

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
March 12, 2004**

Agenda

- Previous Action Items (Murphy)
- Support Center Items (Baker)
- April Performance Measures (Centeno)
- FY04 Products and Services Update (Centeno)
- Software Update Services (Murphy)
- Public Folders in Outlook (Centeno)
- SC-41 Web Site (Murphy/Tulo)
- Other

Previous Action Items	Status
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.	Complete

New Actions from the March 12 Meeting	Assigned To
Steve Eckstrand proposed development of strategy to "clean" the P/Q drives and revise the folder structure to make documents/information easy to find, perhaps with the assistance of a data management consultant to work with the program offices. It was agreed that this would be beneficial and that SC-41 would begin to research ways to make this possible.	SC-41

Previous Action Items (C. Murphy)

Carolyn Murphy reported that Steve Tulo sent an e-mail to the CIAG members with a link to the new SC-41 web site for review and comment, as assigned at the April 28 meeting. Murphy noted that web site was an item on the agenda and that further discussion would take place later in the meeting (see below).

Support Center Items (B. Baker)

The Exchange User List was provided. In addition, Brent Baker updated the CIAG on the removal of instant messaging services from SC HQ workstations. Baker explained that because of a previous attempt to introduce a computer virus through instant messaging services, research had been conducted regarding ways to remove such services from SC HQ workstations. The result was that there is no way to take this action in an automated way until workstations are upgraded to the Windows XP operating system. Baker asked that instant messaging services not be used, as they are not supported. A corporate solution may be investigated in the future if instant messaging is identified as a business need. A suggestion was made by Marvin Stodolsky that IM Team send an email to users asking them, due to possible security concerns, to remove any IM services from their systems.

April Performance Measures (K. Centeno)

The FY04 Monthly Performance Measures Ratings chart was provided. In reference to the April performance measure levels of goal achievement, Kathi Centeno highlighted the following:

- First call closures were up 8%, from 83% in March to 91% in April.
- The average length of Helpdesk “medium” calls decreased from 10 hours in March to 6 hours in April.

FY04 Products and Services Status Update (K. Centeno)

Kathi Centeno discussed the FY04 Products and Services Status Summary sheet, highlighting the following:

- There have been 40 continuous months with no unscheduled network downtime. Centeno expressed her appreciation for the work of the SC-41 Network Operations and Production staff members to make this possible.
- Walt Polansky will be a Co-chair of a technology advisory group related to the Working Capital Fund. Centeno explained that this should provide valuable, specific information regarding what we pay for in terms of IT through the fund, which is information that has been difficult to obtain in the past.
- A Project Plan for the Workstation Refresh is expected to be complete by the end of May.
- Because of a loss in staffing, certain project schedules have been revised, including MS.NET. Integration testing for MS.NET is expected to begin June 7, with a target project completion by the end of June.
- All scheduled applications were made available through the first phase of the Remote Access 3 rollout; however, minor issues related to the second phase have been discovered. These issues, which deal with load balancing, are being worked for resolution.
- Use of the upgraded videoconferencing equipment should be coordinated through central scheduling (3-4555). This will help to avoid bandwidth and infrastructure problems, as well as scheduling traffic issues.
- The OneSC IT environment proposal writing team is continuing to work toward a June 21 delivery. As a part of this process, the Chicago office has issued a data call to complete an “as is” picture of the current IT services.

Software Update Services (C. Murphy)

Carolyn Murphy reminded the CIAG that Software Update Services had been implemented as of Monday, May 10. Murphy noted that the following two questions/concerns had been raised and shared the responses that were provided:

- *Regarding leaving workstations powered on during an electrical storm* – workstations are vulnerable to electrical surges in a storm as long as they are plugged in. SC HQ workstations include good surge protectors, which is the best line of defense in this situation.
- *Regarding additional use of power to leave workstations powered on* – SC-41 staff researched related information on a DOE web site and found there is no major difference between allowing equipment to remain on and in “standby” mode vs. turning it off.

Note: As part of the Software Update Services process, workstation “boxes” must remain on and monitors will automatically go into standby mode. It was noted that users may turn off their monitors to allow for additional power saving.

Further, additional power savings will be realized as part of the upcoming Workstation Refresh project as new, Energy Star compliant equipment replaces older equipment.

Brent Baker noted that 100% of workstation "boxes" will be replaced by the completion of the project in November '04.

An upgrade to Windows XP also will allow for energy savings, as the operating system has additional, built-in power saving options available above and beyond Windows 2000.

Public Folders in Outlook (K. Centeno)

Kathi Centeno noted that SC public folders in Outlook were available to SC staff. In addition, folders for other organizations are visible, but not accessible. Centeno stated that because of this, it is planned that non-SC public folders will be removed from view as part of the upgrade to Exchange 2003. Centeno explained that there has been no identified need to view other organization folders and, again, that SC is not able to access them regardless. The CIAG will be updated when SC-41 is able to confirm what may be done regarding this matter.

SC-41 Web Site (C. Murphy/S. Tulo)

Carolyn Murphy reported that the new SC-41 web site was now live and noted that Steve Tulo had sent an e-mail to the CIAG members with a link to the site for review and comment. Tulo stated that SC-41 would like to obtain as much feedback from the CIAG as possible regarding the site to make it as beneficial as possible to SC HQ as a whole. Tulo highlighted initial feedback received, including the idea to include an SC-41 organizational chart and the SC HQ Appropriate Network Use Policy to be completed in the near future. Tulo encouraged the CIAG members present to review the site and to contact him with any thoughts or ideas they may have.

Other

Emergency Notification System (K. Centeno)

Centeno explained that additional emergency notification capabilities were being developed to supplement Security Office building announcements over public address systems. The new capability will deploy site-specific information to DOE workstations. SC HQ technical staff has viewed a demo and are now working to understand how best to move forward in conjunction with the OCIO.

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-20	3-4360

Miller	Caryle	SC-82	3-8434
Talamini	Karen	SC-10	3-4563
Eckstrand	Steve	SC-55	3-5546
Racek	Penny	SC-67	3-3760
Tulo	Steve	SC-41	3-4379