

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
May 9, 2001**

Agenda Items

- Status of Previous Action Items (Rice)
- Support Center Items (Baker)
- Travel Manager Update (Rice)
- Continued Discussion of the FY02-06 IM Strategic Plan (Griffin)
- Windows 2000 Update (Hughes)

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. Bring help desk analysts to the weekly CIAG meetings on a rotational basis. (Baker)	Completed. See SCSC discussion for details.
2. Arrange for Ricky Hall, from the Infrastructure Support Center, to speak at an upcoming CIAG meeting. (Baker)	SCSC is working on this and will follow up when a date is determined.
3. Provide members with the FY 02-06 strategic planning scoring criteria, ranking sheet, and the listing of new projects/services via e-mail. (Griffin)	Completed
4. Review FY 02-06 New Services document by 5/9/01. (CIAG)	Postponed by one week at the CIAG's request.
5. Send members the Windows 2000 survey sheet, along with a request to provide names for a Windows 2000 pilot, later in the week (Hughes/CIAG).	In progress. See Windows 2000 discussion for details0

Support Center Items

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

- The SC User Exchange List was provided. Baker said that SCSC has begun to send "friendly reminders" to users who have exceeded 400 megabytes worth of mail and will continue to do so in an effort to maximize space on the mail server.
- Brent Baker is working on arrangements for Ricky Hall, from the DOE Infrastructure Support Center (ISC), to speak to the CIAG. SC's Helpdesk phone analysts are located in the ISC.
- Kevin Cambell, from the SCSC Help Desk, attended the meeting. SCSC will continue to bring Help Desk staff to the CIAG meetings on a rotational basis.
- SCSC is continuing to explore options with SC30 for using ESNet for managing streaming video teleconferencing. Baker will update the Group as this option develops.

Travel Manager Update

Pat Rice provided draft notes that summarize the Travel Manager system upgrade and recent problems experienced by users when calculating their per diem. Rice recommended that members forward their comments/concerns to Myrna Vallette, SC-62, before an e-mail forwarding these notes is sent out later in the week.

Rice also recommended that the CIAG consider a mechanism in which Travel Manager issues could be communicated and resolved. Rice suggested ad hoc meetings as necessary involving Travel Manager users/representatives, Myrna Vallette, Lionell Carter, and Brent Baker. The CIAG deferred discussions until next week when Vallette is in attendance.

Continued Discussion of the FY02-06 IM Strategic Plan

CIAG members requested an additional week to review the document describing the FY 02-06 services before they begin ranking them. As members review this document, they were encouraged to forward their comments directly to Ted Griffin.

Windows 2000

Gene Hughes offered an update on Windows 2000. Hughes provided a draft e-mail describing the Windows 2000 transition that SCSC plans to send out later this week. The transition will begin with individual interviews, which will identify software loaded on one’s workstation. The transition also will be piloted with approximately 30 users before rollout to all SC users. Hughes will provide an update, including dates for the pilot, at next week’s meeting.

Action Items

- Arrange for Myrna Vallette (SC-62) to attend the next meeting to discuss the process for resolving Travel Manager issues. (Rice)
- Review FY 02-06 New Services document by 5/16/01. (CIAG)

Proposed 5/16/01 Meeting Agenda

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

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
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Bolton	Curt	SC-55	3-4914
Buswell	Steve	SC-7	6-9741
Cambell	Kevin	SC-65	3-5313
Centeno	Kathi	SC-65	3-5472
Clay	Mitzi	SC-62	3-3717
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hanlin	Cathy	SC-23	3-1965
Hiegel	Jane	SC-30	3-5800
Hughes	Gene	SC-65	3-5409
Kruse	Jason	SC-65	3-6592

Martin	Joanna	SC-65	3-5730
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Yockman	Dick	SC-65	3-3394