

Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
April 14, 2004

Agenda

- Previous Action Items (Murphy)
- Support Center Items (Baker)
- March Performance Measures (Centeno)
- Products and Services Status (Centeno)
- Instant Messaging Services Update (Centeno)
- Appropriate Use Policy for the SC HQ Network (Centeno)
- SC/CIO Public Folders (Centeno)
- Revised CIAG Statement of Purpose (Murphy)

Previous Action Items	Status
None	

New Actions from the April 14 Meeting	Assigned To
Kevin Campbell, the SCSC Helpdesk Manager, to research why the average length of Helpdesk "medium" calls increased from 3 hours in February to 10 hours in March.	Kevin Campbell

Previous Action Items (C. Murphy)

Carolyn Murphy reported that there were no action items from the previous meeting.

Support Center Items (B. Baker)

The Outlook Exchange User List was provided. In addition, Brent Baker reported that updates may need to be applied to the SC HQ network over the weekend in response to several recently publicized vulnerabilities identified by Microsoft. Baker noted that no impacts were expected; however, if any potential problems were identified the updates would be applied during the regular monthly maintenance scheduled for the last weekend in April.

Baker also noted that from now on e-mail responses from the SCSC Helpdesk would be signed with the first name of the staff member. Previously, e-mails were designated as being from SCSC only. Baker explained that the purpose of the change was to make communications with SCSC more personal and to allow for more accountability on the part of the Helpdesk staff. David Koegel added that this would also allow SC HQ users to know who to thank for their assistance. Baker pointed out that e-mails sent back to the Helpdesk staff should be sent to SCSC and not to the individual's personal mailbox.

March Performance Measures (K. Centeno)

The FY04 Monthly Performance Measures Ratings chart was provided. Centeno noted that the percentage of SCSC Helpdesk "medium" calls had increased to an average of 10 hours, up from three hours in February. She stated that Kevin Campbell, the Helpdesk Manager, would conduct research as to why the length had increased and report his findings back to the CIAG at the next meeting.

Products and Services Status (K. Centeno)

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

- There has been 38 continuous months with no unscheduled network downtime.
- The SQL Server Update project was successfully rolled out on March 27 and everything appears to be in good shape; therefore, the original FMIS configuration will be torn down. In addition, customer feedback regarding improved performance of FMIS queries has been very positive.
- The service agreement with Planet has been extended through the end of the year. SC-41 will look at incorporating these services to its own work in FY05 as a means to save money.
- SC-41 provided input to the Federal "Smart Buy" program as directed by OMB.
- The annual technology architecture update effort is underway. A by-product of this effort is a list of recommended projects for FY05.
- Certification and accreditation (C&A) for cyber security is expected to be complete by May 31. C&A is a big part of the DOE cyber security scorecard. In addition, Walt Polankysy visited OBER as part of his effort to brief each of the program offices on the importance of cyber security and how staff members can help as individuals.
- A strategy to distribute new flatscreen monitors in advance of the Workstation Refresh project is being developed. SC-41 was directed to ensure that the neediest receive the initial monitors. Any monitors that are not replaced as part of this initial effort will be received by the program offices by November with the completion of the rest of the project.
- Equipment for the Gigabit Ethernet project has been received and installation is in the early stages.
- The EIM/Portal project is being looked at as a mechanism to help communication with sties offices working toward OneSC. A draft project plan is near completion and SC-41 will brief the CIAG when it is complete (i.e. scope, schedule, etc.).
- SC-41 Production has begun information sharing lunches to share internal knowledge/experience. In addition, an Executive Support Guidelines book is under development to better define how to provide service to the front office and AD/ODs.
- Phase 3 of the Remote Access project is expected to rollout May 8. There will be two, four-hour windows in which remote access to the SC HQ network will not be available. Testing will take place after the rollout with SC HQ users to certify that the applications are available and working properly.
- The Procurement 2.0 (SC-FAS) project is currently on hold. John Alleva will meet with Doug Baptist in the near future to confirm that SC-64 direction on FAS is consistent with the direction of e-Procurement.
- The Budget 1.1 project has been cancelled due to the request by Dr. Orbach to research a new budget system, which will begin in FY05. Centeno noted that it will be important to coordinate with I-Manage and SC-63 on an SC HQ budget system.
- Delivery of the remaining new videoconferencing equipment for Forrestal and Germantown is expected on April 13. Installation and training will take place as soon as it is received.
- An SC-wide writing team, led by SC-41, is conducting weekly meetings to review key service areas as they may relate to the development of an approach to IT for OneSC. A draft approach is planned to be done by June 15, after which time it will be peer reviewed.

Instant Messaging Services Update (K. Centeno)

Kathi Centeno reminded the group that an e-mail from SCSC to SC HQ users was previously planned to announce that instant messaging (IM) services would be removed from all computers. In addition, after a grace period, SCSC planned to remove IM services from any computers on which they existed. After further review, this task looks like it may be more difficult than originally expected. SCSC is doing additional work to research tools that will assist with IM removal and will then notify the SC HQ user community. Updates will be provided to the CIAG as new information becomes available.

Acceptable Use Policy for the SC HQ Network (K. Centeno)

Kathi Centeno reported that SC-41 was directed to develop an Acceptable Use Policy for users of the SC HQ network. Further, she explained that a draft was approved by the front office, but that additional comments were to be incorporated. Once revisions are complete additional concurrence and coordination is required. Updates will be provided to the CIAG as progress is made.

SC/CIO Public Folders (K. Centeno)

Kathi Centeno explained that while working through the current Microsoft Exchange 2003 Update project, it was discovered that SC HQ public folders available in Outlook are not being synced (i.e. changes are not being updated). As a result, SC HQ information available to others in DOE through the public folders and information in other programs' public folders made available to SC is not necessarily current. Centeno stated that the decision may be made to remove external public folders from the SC public folder display if they will not be kept current.

Revised CIAG Statement of Purpose (C. Murphy)

Carolyn Murphy informed the group that she and Dean are working with Kathi Centeno to review the CIAG Statement of Purpose for revision. Murphy noted that the original Statement of Purpose is now outdated, as it was drafted in 1999. Further, she explained that specific updates will be considered, such as the role of the group as it will relate to OneSC. Murphy stated that the review of the Statement of Purpose is in the early stages and that more information would be provided to the group as the process continues.

Name		Organization	Contact Information
Oyler	Dean	SC-20	3-6394
Murphy	Carolyn	SC-40	3-2158
Centeno	Kathi	SC-41	3-4602
Baker	Brent	SC-41	3-2345
Koegel	David	SC-7	6-8831
Stodolsky	Marvin	SC-72	3-4475
Hiegel	Jane	SC-31	3-5800

Hanlin	Cathy	SC-23	3-1965
Miller	Caryle	SC-82	3-8434
Racek	Penny	SC-67	3-3760
Allen	Denise	SC-63	3-5599
Talamini	Karen	SC-10	3-4563
Forsythe	Todd	SC-41	3-6409
Tulo	Steve	SC-41	3-4379
Campbell	Kevin	SC-41	3-1215