

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
May 26, 2004**

Agenda

- Previous Action Items – P Drive (Murphy)
- Support Center Items (Baker)
- Remote Access Rollout Update (Knudsen)
- Chargebacks for IT Equipment (Murphy)
- Revised CIAG Statement of Purpose (Oyler)
- Other

Previous Action Items	Status
Steve Eckstrand proposed development of a strategy to reorganize the P drive. It was agreed that this would be beneficial and that SC-41 would begin to research ways to make this possible.	Working group made up of CIAG members to meet in mid-June to develop an action plan

New Actions from the March 26 Meeting	Assigned To
None	

Previous Action Items (C. Murphy)

Carolyn Murphy reported on an action item from the May 12 meeting suggested by Steve Eckstrand. Eckstrand proposed the development of a strategy to reorganize the P drive. Murphy explained that she spoke with Eckstrand and that he agreed to lead a working group for this effort which would also include development of guidance for maintaining the P drive. Dean Oyler stated the necessity to keep a representative of SC-41's current Portal Upgrade project involved in this process since it addresses document management. Murphy requested that CIAG members interested in helping with this initiative contact Steve Eckstrand. The working group will hold its first meeting in mid-June. David Koegel offered his assistance.

Support Center Items (B. Baker)

The Exchange User List was provided. In addition, Brent Baker stated that a draft e-mail to the SC HQ user community to ask for their help in removing instant messaging services from their computers was under review and would be sent out soon.

Baker also reminded the CIAG that the OCIO will be archiving travel documents from designated Travel Manager 8.2 databases throughout the Department, as explained in an IM notice sent out by SCSC on May 25. In order to complete this process with the SC databases, Travel Manager will be taken off-line beginning at 4pm on Friday, May 28 and Friday, June 4.

Remote Access Rollout Update (Knudsen)

Adam Knudsen with SC-41 informed the CIAG that the Remote Access 3 rollout had not yet been completed and that downtime (Remote Access only), possibly on a weekday, may be required within the next two weeks to help complete the project. Knudsen said that an email would go out when the next downtime occurs.

Chargeback for IT Equipment (Murphy)

Carolyn Murphy explained that she had been working with Vicki Barden and Penny Racek regarding a process for handling end of year charges for IT equipment. This process would include prepayment of cell phones and blackberry devices for July, August, and September. The amount of the chargeback will be based upon the current average usage (monthly and overage) from October through May, divided by three. Adjustments for newly accumulated overages will be made on a month by month basis with the final adjustment being made by the end of October. Murphy stated that AD/ODs will be notified about the prepayment process in the chargeback emails that are distributed the first week of June, with the actual prepayment chargebacks being deducted in the reports provided the end of June (for May billing). Further, Murphy explained that similar pre-payments for other IT equipment are under discussion. The CIAG will be kept updated.

Revised CIAG Statement of Purpose (Oyler)

A draft copy of a revised CIAG Statement of Purpose was presented by Dean Oyler. Oyler stated that SC HQ is in period of transition with the implementation of OneSC, and pointed out that the CIAG is the one remaining group that may make a contribution to IT. Therefore, under the direction of Walt Polansky, he and others drafted the revised Statement of Purpose to better reflect this contribution in the current environment. Oyler requested that each of the CIAG members review the document and e-mail their concurrence or comments to him. It was noted that Steve Tulo would send a copy of the revised Statement of Purpose to the CIAG via e-mail.

As part of this redefinition of the CIAG, it also was suggested that a new name for the group be adopted. In order to avoid confusion with official Advisory Groups that fall under FACA regulations, it was recommended that "Advisory" be removed. To this end, Oyler proposed Information Technology Customer Group (ITCG) to replace CIAG and requested that members of the CIAG either concur with ITCG via e-mail, or provide an alternative recommendation based upon the above.

Other

Videoconferencing

Carolyn Murphy clarified the fact that no formal training was planned for how to use the new videoconferencing equipment. Murphy reminded the CIAG that the equipment should be scheduled by calling 3-4555 and that ARSC support staff would arrive in advance of a meeting to show SC HQ employees how to use the equipment.

Name		Organization	Contact Information
Oyler	Dean	SC-20	3-6394
Murphy	Carolyn	SC-40	3-2158
Rivera	Ken	SC-5	6-2960
Baker	Brent	SC-41	3-2345
Harding	Todd	SC-1	6-2086

Koegel	David	SC-7	6-8831
Stodolsky	Marvin	SC-72	3-4475
Hiegel	Jane	SC-31	3-5800
Afzal	Shahida	SC-50	3-4941
Allen	Denise	SC-63	3-5599
Eckstrand	Steve	SC-55	3-5546
Racek	Penny	SC-67	3-3760
Tulo	Steve	SC-41	3-4379
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