

**Office of Science (SC) Customer Information Advisory Group (CIAG)  
Meeting Summary  
February 25, 2004**

**Agenda**

- SC IT Comments (Polansky)
- Previous Action Items (Rice)
- Support Center Items (Baker)
- Helpdesk Improvements Review (Campbell)
- Status on Sequel Project and DOE Configuration Management Policy Update (Centeno)
- Recent Customer Requests (Rice)

**SC IT Comments (W. Polansky)**

Walt Polansky stressed the importance of cyber security, noting that DOE received an “F” in a recent performance review. Although Polansky feels that SC has one of the stronger cyber security performances at DOE, cyber security is receiving high priority attention at DOE senior management levels and SC needs to take steps to prepare for the next review. SC is preparing to implement a Certification and Accreditation (C&A) process in May that will review SC’s Cyber Security documentation and process. In preparation for that review, Polansky asked CIAG members to remind their program organizations that it is important to eliminate unnecessary and non-work related files from the Q, N and P drives.

Polansky also discussed current SC efforts with regard to eXCITE. Polansky has met with Dr. Orbach and Rosa Parks and is preparing additional documentation for Dr. Orbach. That material will emphasize the integrated nature of SC HQ IT support; describe ongoing problems with the quality of OCIO support, including in the cyber security area; and explain problems inherent in trying to support OneSC under eXCITE. As an example of the mission-specific way in which SC uses standard applications, Polansky noted that a Word problem reported to the Helpdesk may be related to use of the software to write a budget macro rather than anything generic in the software. He said he may come back to the CIAG to ask for additional specific examples of how SC uses standard applications to support mission-specific work.

<b>Previous Action Items</b>	<b>Status</b>
Per a question raised by Caryle Miller, Brent Baker agreed to check the “Windows Update” function on the computers in the Office of Convenience at the front office. Miller believed the feature to be set for automatic updates although it should be turned off since the Support Center handles all windows updates.	Complete
Marvin Stodolsky asked for information on the effect of a DOECAST regarding a new DOE Configuration Management Policy. (See discussion below.)	Complete

<b>New Actions from the February 24 Meeting</b>	<b>Assigned To</b>
Marvin Stodolsky requested that SCSC support staff be more familiar with the procedure for exporting MS Outlook Contacts, so that it would no longer be a time consuming process.	K. Campbell

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

Brent Baker notified the CIAG that the update problem on the computers at the Office of Convenience has been fixed. The Configuration Management information requested by Marvin Stodolsky was provided during this meeting. See the discussion below.

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

The Outlook Exchange User List was provided. Baker requested and received CIAG approval to change the preventive maintenance schedule from the 2<sup>nd</sup> Saturday of every month to the last Saturday of the month. Microsoft now releases updates on the 12<sup>th</sup> or 13<sup>th</sup> of every month, and these updates need to be made as soon as possible. Moving the maintenance period to the end of the month allows preparation for and implementation of the updates on a timely basis. SC-41 will continue to check with the SC front office and the budget office (SC-63) prior to announcing maintenance outages.

Baker also noted that Support Center desk-side staff would be using government vehicles to transport equipment to the ePME staff in the "Pink Palace" building in Germantown. Since the availability of those vehicles is not within SC control, response times might vary and, in some cases, may be longer than current times.

## **Helpdesk Improvements Study (K. Campbell)**

Kevin Campbell, SCSC Helpdesk Manager, discussed his review of the Helpdesk and identified the following findings that could improve service to SC customers:

**Finding 1:** Improvements in SCSC physical environment/desk layout would facilitate communication among phone analysts, thus improving the ability to work together on customer responses. Options will be discussed further within SC-41 and appropriate action will be taken.

**Finding 2:** Improved customer notification of status of requests is needed. Several are being considered, including: (1) asking the OCIO to add another field to Applix to ensure that both the person requesting the service and the person receiving it are notified; and (2) automated notification when the issue is resolved. In the meantime, additional training will stress the need to inform all parties clearly and as soon as a ticket is closed.

**Finding 3:** Improved communication is needed between the Helpdesk (Desk-side staff) and the SC-41 Application and Integration Management (AIM) and the Operations staffs. These are the groups who test and implement hardware and software changes. Proposed actions include: (1) emphasis on Support Center staff participation with project teams, (2) improved liaison between AIM and Support Center staff, and (3) revised documentation as necessary to clarify responsibilities, procedures and processes.

**Finding 4:** Additional training for Desk-side staff should be provided for major new administrative tools, like Active Directory and Exchange 2003. Additional training needs will be addressed.

**Finding 5:** The multiple, shifting requirements placed on the Helpdesk manager need to include dedicated time advising the call analysts at the Helpdesk. To accomplish this, the Helpdesk manager will be at the Helpdesk during designated times of the day (e.g., lunch hour to help cover the lunch period and go over issues that arose in the morning). These times will need to be balanced with other tasks (e.g., assisting GTN desk-side, coordinating with FORS desk-side, coordinating purchases, assisting lead contractors and Feds, addressing concerns for Operations staff, and personally interacting with customers.)

## Sequel User Acceptance Testing (K. Centeno)

Kathi Centeno noted that user acceptance testing of the Sequel upgrade will begin on March 1 and run for two weeks. She provided a list of testers whose role is to determine whether existing systems (e.g., EWM, RIMS, FMIS, etc.) run correctly with the upgrade. If there are no "showstoppers" the Sequel upgrade will be rolled out the last week in March.

## DOE Configuration Management Policy (K. Centeno)

Kathi discussed the DOE Configuration Management Policy for Corporate Business Management Information Systems. She noted that the policy was implemented via memo from the Deputy Secretary without following the DOE review process for implementing new policies (i.e., none of the Assistant Secretaries had a chance to comment formally). The new policy established a DOE Configuration Management Board that will meet monthly to review and approve new systems or enhancements to existing systems. Although introductory language implies that the policy applies only to DOE corporate systems, the appendix lists many systems that SC considers to be internal to SC (e.g., FMIS, RIMS, EWM). SC-41 will be following up on a number of questions about this policy and its implications for SC HQ IT.

## Recent Customer Requests (P. Rice)

**SBIR:** Pat Rice noted that SBIR was developing a short-term solution to electronically populate the SBIR FoxPro database with proposal information through use of an Access database and table. SBIR requested that the solution ride on the SC infrastructure and be supported by SC-41. After several discussions with SBIR staff, SC-41 concluded that this would not be in the best interest of SC for a variety of reasons, including plans to completely rewrite the system in FY05. SBIR requested that their project remain in the plans for FY 2005 and that an SBIR representative be included in any CIAG discussions about next year's projects. Dean Oyler suggested that perhaps the SBIR project be charged back to the DOE CIO and/or other DOE programs since it is a DOE corporate system.

**Instant Messaging:** ePME requested that SC-41 look into the possibility of installing a secure IM capability. SC-41 did not find an appropriate secure option but recognizes the increasing use of IM for business purposes and will look at whether to include an IM capability in the FY04 EIM/Portal project or address it separately in the FY05 plans.

Name		Organization	Contact Information
Oyler	Dean	SC-20	3-6394
Rice-Exec. Sec	Pat	SC-41	3-4556
Polansky	Walt	SC-40	3-0192
Centeno	Kathi	SC-41	3-4602
Baker	Brent	SC-41	3-2345
Stodolsky	Marvin	SC-72	3-4475
Miller	Caryle	SC-82	3-8434
Eckstrand	Steve	SC-55	3-5546

Campbell	Kevin	SC-41	3-1215
Allen	Denise	SC-63	3-5599
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