

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
May 23, 2001**

Agenda Items

- Status of Previous Action Items (Rice)
- Support Center Items (Baker)
- Presentation of Strategic Plan Revisions--Based on Off-Line Meeting with CIAG Sub-Group (Griffin)

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. Provide a status update on the auto archive feature at the next CIAG meeting. (Baker)	See SCSC discussion.
2. Amend the Support Center Policy to include that SC-provided notebooks will now have a network connection. (Baker)	To be completed by 6/1
3. 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)	Completed.
4. Schedule an offline meeting with Dean Oyler, Marvin Stodolsky, Peggy Burris, and Greg Dilworth to discuss the new services for FY '02-'06. (Griffin)	Completed.
5. Provide Myrna Vallette with the name(s) of the individuals who were interviewed for the Business Model from Human Resources. (Griffin)	Completed.

Support Center Items

The following information and updates were provided:

- The SC User Exchange List was provided. Brent Baker noted that two of the users on the list are still having problems with Outlook's Auto Archive feature. SCSC will follow up with these users individually and provide a status update at next week's meeting.
- Baker announced that SC is transitioning to a new firewall. Most of the SC's workstations are still pointing toward the old firewall. Because of this, a decision needs to be made as to whether the transition to the new firewall should be handled proactively or through responses to calls to the Helpdesk. The CIAG agreed to provide advice on this, but would first like to see a list of all workstations that are still pointing toward the old firewall. SCSC will provide this list at next week's meeting.
- Brent Baker and Ted Griffin announced that the Self Service Center now stocks Palm Pilots. The Support Center has already received some questions from Forrestal users. While SC-60 management still needs to decide what Working Capital Funds will be made available for the purchase of these devices (i.e., how many SC users there will be), Griffin and Baker asked the CIAG to approve support for only one model (PalmV). Because there is some overlap between the capabilities of the Blackberry device and the Palm Pilots, members asked for a comparison between the two to determine whether SC-65 would be supporting an overlapping device. SCSC will provide this to members at next week's meeting and continue the discussion of the appropriate level of support.
- SCSC continues to work on an agreement with SC-30 to use ESNET to provide streaming video teleconferencing. SCSC will provide an update at next week's meeting.

- SCSC has acquired two demo color printers to see whether they can handle presentations with large graphics, a capability lacking in many of the network printers. Jason Kruse asked for members to forward sample presentations to SCSC for testing.
- Baker introduced Susan King from the Help Desk.

Presentation of Strategic Plan Revisions--Based on Off-Line Meeting with CIAG Sub-Group

At last week’s meeting, the CIAG requested for Ted Griffin to arrange an off-line meeting with selected CIAG members to discuss the need for some of the FY ‘02-‘06 new services. The meeting was held and changes were made to the new services document as requested by the sub-group members. Griffin discussed these changes with the Group and further recommendations were made. Ted Griffin will hold off-line meetings with Myrna Vallette to discuss Human Resources Package 1.0 and Marvin Stodolsky to discuss Reference Package 1.0. Griffin will incorporate all of the changes into the new services document that he will provide to the CIAG by next week.

Action Items

- Follow up with the users on the Outlook User List who are having problems with their auto archive feature and provide a status update at next week’s meeting. (Baker)
- Provide the CIAG with a list of the workstations that are still pointing toward the old firewall and discuss how to proceed. (Baker)
- Provide the CIAG with a comparison between the Blackberry and Palm Pilot features. (Baker)
- Provide an update on the agreement between SC-30 and SC-65 on the use of ESNET to provide streaming video teleconferencing. (Baker/Griffin)
- Forward PowerPoint presentations with large graphics to SCSC to test out the demo color printers. (CIAG)
- Schedule an off-line meeting with Marvin Stodolsky to discuss Reference Package 1.0. (Griffin)
- Schedule an off-line meeting with Myrna Vallette to discuss Human Resources Package 1.0. (Griffin)
- Incorporate CIAG recommended changes into the FY ‘02-‘06 new services document; provide to CIAG at next week’s meeting. (Griffin)

Proposed 5/30/01 Meeting Agenda

- Status of Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
- Presentation of Strategic Plan Revisions and Review of Prioritization (Griffin)

Meeting Attendees

Name		Organization	Contact Information
Burris-Co-Chair	Peggy	SC-1 & 5	6-7265
Rice-Exec. Sec	Pat	SC-65	3-4556
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Buswell	Steve	SC-7	6-9741
Clay	Mitzi	SC-62	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-30	3-5800
Hughes	Gene	SC-65	3-5409
Jernigan	Lori	SC-64	3-5212
King	Susan	SC-65	N/A

Kruse	Jason	SC-65	3-6592
Lynott	Michael	SC-65	3-7643
Martin	Joanna	SC-65	3-5730
Millman	Bill	SC-14	3-5805
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475
Yockman	Dick	SC-65	3-3394