

Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
March 10, 2004

Agenda

- Previous Action Items (Rice)
- Support Center Items (Baker)
- FY04 Products and Services Update, Including Workstation Refresh (Centeno)
- Terms and Conditions for Loaner Pool Equipment (Rice)

Previous Action Items	Status
Marvin Stodolsky requested that the 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.	Complete

New Actions from the March 10 Meeting	Assigned To
None	

Previous Action Items (P. Rice)

At the Feb. 25 meeting Marvin Stodolsky requested that the 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. Pat Rice noted that Kevin Campbell, the SCSC Helpdesk Manager, was working to fulfill the request.

Support Center Items (B. Baker)

The Outlook Exchange User List was provided. Brent Baker noted that the percentage of Support Center calls resolved by the phone analyst before the end of the call (first call closures) had increased to 87% (from 76% in January). Baker highlighted the fact that the higher percentage is especially impressive due to the higher volume of calls received after the slower holiday period.

FY04 Products and Services Update (K. Centeno)

Kathi Centeno discussed the Products and Services Status Summary sheet, highlighting the following items:

- User acceptance for the SQL Server Update project is expected to be complete by the end of the week. The rollout should begin next week and will consist of three phases. The first two phases will each take one week and will take place during work hours with no shutdowns. However, major applications will need to be shutdown during the third phase. Tentative timing of the shutdown has been coordinated with the system owners and an announcement will be sent when the exact date is determined. The tentative date is March 26.
- The Microsoft Exchange 2003 Update is on schedule, with integration testing expected to begin in early April.
- Regarding eXCITE, the current MOU is still in effect; however, negotiations are ongoing regarding the future.

- The SC-41 web site has been completed. Walt Polansky may decide to send out an announcement.
- A tool is being researched to block/eliminate Spyware, Malware and Adware. Various vendors are being looked at and more information will be provided to the CIAG at a later date.
- Regarding cyber security, certification and accreditation is expected to be complete by May 31. In addition, SC-41 is working hard to eliminate the clear text password issue by the end of this fiscal year.
- Workstation refresh, which was originally planned to begin in February or March, will now begin in May due to the need for unplanned resource allocations. However, SC-41 will follow up on a previous request by Donna Lang about the possibility of delivering the 19" flatscreen monitors sooner.
- Procurement of equipment for the Gigabit Ethernet project is with the DOE CIO. Full implementation is still expected by the end of June. In response to a question, Centeno confirmed that the new equipment should improve the connection between Germantown and Forrestal.

Terms and Conditions for Loaner Pool Equipment (P. Rice)

Pat Rice introduced the revised "Terms and Conditions for Loaner Pool Equipment" signature sheet. She noted that the main difference from the previous sheet is an acknowledgement of responsibility by the borrower if items are returned significantly damaged. Rice further explained that in such a case, the borrower's organization would incur a chargeback to cover the cost of repair or replacement. In addressing comments regarding the revised sheet, Rice expressed her preference to implement the new procedure to see how it works. She then welcomed the members of the CIAG to bring any concerns to a future meeting to be addressed. The CIAG agreed to proceed as suggested by Rice. She explained that the procedure would be put into place immediately.

Retirement

Pat Rice announced that she would be retiring on April 2, 2004, and expressed her great pleasure in working with the CIAG since its inception three years ago. In addition, she stated her belief that the CIAG is, and will continue to be, critical to the work of SC-41.

Dean Oyler expressed concern that the work to be done after Rice's retirement may be too much for Kathi Centeno alone. He suggested that the CIAG, as a working group, approach Walt Polansky to identify possible ways in which the CIAG may help. Oyler stated that he would try to schedule a meeting with Polansky to discuss this matter and invited other members of the CIAG to attend. Marvin Stodolsky concurred.

In addition, Kathi Centeno introduced Carolyn Murphy, who will work 50% of her time with Walt Polansky and 50% with SC-41.

Name		Organization	Contact Information
Oyler	Dean	SC-20	3-6394
Rice-Exec. Sec	Pat	SC-41	3-4556
Centeno	Kathi	SC-41	3-4602

Baker	Brent	SC-41	3-2345
Harding	Todd	SC-1	6-2086
Koegel	David	SC-7	6-8831
Stodolsky	Marvin	SC-72	3-4475
Miller	Caryle	SC-82	3-8434
Eckstrand	Steve	SC-55	3-5546
Lang	Donna	SC-20	3-4360
Allen	Denise	SC-63	3-5599
Nunez-Mattocks	Aracely	SC-66	3-3141
Talamini	Karen	SC-10	3-4563
Racek	Penny	SC-67	3-3760
Murphy	Carolyn	SC-40	3-2158
Forsythe	Todd	SC-41	3-6409
Poling	Jeff	SC-41	3-4832
Harris	Anna	SC-41	3-4478
Tulo	Steve	SC-41	3-4379