

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
June 6, 2001**

Agenda Items

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- CIO Request for Input on the Timing of DOE Maintenance Outages (Centeno)
- IM Today Newsletter/SC-65 Redesigned Web Page
- May 2001 Performance Measures
- Strategic Plan: New Services Prioritization Process Revisited (Griffin/CIAG)

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)	See SCSC discussion.
2. Provide an update on the number of users requesting Palm Pilots (Palm Vxs) from the Help Desk. (Baker)	Completed. See SCSC discussion.
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)	Completed. See SCSC discussion for details.
4. 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)	Completed. See Strategic Plan discussion for details.
5. Prioritize new services for FY'02-'06. Provide scores to SC-65 in two weeks. (Griffin)	See Strategic Plan discussion.

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.
- Only one user has requested a Palm Pilot from SCSC. This request was forwarded to the respective CIAG member for evaluation. Baker will continue 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. SC-65 has drafted a Service Level Agreement (SLA) for SC 30's approval. SCSC will provide a status update at next week's meeting.
- Because many users do not use ADSM to back up their hard drives, Ted Griffin and Baker requested the CIAG's approval to change ADSM from a standard service to a service that customers would need to request from SCSC. It was decided that SCSC would 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. Users will be told that ADSM will be available on request for anyone wishing to use it.
- Ultra-Lightweight vs. Midweight Laptops: SCSC, with the CIAG's approval, will purchase the ultra-light laptops due to a lack of user interest in the midweights.
- Phil Monto attended as the weekly Help Desk representative.

CIO Request for Input on the Timing of DOE Maintenance Outages

Kathi Centeno requested input from the CIAG on the timing of DOE maintenance outages. Centeno asked for CIAG members to forward “blackout” times (times that maintenance outages would interfere with work) to either her or Pat Rice.

IM Today Newsletter/SC-65 Redesigned Web Page

Pat Rice announced that the next issue of IM Today and the redesigned SC-65 web page would soon be released. Rice said that she views the redesigned web page as a baseline. She said she hopes to use the site as an active means of communication and would like to receive input on what additional information customers would like to see on the site. Rice plans to keep the web page updated with new IM activities as they develop. Rice also mentioned that the newsletter would publicize the availability of five SC video-teleconferencing rooms and provide the MA phone number for arranging conferences. The CIAG agreed that was acceptable.

May 2001 Performance Measures

Ted Griffin presented the May 2001 performance measures, the most impressive set of measures since October 2000 (see Appendix 1 for a complete listing of the May 2001 Performance Measures). Griffin noted that measure # 5, % of Support Center “Helpdesk-Medium” calls resolved within 4 hours, increased from 72 % last month to 94 % this month even with an increase in the total number of calls made to SCSC. Griffin mentioned that he plans to narrow measure #3, % of Support Center calls resolved during the first call, by analyzing the calls to weed out from the statistics those that could not normally be resolved on the first call (e.g., request requirement procurements or further maintenance.)

Strategic Plan: New Services Prioritization Process Revisited

Since the last meeting, some CIAG members expressed concern about the prioritization process for new services and indicated that they wanted to revisit the issue. Members involved in the original extensively detailed strategic planning that set the baseline for the current update indicated that the CIAG should be careful about changing the original sequencing, especially where changes would affect complicated dependencies. The CIAG agreed to take that into consideration in deciding whether the services are sequenced appropriately or need to be rearranged. Griffin will 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.

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)
- 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)
- 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)
- Provide Kathi Centeno or Pat Rice with “Blackout” times when DOE maintenance outages should not occur. (CIAG)
- 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)
- Send the Outlook User List to all CIAG members electronically. (Baker)

- Print viewgraphs using both of the demo color printers. Provide to Greg Dilworth and Dean Oyler. (Kruse)

Proposed 6/13/01 Meeting Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- DOE Infrastructure Support Center (Baker/Hall)
- SC-5 Database Project (Burris)
- Strategic Plan/Prioritization Status (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
Afzal	Shahida	SC-50 (ESMT)	3-4941
Albaugh	Brenda	SC-65	3-6578
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Buswell	Steve	SC-7	6-9741
Centeno	Kathi	SC-65	3-5472
Clay	Mitzi	SC-65	3-3717
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hiegel	Jane	SC-30	3-5800
Jernigan	Lori	SC-64	3-5212
Kruse	Jason	SC-65	3-6592
Martin	Joanna	SC-65	3-5730
Monto	Phil	SC-65	3-2573
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475

FY2001 IM Team Performance Measures
For the
“Provision of IM Services that Effectively Support SC HQS Business Activities”
FY2001

<i>Performance Measure</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb LHM Local</i>		<i>Mar</i>
1. % of business activities for which new automation is implemented that experience improvement, time savings, or cost savings	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)		N/A (Measured annually)
2. % of customers stating that productivity has improved during the past year due to IM support	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)		N/A (Measured annually)
3. % of Support Center calls resolved by first phone analyst before end of call	78% (313/668/.6)	61% (325/887/.6)	64% (272/713/.6)	66% (372/934/.6)	67% (145/360/.6)	48% (132/458/.6)	78% (482/1027/.6)
4. % of Support Center calls the customer receives the phone analyst within 30 seconds	96% (677/707) Avg = 10 sec	95% (817/857) Avg = 11 sec	94% (586/623) Avg = 14 sec	94% (835/879) Avg = 18 sec	93% (351/375) Avg = 16 sec	100% (454/454) Avg = 17 sec	100% (811/811) Avg = 12.9 sec
5. % of Support Center “Helpdesk-Medium” calls resolved within 4 hours	72% (425/590) Avg = 10.02 hrs	56% (444/799) Avg = 9.17 hrs	57% (332/584) Avg = 10.25 hrs	55% (475/863) Avg = 29.14 hrs	58% (193/330) Avg = 28.36 hrs	58% (229/391) Avg = 10.41 hrs	43% (269/630) Avg = 7.48 hrs
6. % of time that e-mail is operational	99.9% (44625/44640 mins)	100% (43200/43200 mins)	99.9% (44600/44640 mins)	99.9% (44625/44640 mins)	100% (44320/44320 mins)		100% (44640/44640 mins)
7. % of common suite of software and corporate systems available to the desktop that is also available through remote access	40%	40%	40%	40%	40%		40%
8. % of CIAG action items assigned to SC621 resolved by due dates	89% (8/9)	100% (16/16)	96% (24/25)	93% (25/27)	100% (12/12)		100% (7/7)
<u>Customer Satisfaction</u>	79%	75%	75%	75%	76%	74%	77%

*CIAG – Customer Information Advisory Group

FY2001 IM Team Performance Measures
For the
“Provision of IM Services that Effectively Support SC HQS Business Activities”
FY2001 (Continued)

<i>Performance Measure</i>	<i>Apr</i>	<i>May</i>	<i>YTD</i>
1. % of business activities for which new automation is implemented that experience improvement, time savings, or cost savings	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)
2. % of customers stating that productivity has improved during the past year due to IM support	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)
3. % of Support Center calls resolved by first phone analyst before end of call	82% (505/1023/.6)	77% (467/1011/.6)	71% (3013/7081/.6)
4. % of Support Center calls the customer receives the phone analyst within 30 seconds Caryle Miller; Cathy Hanlin; Dean Oyler; Greg Dilworth; Jane Hiegel; Lori Jernigan; Marvin Stodolsky; Peggy Burris; Shahida Afzal; Steve Buswell; Steve Eckstrand	100% (855/855) Avg = 13.43 sec	100% (933/933) Avg = 13.36	97% (6319/6494) Avg = 13.96 sec
5. % of Support Center “Helpdesk-Medium” calls resolved within 4 hours	72% (648/894) Avg = 7.14 hrs	94% (810/862) Avg = 2.825 hrs	64% (3825/5943) Avg = 12.69 hrs
6. % of time that e-mail is operational	100% (43200/43200 mins)	100% (44620/44620 mins)	100%
7. % of common suite of software and corporate systems available to the desktop that is also available through remote access	40%	40%	40%
8. % of CIAG action items assigned to SC621 resolved by due dates	100% (13/13)	100% (22/22)	97% (127/131)
<u>Customer Satisfaction</u>	82%	85%	78%