

**Office of Science (SC) Customer Information Advisory Group (CIAG)  
Meeting Summary  
January 8, 2003**

**Agenda**

- Status on CIO Consolidation (Yockman)
- Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
  - SCSC and Deskside Changes
  - Status of Office XP Rollout
- Status of Electronic Proposals (Stodolsky)
- Printer Discussion (Griffin)
- Review of Service Level Descriptions (Griffin)

**Action Items**

Previous Action Times	Status
Provide charts to illustrate the trend of available network storage space and total users. (Brent Baker)	Complete. Agenda item for today.
Review the Office XP implementation schedule. (Brent Baker)	Complete. Agenda item for today.

New Actions from the January 8 Meeting	Assigned To
Provide information to CIAG members' Program Offices on the electronic proposal system being developed by the Oak Ridge Institute for Research and Education. If interested in using the system, contact Marv Stodolsky.	CIAG members

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

The Exchange user list and chart illustrating the trend of available network storage space were reviewed. Baker also provided an update on the Office XP rollout. There are eight remaining workstations to be upgraded. Lessons learned from previous rollouts helped ensure that the XP rollout proceeded smoothly. The HelpDesk reported approximately 220 calls related to the rollout.

Mike Cardinale is providing the deskside support previously supplied by Kevin Campbell, who is now part of Strategic Planning and Architecture (SPA). Phil Monto is transferring to Applications Integration and Maintenance (AIM) and two new call specialists have begun work.

**Status on CIO Consolidation (Dick Yockman)**

Mr. Yockman provided an overview of the Extended Common Integrated Technology Environment (eXCITE) project, which is underway under the direction of the DOE Chief Information Officer (CIO).

**Facts**

1. In Fiscal year (FY) 2004 \$7M has been zeroed out by Office of Management and Budget (OMB).
2. SC senior management seems to be going along with moving something to the CIO.
3. The CIO office has drafted Service Level Agreements (SLAs) that include:
  - HelpDesk
  - Common operating environment – SC already consistent
  - Desktop refresh – 33 percent (not sure if hardware and software costs are included)
  - Desktop support
  - File and print server services (not sure if hardware and software costs are included)

- Local Area Network/Wide Area Network (LAN/WAN) (not sure if hardware and software costs are included)
- Email (not sure if hardware and software costs are included)
- Moves, adds, changes, and new installs (not sure if hardware and software costs are included)
- 4. CIO office has identified additional services that are optional (at additional cost).
  - Personal Digital Assistants (PDAs)
  - Application development and maintenance
  - Unique network/system support
  - Procurement/property/inventory management and reconciliation
  - Web development and maintenance
- 5. CIO's cost estimates = \$300-\$400/month/per user for HelpDesk, desktop support, LAN/WAN, and email
- 6. SC-41 is fully funded for fiscal year (FY) 2003 (plus).

#### **Assumptions**

1. Some elements of eXCITE will be initiated in SC on or about 10/01/03
2. Clarity on the what, when, and how (on initiating eXCITE in SC) will improve over time. SC-41 does not know enough today to develop a definitive plan.
3. SC management expects SC-41 to continue current level of operational services through FY 2003.
4. SC-41 staff (Federal and contractors) are to be provided an ongoing update/assessment of eXCITE in SC.
5. SC-41 will provide customers with an ongoing update/assessment of eXCITE in SC.
6. SC-41 will provide management with an ongoing update/assessment of eXCITE in SC.

#### **Overall Approach**

1. SC-41 should maintain a balanced, thoughtful, professional assessment of eXCITE in SC for staff, customers, and management.
2. Approach based on becoming increasingly better informed over time.
3. SC-41 will continue to provide products and services in the best possible manner and participate in the transition as a customer. An SLA comparison chart will be prepared to ensure that SC continues to receive the same level of service that is currently provided. It is the responsibility of the CIO to collect and react to SC requirements.

#### **Three-Phase Approach**

1. Near-term (present to mid-January)
  - Revised Operating Plan developed
  - Communicate to staff, customers, and management
2. Mid-term (mid-January through May)
  - Get smarter
  - All activities (in revised plan) have an end-of-May go/no go assessment milestone
3. Long-term (June through September)
  - Second revised Plan
  - Development and implementation of Transition Plan

Information on the eXCITE project can be found at <http://cio-ops.doe.gov/excite/>.

### **Status of Electronic Proposals (Marv Stodolsky/Ted Griffin)**

The Office of Biological and Environmental Research (SC-70) is using the Oak Ridge Institute of Science and Education (ORISE) to develop a system for receiving proposals via .pdf format and distributing the files to reviewers. The Office of Fusion Energy Sciences (SC-50) also plans to use this system. The cost of using the system is low; SC-70 has paid for system development. CIAG members should take this information back to their Organizations and let Marv Stodolsky know if they are interested in using this system.

Ted Griffin provided information on the status of CD burners and printers purchased for the electronic proposal short-term solution.

- Ten individual CD burners have been received and installed.
- Four of five high-speed printers have been installed. A stacker tray has been ordered for the final printer.
- One mass duplicator has been received and installed. Six duplicators have been received and will be in place soon. Informal training will be provided.

## Printer Discussion (Ted Griffin)

Ted Griffin provided statistical information requested by CIAG members on printer usage. Time constraints limited further discussion; this item will be added to the next CIAG agenda.

## Meeting Attendees

Name		Organization	Contact Information
Rice-Exec. Sec	Pat	SC-40	3-4556
Afzal	Shahida	SC-50 (ESMT)	3-4941
Albaugh	Brenda	SC-40	3-6578
Baker	Brent	SC-40	3-2345
Beall	Jeanne	SC-40	3-4587
Buswell	Steve	SC-7	6-9741
Cambell	Kevin	SC-40	3-5313
Centeno	Kathi	SC-40	3-5472
Eckstrand	Steve	SC-55	6-5428
Farrand	Sue	SC-40	3-1884
Flynn	Kelly	SC-40	3-3193
Forsythe	Todd	SC-40	3-6409
Griffin	Ted	SC-40	3-4602
Hiegel	Jane	SC-31	3-5800
Miller	Caryle	SC-82	3-8434
Nunez-Mattocks	Aracely	SC-62	
Oyler	Dean	SC-22	3-6394
Sauter	John	SC-55	3-3287
Sier	Donna	SC-22	3-4360
Stodolsky	Marvin	SC-72	3-4475
Talamini	Karen	SC-14	3-4563
Yockman	Dick	SC-40	3-3394