

**Office of Science (SC) Customer Information Advisory Group (CIAG)**  
**Meeting Summary**  
**February 11, 2004**

**Agenda**

- Previous Action Items (Rice)
- Support Center Items (Baker)
- January Performance Measures (Rice)
- FY04 Products and Services Update (Centeno/Rice)
  - OneSC IT Efforts (Centeno)
    - IT Strategy for OneSC
    - IT Environment for OneSC
    - Document Management/Portal Project

<b>Previous Action Items</b>	<b>Status</b>
Donna Lang asked if SC-41 could begin distributing the new 19" flat screen monitors to be included as part of the workstation refresh project scheduled to begin in March.	Complete

<b>New Actions from the February 11 Meeting</b>	<b>Assigned To</b>
Per a question raised by Carle Miller, Brent Baker agreed to check the "Windows Update" function on the computers in the Offices of Convenience at the front office. Miller believed the feature to be set for automatic updates. Baker explained that the automatic setting should be turned off, as the Support Center handles all Windows updates.	Brent Baker

**Previous Action Items (P. Rice)**

Donna Lang had asked at the January 7 meeting if SC-41 could begin distributing the new 19" flat screen monitors to be included as part of the workstation refresh project scheduled to begin in March. Pat Rice explained that a change to the planned schedule would not be possible because of the current allocation of resources to other projects already in progress.

**Support Center Items (B. Baker)**

The Outlook Exchange User List was provided. In addition, Brent Baker noted two security issues that had surfaced that morning. The first concerned a "hole" in the Microsoft operating system. Baker stated that information and instructions regarding the situation would be sent out from the Support Center.

The second issue was a "worm" appearing in AOL Instant Messenger as a link related to Osama Bin Laden. Baker explained that the Support Center was working to contain the link.

Per a question raised by Caryle Miller, Baker agreed to double check the "Windows Update" function on the computers in the Offices of Convenience at the front office. Miller believed the feature to be set for automatic updates. Baker explained that the automatic setting should be turned off, as all Windows updates are done by the Support Center.

**January Performance Measures (P. Rice)**

Regarding the January performance measures, Pat Rice noted that:

- The percentage of Support Center calls resolved by the first phone analyst before the end of the call was 76%, down from 91% in December. Rice stated that even though the December percentage was unusually high (most likely due to fewer calls during the holidays) the possible reason(s) for this difference would be looked into.
- The percentage of Support Center "medium" calls resolved within 4 hours was down slightly from 81% in December to 78% in January. Rice noted, however, that the average length remained at approximately three hours.
- Overall customer satisfaction was 87%, down from 90% in December, but still higher than the overall satisfaction of 82% in FY 2003.

## **FY04 Products and Services Update (K. Centeno/P. Rice)**

Kathi Centeno stated that the products and services update would include an update on OneSC as seen in the meeting agenda. Centeno and Rice discussed the Products and Services Status sheet, highlighting the following items:

- There has been 36 months of no unscheduled downtime. Centeno stated that this is an unprecedented achievement and that she is very proud of the production team for its work to make it possible.
- The schedule for the SQL Server Update project may be accelerated. Two determining factors to this end are that appropriate customer involvement is obtained during testing, and that no significant issues arise during the testing process.
- Dr. Orbach was to meet with the DOE CIO, Rosita Parks, on Feb. 11 regarding A-76 and eXCITE. Centeno and Rice will update the CIAG on any results of the meeting as they learn of them.
- The new SC-41 web site will be complete in the next couple of days. The content of the site was pulled from its current location on the ORM site. Any necessary updates to the information have been made. The SC-41 site will represent a working version to be improved over the next year. Suggestions from the CIAG regarding additional content for the site will be solicited.
- A SC-41 review of the Operating Plan is underway. Recommendations regarding any changes will be presented to the CIAG.
- Pat Rice will participate in an OCIO Program Decision Group to review the scope of the DOE Federal Enterprise Architecture effort currently underway. Rice agreed to participate due to the large involvement that SC-41 will have in the initiative.
- An internal review of SC-41 processes and communications is currently underway. Among other things, the review will focus on the 20 step lifecycle process. The review will identify what works well or not and generate recommendations for improvement. Kathi Centeno and Pat Rice will look at the recommendations first, then provide more information to the CIAG. This should take place in March.
- Regarding Cyber Security, a team has been assigned to devise a series of concrete steps to fix the clear text password issue. Cyber security is a key focus area for senior management in 2004; therefore, it is more important to address issues and do it well. Additionally, there is a government-wide effort to certify that systems have the appropriate security in place.
- SC-41 is working in conjunction with the OCIO on the Gigabit Ethernet project. SC-41 has received labor estimates from the OCIO, but is waiting on hardware and software estimates. Full implementation of the project is expected by the end of June. It will provide a more mature and technically reliable infrastructure.
- OneSC – There are two pieces to the OneSC effort: EIM/Portal and IT Infrastructure projects. The EIM/Portal piece is, in part, to fulfill a request from the front office to improve communications (seamless sharing of information) SC-wide. A portal is one option to allow for that. To this end, demos of Docushare and Sharepoint have been viewed. Other options also will be researched.

Walt Polansky has requested a proposal for an approach to the IT Infrastructure needed for OneSC. A team including representatives from SC-41, CH, OK, site offices and Ed Cumesty's OneSC group will draft a proposal by May. It will then be peer reviewed in the June/July timeframe. The goal is to begin work on building the infrastructure in FY 2005.

- A successful site test of the Continuity of Operations Plan (COOP) took place Feb. 5. Kathi Centeno and Pat Rice will be presented with recommendations as a result of the test next week.
- An internal study of the Support Center by Kevin Campbell, the helpdesk manager, is near completion. It will identify possible steps for improvement. Pat Rice and Brent Baker will review the study and then provide more information to the CIAG.
- The new Hardware Loaner Pool signature form will be revised to detail more accountability on the part of users in the case of lost or damaged equipment. A chargeback to the user's organization may result in such an instance. An e-mail from SCSC will be sent to notify users of the updated policy.
- The Remote Access 3 project will take increase the current availability of applications from 68% to near 100%. A full list of available applications will be provided prior to the "go live" date. Justification for those applications not available also will be provided.
- SC-1 Projects: Per Dr. Orbach's request, research is continuing to identify options for the possible implementation of a new SC budget system. Requirements, research questions and vendors have been identified. Walt Polansky will give Dr. Orbach a status update in a meeting on Feb. 11.

Demos for the update of videoconference rooms will take place soon at the front office. The upgrade will include rooms at the front office and the Blue Room at SC HQ. The technology being reviewed will allow for multiple sites, as well as spur of the moment meetings.

Walt Polansky has the action regarding the improvement of the GTN/FORS connection. There has not been the same amount of problems experienced as before; however, the action has not been closed with the OCIO.

## Miscellaneous

Marvin Stodolsky asked about a DOECAST regarding a new DOE Configuration Management Policy For Corporate Business Management Information Systems and what effect it would have. Kathi Centeno and Pat Rice said they would review the e-mail and bring it up for discussion at the next meeting.

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