

**SC CUSTOMER INFORMATION ADVISORY GROUP  
MEETING SUMMARY  
December 12, 2001**

**Agenda Items**

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
  - SCSC Hours
  - FTP Replacement with User ID and Password
- ?? November Performance Measures (Griffin)
- ?? Excel Macro Issue (Griffin)
- ?? IM Strategic Plan: Review of IM Principles (Griffin)
- ?? Update on Electronic Information Management Reference Group (Hughes)

**Action Items**

Previous Action Items	Status
Arrange for off-line CIAG discussion regarding how to handle user requests outside the scope of the Support Center.	Complete – further discussion on today's agenda.
Suggest names for additional representation on EIM Project Reference Group by 11/28 meeting.	Complete
Forward proposed EIM file structures to CIAG members.	Complete

New Action Items from December 12, 2001 CIAG Meeting	Assigned To
Review and confirm deletion of expired accounts.	CIAG Members
Sort list of expired accounts by organization and send to CIAG members.	Rice
Change the SCSC service hours beginning January 2, 2002, from 7:00 a.m. until 6:00 p.m. and notify customers via e-mail.	Baker
Institute Support Center procedures whereby the requests requiring more than 8 hours, the costs will be itemized, and charged to Ad Hoc Hardware/Software Review & Acquisition.	Griffin
Review SC IM Principles, and give provide suggested changes to Ted Griffin by December 26, 2001.	CIAG Members
Send notes from December 4 Electronic Information Management (EIM) expanded Reference Group meeting to CIAG members for their information.	Rice
Brief the CIAG again on FTP IDS and passwords before implementing the change.	Baker

### Support Center Items

As usual, the Exchange User List was presented. Also, Brent Baker presented a list of apparently expired user accounts, and requested that CIAG members review the list and confirm that the user IDs can be deleted.

Mr. Baker also proposed a change to the SCSC service hours beginning January 2, 2002, from 7:00 a.m. until 6:00 p.m. Service outside of the new hours would continue to be available by dialing 301-903-5313. Previously, SCSC service hours ran until 7:00 p.m., but analysis showed an average of only one call a week coming in between 6:00 p.m. and 7:00 p.m. over a six-month period. The CIAG approved the proposal.

Mr. Baker also proposed instituting user ID's and passwords for each program office to use the SC FTP server. He noted that traffic on the server is currently 1 gigabyte per day, and that the majority of the data does not appear to be related to the business of SC. In response to the CIAG's concern about yet another password, Baker explained that for the next six months or so, the SCSC would issue the passwords and customers could contact them if they forgot their passwords. He also noted that eventually customers would be able to use their LAN ID and password. Finally Baker said that he would come back to the CIAG with more information about implementation before making the change. Given all of the above, the CIAG agreed.

### November Performance Measures

Ted Griffin reviewed the SC-65 performance measures for November. He noted the improvement from 76% to 81 % in calls resolved by the analyst before the end of the call. He also noted the slight reduction in the number of calls where the customer receives the phone analyst within 30 seconds (from 100% to 99.7%) and explained that the CIO call management system may be forwarding a few customers to voice mail by mistake. He also noted that the average response time for calls taking longer was reduced from an average of 20 hours to 6.48 hours.

### Excel Macro Issue

Ted Griffin provided an update on how SC-65 would like to 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.) Dean Oyler reported on his participation in the previously proposed method of directing such requests to SC users with the appropriate knowledge. He felt that in many cases this approach would be an undue imposition. After some discussion, it was agreed that the Support Center would send any requests beyond SCSC's scope to Ted Griffin who would arrange to have an expert call the customer to scope out the requirement and time needed to fulfill it. For those requests requiring **less than eight hours** to resolve, the work would be performed by the expert without further approval and would be charged to the "Hardware/Software Review and Acquisition" line item. For requests requiring **more than eight hours**, the expert would obtain approval from Griffin before proceeding. If approved, this work would also be charged to the "Hardware/Software Review & Acquisition" line item.

### IM Strategic Plan: Review of Principles

As part of the annual review of the SC Information Architecture, Ted Griffin presented and reviewed the SC IM Principles, and requested that CIAG members give him any suggested changes by December 26, 2001. These changes would then be incorporated and presented to the IM Board for approval.

### Electronic Information Management (EIM) Project Status

Pat Rice comment on the status of the EIM project. She stated that the expanded reference group had met and that she would send the meeting notes to the CIAG for the members' information. Peggy Burris gave a brief update on the latest ESMT meeting, noting that the ESMT members (who comprised the original EIM

Reference Group) recognized the need to involve many more program representatives before the system could be rolled out. Burris commented that there could be a delay of one month in order to facilitate visiting each program office to ensure greater involvement.

**Proposed 12/19/01 Meeting Agenda**

?? Review of Previous Action Items (Rice)

?? Support Center Items (Baker)

**Meeting Attendees**

<b>Name</b>		<b>Organization</b>	<b>Contact Information</b>
<b>Dilworth—Chair</b>	<b>Greg</b>	<b>SC-14</b>	<b>3-2873</b>
<b>Burris—Alt 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>
Afzal	Shahida	SC-50 (ESMT)	3-4941
Albaugh	Brenda	SC-65	3-6578
Arveson	Paul	SC-65	3-1893
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Buswell	Steve	SC-7	6-9741
Clay	Mitzi	SC-65	3-3717
Eckstrand	Steve	SC-55	3-5546
Farrand	Sue	SC-65	
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hanlin	Cathy	SC-23	3-1965
Hiegel	Jane	SC-31	3-5800
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475