

**Office of Science (SC) Customer Information Advisory Group (CIAG)**  
**Meeting Summary**  
**April 28, 2004**

**Agenda**

- Previous Action Items (Murphy)
- Support Center Items (Baker)
- Remote Access 3 Rollout (Centeno)
- Upgrade of Videoconferencing Equipment (Centeno)
- SC-41 Web Site (Murphy)

<b>Previous Action Items</b>	<b>Status</b>
Kevin Campbell, 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

<b>New Actions from the April 28 Meeting</b>	<b>Assigned To</b>
Steve Tulo to send an e-mail to the CIAG members with a link to the new SC-41 web site for review. Will solicit comments and ideas for additional content that would be beneficial to the SC HQ user community.	Steve Tulo

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

Kevin Campbell reported on a previous action item from the April 14 meeting. The action was to investigate why the average length of Helpdesk "medium" calls had increased from 3 hours in February to 10 hours in March. Campbell explained that:

- 58 tickets each accounted for 1980 minutes or more and several others accounted for 1320 minutes or more
- 80-90% of these tickets were related to procurement and that the issue is being addressed
- A check of the current average yielded 5.23 hours, so improvement is already being seen

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

The Exchange User List was provided. In addition, Baker reported that Barry Cohen with Maintenance would execute the next IMSC release next week. Regarding the Workstation Refresh Project Baker noted the following:

- The ultimate goal is to complete the project by November
- 37 flat screen (LCD) monitors are currently in stock, which will first be distributed to the program offices that have the most CRT monitors first. Therefore, the first two offices will be SC-80 and SC-60.

**Remote Access 3 Rollout (K. Centeno)**

The first phase of the Remote Access 3 project was planned for Saturday, May 1; however, Todd Harding informed the group that it may need to be postponed due to budget work that needed to be done over the weekend. Kathi Centeno did inform the group about the following:

- Remote Access 3 would make a few additions to the applications available and that the applications would be listed in a rollout e-mail when the time comes.
- Because of the nature of Remote Access, a group of users has been identified to help test the new applications (especially SC Menu applications) after rollout. The users will have a testing checklist to make sure the applications work as expected.
- Users will have access to only those applications they already have rights to.

### Upgrade of Videoconferencing Equipment (K. Centeno)

Kathi Centeno reported that the videoconferencing equipment at Forrestal and Germantown had been upgraded to Polycom FX capability. Centeno explained that Brenda Albaugh (SC-40) is serving as the initial lead and will be coordinating the development of a process for the use of the equipment, as well as training. Further, stability and consistency will be looked into. In part, this may be due to compatibility issues with other sites.

*Note: Requests for use of the videoconferencing equipment should be initiated through DTS (3-4555).*

### SC-41 Web Site (C. Murphy)

Carolyn Murphy explained that the new SC-41 web site is ready to go live. In addition, she stated that Steve Tulo would send an e-mail to the group with a link to the site for their review and that any feedback the CIAG members would like to provide would be beneficial and appreciated. This would include additional content they would like to see on the site. Murphy explained that Tulo would compile the feedback and bring it to the next meeting for discussion to help prioritize enhancements to the site. Murphy stated that the site is very basic at this time, but that it is seen as a valuable resource to improve with the CIAG's assistance. Todd Harding cited the new Appropriate Use Policy for the SC HQ network as an example of content he would like to see on the site.

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
Harding	Todd	SC-1	6-2086
Koegel	David	SC-7	6-8831
Stodolsky	Marvin	SC-72	3-4475
Lang	Donna	SC-22	3-4360
Hanlin	Cathy	SC-23	3-1965
Miller	Caryle	SC-82	3-8434

Afzal	Shahida	SC-50	3-4941
Allen	Denise	SC-63	3-5599
Talamini	Karen	SC-10	3-4563
Eckstrand	Steve	SC-55	3-5546
Forsythe	Todd	SC-41	3-6409
Tulo	Steve	SC-41	3-4379
Campbell	Kevin	SC-41	3-1215