

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
May 16, 2001**

Agenda Items

- Status of Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
- Windows 2000 Update (Hughes)
- Continued Discussion of the FY02-06 IM Strategic Plan Development (Griffin)
- Proposed CIAG Process for Considering Travel Manager Issues (Rice)

Status of Previous Action Items

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

| <u>Action Item</u> | <u>Status</u> |
|---|--|
| 1. Arrange for Myrna Vallette (SC-62) to attend the next meeting to discuss the process for resolving Travel Manager issues. (Rice) | Completed. On today's Agenda. |
| 2. Review FY 02-06 New Services document by 5/16/01. (CIAG) | Completed. See Strategic Plan Discussion. |
| 3. Arrange for Ricky Hall, from the Infrastructure Support Center, to speak at an upcoming CIAG meeting. (Baker) | Scheduled to speak at the June 13, 2001 meeting. |

Support Center Items

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

- The SC User Exchange List was provided. Baker noted that some of the users on the list have been having problems with Outlook's Auto Archive feature. SCSC has contacted Microsoft and should have the issue resolved soon. In the interim, Baker said that SCSC will refrain from contacting those on the list who are having trouble with the Auto Archive feature.
- Baker has arranged for Ricky Hall, from the DOE Infrastructure Support Center (ISC), to speak at the 6/13/01 CIAG meeting.
- At Baker's request, the CIAG approved providing direct connections from SC-provided notebook computers to the network. The Support Center policy will be changed to reflect this.

Windows 2000

Gene Hughes offered an update on Windows 2000. Hughes provided the list of Windows 2000 pilot participants to the CIAG. Members provided additions and deletions to the list: remove Christine Chalk (FORS), remove Linda Twenty (SC-30), remove Julie Scott (SC-30), and add Bill Valdez (FORS—Peggy Burris' request). Pilot participants will be interviewed prior to June 1, at which time the new operating system will be installed. The pilot will run until June 15. Any "lessons learned" will be applied to the rollout to all of SC, which is currently scheduled to begin July 2.

Continued Discussion of the FY02-06 IM Strategic Plan Development

CIAG members said that they reviewed the FY 02-06 new services, but had questions about the need for many of the services identified. Griffin reminded the CIAG that the "new" services are supported by the business model which is based on business needs identified by users during the interview process. After discussion, the CIAG requested for Ted Griffin to arrange an off-line meeting to discuss this issue further. The CIAG created a

sub-group of meeting participants to include Dean Oyler, Marvin Stodolosky, Peggy Burris, and Greg Dilworth. Griffin will contact sub-group members to arrange a date/time.

Travel Manager Update

Pat Rice described a proposed process for addressing Travel Manager Issues. After discussion with Myrna Vallette and Donald Clark, the CIAG decided that all new issues should be forwarded to Vallette since her office administers Travel Manager policy. Vallette will examine new issues brought forward and determine whether they need to be brought to the attention of the CIAG for further discussion.

Action Items

- Provide a status update on the auto archive feature at the next CIAG meeting. (Baker)
- Amend the Support Center Policy to include that SC-provided notebooks will now have a network connection. (Baker)
- Remove/add the following names to Windows 2000 Pilot List: remove Christine Chalk [FORS], remove Linda Twenty [SC-30], remove Julie Scott [SC-30], and add Bill Valdez [FORS—Peggy Burris' request]. (Hughes)
- Schedule an offline meeting with Dean Oyler, Marvin Stodolosky, Peggy Burris, and Greg Dilworth to discuss the new services for FY '02-'06. (Griffin)
- Provide Myrna Vallette with the name(s) of the individuals who were interviewed for the Business Model from Human Resources. (Griffin)

Proposed 5/23/01 Meeting Agenda

- Status of Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
- Strategic Plan Discussion (Griffin)

Meeting Attendees

| Name | | Organization | Contact Information |
|------------------------|--------------|---------------------|----------------------------|
| Dilworth–Chair | Greg | SC-17 | 3-2873 |
| Burris-Co-Chair | Peggy | SC-1 & 5 | 6-7265 |
| Rice–Exec. Sec | Pat | SC-65 | 3-4556 |
| Baker | Brent | SC-65 | 3-2345 |
| Beall | Jeanne | SC-65 | 3-4587 |
| Carter | Lionell | SC-622 | 3-5705 |
| Clark | Donald | SC-622 | N/A |
| Farrand | Sue | SC-65 | 3-1884 |
| Forsythe | Todd | SC-65 | 3-6409 |
| Griffin | Ted | SC-65 | 3-4602 |
| Hiegel | Jane | SC-30 | 3-5800 |
| Hughes | Gene | SC-65 | 3-5409 |
| Jackson | Tom | SC-65 | 3-9139 |
| Lynott | Michael | SC-65 | 3-7643 |
| Martin | Joanna | SC-65 | 3-5730 |
| Oyler | Dean | SC-22 | 3-6394 |
| Slaughter | Cathy | SC-20 | 3-3713 |
| Stodolosky | Marvin | SC-72 | 3-4475 |
| Talamini | Karen | SC-14 | 3-4563 |
| Tunks | Kevin | SC-65 | 3-6409 |
| Vallette | Myrna | SC-62 | 3-3444 |
| Yockman | Dick | SC-65 | 3-3394 |

