan to SC-65 by Monday, 10/22.	Completed.
Ask OA's for approval to proceed with rollout of new services, based on successful resolution of network slowness problems.	On agenda for today.
Add words describing how to recognize network slowness problems to e-mail to be sent to SC-65 users re resolution of network problems.	Completed.
Restore line item for Standard Workstation Refresh to Operating Plan, showing zero dollars.	Completed.
Schedule monthly update to CIAG on status of CIO centralization.	Completed. On agenda for today.

New Action Items from November 14, 2001 CIAG Meeting	Assigned To
Implement the Board's proposal to consult with the CIAG re requests outside SCSC's scope to identify existing expertise prior to scoping and costing out the request.	Griffin

Support Center Items

Brent Baker reviewed the Exchange User List. Also, Ted Griffin proposed a method for how SC-65 would handle user requests that are out of the scope of the Support Center's responsibilities, (e.g., hands-on assistance in using the software, such as creating a macro or a spreadsheet for a user.) He proposed that such requests be scoped and costed out, and that the cost for performing the request be taken from the costs currently allocated for hardware and software review and acquisition. CIAG members proposed that, before assessing cost, CIAG members should be consulted and asked to identify or provide the expertise to implement the request. SC-65 will implement the CIAG's proposal.

SC-65 Performance Measures

Ted Griffin reviewed the SC-65 performance measures for FY 2002, with no action resulting. Mr. Griffin also stated that SC-65 is in the process of developing a plan for improving the measures during FY 2002.

Status of CIO Centralization

Ted Griffin provided comments summarizing the efforts to develop project plans for the six proposed areas of centralization. He stated that plans were due to the CIO by November 15, and summarized for the CIAG the proposed plan for helpdesk consolidation. This plan calls for identifying common functions performed by all helpdesks within the scope of the consolidation, then providing a central helpdesk to perform those common functions. User requests that cannot be fulfilled by those centralized functions would be forwarded to the appropriate local helpdesk.

Approval to Proceed with SC Intranet Portal (SCIP) Rollout

Kathi Centeno reported on the status of the SCIP rollout. Previously, the CIAG had directed that the rollout proceed pending approval from the OA's. Ms. Centeno reported that the OA's had approved the rollout for a portion of SCIP as follows: SCIP, including Execution Work Management and Security Management Tracking, is approved for rollout; the Query and Reporting component of SCIP requires additional modifications before it is approved for rollout; and extra time is required to perform acceptance testing of the Calendaring and Scheduling component.

MS Centeno also reported that approval by the IM Board for SCIP rollout had not been obtained, and is expected by Friday, November 16th.

Proposed 10/24/01 Meeting Agenda

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
- ?? EIM Project Status Presentation (SC-65 Staff)

Meeting Attendees

Name		Organization	Contact Information
Burris – Co-Chair	Peggy	SC-4	6-7265
Rice–Exec. Sec	Pat	SC-65	3-4556
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Centeno	Kathi	SC-65	3-5472
Farrand	Sue	SC-65	3-1884
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hiegel	Jane	SC-31	3-5800
Hughes	Gene	SC-65	3-5409
Jernigan	Lori	SC-64	3-5212
Lynott	Michael	SC-65	3-7643
Miller	Caryle	SC-82	3-8434
Stodolsky	Marvin	SC-72	3-4475