

**SC CUSTOMER INFORMATION ADVISORY GROUP  
MEETING SUMMARY  
May 30, 2001**

**Agenda Items**

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

**Status of Previous Action Items**

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

<b><u>Action Item</u></b>	<b><u>Status</u></b>
1. Follow up with Outlook users who are having problems with the auto archive feature and provide a status update at next week's meeting. (Baker)	See SCSC discussion.
2. Provide the CIAG with a list of the workstations that are still pointing toward the old firewall and discuss how to proceed. (Baker)	See SCSC discussion.
3. Provide the CIAG with a comparison between the Blackberry and Palm Pilot features. (Baker)	Completed. See SCSC discussion for details.
4. Provide an update on the agreement between SC-30 and SC-65 on the use of ESNET to provide streaming video teleconferencing. (Baker/Griffin)	See SCSC discussion.
5. Forward PowerPoint presentations with large graphics to SCSC to test out the demo color printers. (CIAG)	Completed.
6. Schedule an off-line meetings with Marvin Stodolsky and Myrna Valette to discuss Reference Package 1.0 and the Human Resource Packages respectively . (Griffin)	Completed.
7. Incorporate CIAG recommended changes into the FY '02-'06 new services document; provide to CIAG at next week's meeting. (Griffin)	Completed.

**Support Center Items**

The following information and updates were provided:

- The SC User Exchange List was provided. SCSC is still trying to meet with two of the users on the list who are having problems with Outlook's Auto Archive feature and will update on the status at next week's meeting.
- Brent Baker informed the CIAG that the firewall issue would be resolved during the rollout of Windows 2000. Because of this, no list was provided.
- Baker and Ted Griffin provided a comparison between the Blackberry and Palm Vx as requested by the CIAG. However, Baker said that SC-60 has decided not to approve requests for Palm Vx purchases due to a lack of funding. After discussion, the CIAG agreed that user requests for the Palm Vx would be considered using the process already in place for requests for non-standard hardware/software. The CIAG agreed and asked for SCSC to provide weekly updates on the number of requests made to SCSC.
- SCSC continues to work on an agreement with SC-30 to use ESNET to provide streaming video teleconferencing. SCSC will provide a status update at next week's meeting.

- Baker brought in two Pentium 3 notebook computers that SCSC would like to purchase for the loaner pool. Both computers are lightweight (one 3 lbs., one 5 ½ lbs.), 750 megahertz, and have a 15 gigabyte hard drive. Members examined both computers and approved of either for purchase.
- Baker introduced Mike Cardinale from the Help Desk.

**Presentation of Strategic Plan Revisions and Review of Prioritization**

At last week’s meeting, the CIAG requested that Ted Griffin hold off-line meetings with Myrna Vallette to discuss Human Resources Package 1.0 and Marvin Stodolsky to discuss Reference Package 1.0. As a result of the meetings, additional changes were made to the new services document which the CIAG approved. Griffin said that the next step would be for the CIAG to rank the services using materials that Griffin will forward to members this afternoon. Members were encouraged to forward the new services, along with the ranking sheet and scorecard, to users in their respective organizations. Griffin plans to attend Office Administrator (OA) meetings to go over the ranking/scoring process, and offered to attend member program meetings as well. Griffin encouraged members to contact him with any questions.

The CIAG members plans to have their scorecards completed within the next two weeks.

**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 an update on the number of users requesting Palm Pilots (Palm Vxs) from the Help Desk. (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)
- Provide the CIAG with the final new services document, the evaluation criteria, and the ranking sheet so that members can begin the prioritization process for the FY ’02-’06 services (Griffin)
- Prioritize new services for FY’02-’06. Provide scores to SC-65 in two weeks. (Griffin)

**Proposed 6/6/01 Meeting Agenda**

- Status of Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
- May 2001 Performance Measures Update (Griffin)
- Discussion of the FY ’02 – ’06 New Services Prioritization Process (Griffin)
- Discussion of DOE System Outages (Centeno)

**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
Buswell	Steve	SC-7	6-9741
Cardinale	Michael	SC-65	N/A
Clay	Mitzi	SC-62	3-3717
Eckstrand	Steve	SC-55	6-5428
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hiegel	Jane	SC-30	3-5800
Kruse	Jason	SC-65	3-6592

Lynott	Michael	SC-65	3-7643
Martin	Joanna	SC-65	3-5730
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475
Tunks	Kevin	SC-65	3-6409