

**Office of Science (SC) Customer Information Advisory Group (CIAG)  
Meeting Summary  
March 24, 2004**

**Agenda**

- Previous Action Items (Murphy)
- Support Center Items (Baker)
- Instant Messaging Services (Centeno)
- Tape Retention Policy (Centeno)
- Cyber Security--Recent Events (Centeno)
- Status of SQL Rollout (Centeno)
- Performance Measures (Centeno)

<b>Previous Action Items</b>	<b>Status</b>
None	

<b>New Actions from the March 24 Meeting</b>	<b>Assigned To</b>
None	

**Previous Action Items (C. Murphy)**

Carolyn Murphy noted that there were no previous action items.

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

The Outlook Exchange User List was provided. Brent Baker reported that a routine maintenance outage was planned for Saturday, March 27, between 6am and 8am and that an e-mail notice regarding the outage would be sent from SCSC.

Baker also explained that SCSC was working to confirm that all network ports within SC HQ and the front office are connected to SC computers. In addition, any unused ports will be deactivated. This in response to recent network intrusions with the use of non-SC computers (see also Cyber Security below). Further, Baker noted that the ports in the conference room (Blue Room) will remain off and that use of the ports should be requested through SCSC.

Donna Lang asked about the delivery of the flatscreen monitors prior to the planned May start of the workstation refresh project. Baker explained that an approach was being developed with the idea that old monitors would be replaced first. Kathi Centeno added that the next step would be to develop a strategy that would be presented to the CIAG before any action was taken and that the strategy would include participation by program office points of contact to ensure the appropriate distribution of the monitors.

**Instant Messaging Services (K. Centeno)**

Kathi Centeno reported that given the high profile of cyber security at the SC, DOE and federal levels, the decision was made to remove instant messaging (IM) services from SC HQ computers. This will eliminate the risk of viruses since there is no way to block them from entering through IM. Centeno cited that no incidents have happened yet, but there is a desire to avoid any from happening.

Baker stated that a notice would be sent to the SC HQ users telling them that the capability to access IM services will be blocked. We will provide ample warning before doing so.

Centeno explained that a pilot of the current portal project was expected to be developed by the end of the year and that a secure IM service may be incorporated into the project if the SC HQ user community confirmed such a service as a business requirement.

### **Tape Retention Policy (K. Centeno)**

Kathi Centeno reported that while documenting processes associated with the Continuity of Operations Plan (COOP), an opportunity to save money through the reduction of tape retention was discovered. She noted that currently daily tapes are recorded, which are then saved as a weekly tape; then the weekly tapes are saved as a monthly tape. Under the new policy, after a year weekly tapes will no longer be kept – only the monthly tapes. Centeno expressed the belief that there would be no impact on the recovery of data based on past history.

### **Cyber Security – Recent Events (K. Centeno)**

Kathi Centeno reported that an unauthorized network connection was made at the Middlebrook facility by someone affiliated with, but not employed by, CSMI. An open port was used to connect to the internet. In response, the ports at the office were disconnected for a little more than a week and the cyber and physical security policies for the location were reviewed and updated. The incident was reported to the IG and the DOE CIO. A review of the computer used is still ongoing by SO.

Also, two unauthorized connections were discovered in SC HQ while manual reviews of logs were conducted by SC-41 network operations staff last week. An e-mail was sent to the AD/ODs to ask for their help in locating the physical connections. The employees that made the connections have been instructed on what not to do in the future and a review of their computers was conducted.

Further, Centeno noted that she sent an e-mail to SC HQ with policy information regarding the use of personal computers, etc. by employees and visitors. To control the associated risks, network access for visitors must be requested through SCSC.

Centeno stressed that security is a personal responsibility and that the CIAG may be able to advise SC-41 on how to educate SC program offices. As a start, she noted that Walt Polansky planned to do a security briefing for each program office in the near future.

Brent Baker stated that an “office of convenience” with network access may be an option for the future that will be looked into.

Dean Oyler asked if automated tools exist to detect network intrusions and asked if it made sense for SC-41 to have one. In response, Centeno explained that in theory the DOE CIO is responsible for providing such service. Brent Baker added that a review of detection services would take place next fiscal year in conjunction with the CIO for possible implementation.

Todd Harding, speaking for the front office, stated that a network use policy is being looked at and that, upon completion, all SC employees will be required to sign a form stating that they understand and will follow the policies as written. He stressed the serious nature of security and its importance to Dr. Orbach, and noted that disciplinary action in response to unauthorized network use would be taken if necessary.

### **Status of SQL Rollout (K. Centeno)**

Kathi Centeno reported that the SQL rollout would take place over the weekend between 7pm on Friday and 7pm Saturday. She noted that coordination had taken place with the owners of systems that would be affected.

## Performance Measures (K. Centeno)

Kathi Centeno explained that based on feedback, and because of possible review by external organizations, the performance measure chart would now be divided into three revised charts.

The first is the FY 2004 Monthly Performance Measure ratings, from which the annual customer survey information was removed. The measure relating SC-41 response to CIAG action items also was removed, due to the fact that level had been 100% for a long time. In this way, the overall level of goal achievement will not be distorted and the chart will have more clarity. In addition, an annual survey results chart was created, with a footnote to show the number of responses to the survey and give a better idea of the sample rate from which the customer satisfaction levels were derived. The third chart illustrates the annual performance measure ratings.

Centeno noted that a review of the annual customer survey, as well as the performance measures, would take place beginning in the July/August timeframe. The goal of the review will be to confirm with the CIAG performance items they would like measured and the substance and process related to the survey.

## Miscellaneous

Dean Oyler reported that he, along with Donna Lang and Marv Stodolsky, met with Walt Polansky to discuss concerns regarding the decrease in federal staff within SC-41 and to offer help on behalf of the CIAG. Walt Polansky said he was happy to receive the offer. In addition, Polansky said he was working to have one or more people detailed to SC-41 in the meantime, but that it would be difficult due to the staffing situation across SC.

Name		Organization	Contact Information
Oyler	Dean	SC-20	3-6394
Rice	Pat	SC-41	3-4556
Murphy	Carolyn	SC-40	3-2158
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
Afzal	Shahida	SC-50	3-4941
Hiegel	Jane	SC-31	3-5800
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
Forsythe	Todd	SC-41	3-6409
Tulo	Steve	SC-41	3-4379