

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
June 13, 2001**

Agenda Items

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

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. Follow up with Outlook users who are having problems with their auto archive feature and provide a status update at next week's meeting. (Baker)	Ongoing. SCSC is still trying to contact these users. SCSC will update on the status at next week's meeting.
2. Provide an update on the number of requests for Palm Pilots at next week's meeting. (Baker)	Ongoing. Three requests have been made to SCSC since the last meeting. SCSC will provide an update at next week's meeting.
3. Provide an update on the agreement between SC-30 and SC-65 on the use of ESNET to provide streaming video-teleconferencing. (Baker/Griffin)	Ongoing. SC-65 is in the process of developing a service level agreement with SC-30. An update on the status of this agreement will be provided at next week's meeting.
4. Send an e-mail to all of SC explaining what ADSM is, and that, while it has been available as a standard feature, it will not be provided as part of the standard Windows 2000 desktop. Tell users that ADSM will be available on request for anyone wishing to use it. (Baker)	SC-65 is working on drafting this email and will provide an update at next week's meeting.
5. Discuss the location of "My Documents" with users during the second set of Windows 2000 interviews and assist the user in determining where his/her "My Documents" should be stored. (Baker)	Completed. This discussion has been placed on the agenda for the second set of Windows 2000 interviews.
6. Provide Kathi Centeno or Pat Rice with "Blackout" times when DOE maintenance outages should not occur. (CIAG)	Completed. Centeno will forward the CIAG's request to the CIO to consider the budget schedule when scheduling DOE outages.
7. Develop a draft FY '02 - '06 IM Strategic Plan based on the original sequencing and set up a meeting with the CIAG and OA(s) to review, update, and approve the plan. (CIAG)	Completed. See Strategic Plan/Prioritization Status discussion for details.
8. Send the Outlook User List to all CIAG members electronically. (Baker)	Completed. The list will be sent out after each CIAG meeting starting today.
9. Print viewgraphs using both of the demo color printers. Provide to Greg Dilworth and Dean Oyler. (Kruse)	Completed.

Support Center Items

The following information and updates were provided (See the above action item discussion for additional updates):

- The SC User Exchange List was provided.
- Jason Kruse sought the CIAG's input on a recent request made to SCSC for a scanner that can handle documents in the 10,000 page range. The cost of this type of scanner, Kruse said, is about \$10,000. Before supporting this type of purchase, the CIAG requested that Kruse research the cost for outsourcing this request. A cost estimate will be provided at the next meeting.

Strategic Plan/Prioritization Status

At the request of the CIAG, Ted Griffin provided a draft FY '02 – '06 IM Strategic Plan based on the original sequencing. Griffin asked the CIAG to review the Plan so that they can be prepared to offer suggestions, if any, for re-sequencing projects/services at the next CIAG meeting. Griffin plans to brief the OAs at their meeting tomorrow and will invite them to next week's CIAG meeting should they have input for re-sequencing the projects/services outlined in the Plan.

Action Items

- Follow up with Outlook users 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 requests for Palm Pilots at next week's meeting. (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 an update on the status of the e-mail that will be sent to all of SC explaining what ADSM is, and that, while it has been available as a standard feature, it will not be provided as part of the standard Windows 2000 desktop. Tell users that ADSM will be available on request for anyone wishing to use it. (Baker/Rice)
- Review the draft FY '02 – '06 IM Strategic Plan and provide input on re-sequencing projects and services at next week's meeting. (CIAG)
- Brief the OAs on the draft FY '02 – '06 IM Strategic Plan and invite them to next week's CIAG meeting if they have input on re-sequencing the projects/services. (Griffin)
- Schedule a briefing on the SC Intranet Portal (SCIP) and the Electronic Information Management project. (Rice/Hughes)
- Follow up with Steve Buswell concerning individuals in SC-7 who are having problems with Word Perfect. (Baker)
- Make a request to the CIO's office to include field offices in Outlook's global directory. (Griffin)
- Provide cost estimate for outsourcing 10,000 page scanning request. (Kruse)

Proposed 6/20/01 Meeting Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- DOE Infrastructure Support Center (Baker/Hall)
- Draft FY '02 – '06 Strategic Plan: Discussion of Re-sequencing Projects/Services (Griffin)

Meeting Attendees

Name		Organization	Contact Information
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
Corcoran (for Marvin Stodolosky)	Joanne	SC-72	3-6488
Eckstrand	Steve	SC-55	6-5428
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Kruse	Jason	SC-65	3-6592
Martin	Joanna	SC-65	3-5730
Oyler	Dean	SC-22	3-6394
Talamini (for Greg Dilworth)	Karen	SC-14	3-4563