

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
January 15, 2003**

Agenda

- Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
 - Performance Measures
- Printer Discussion (Griffin)
- Status on DOE Chief Information Officer (CIO) Consolidation (Griffin)
- Status of Electronic Proposals (Stodolsky)
- Review of Service Level Descriptions (Griffin)

Action Items

Previous Action Times	Status
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)	Complete

New Actions from the January 15 Meeting	Assigned To
Meet with Marv Stodolsky to determine if SC-41 has to provide anything to ORISE to meet technical requirements of the electronic proposal system under development.	Ted Griffin

Support Center Items (B. Baker/T. Griffin)

The Exchange user list was reviewed with no actions. Baker also provided an update on the Office XP rollout. There are four remaining workstations to be upgraded. CD duplicators have been installed and individual demonstrations scheduled in support of the electronic proposal effort.

SCSC is requesting CIAG permission to schedule the January monthly preventive maintenance outage on Sunday, January 19, between 6:00 a.m. and 12 p.m. CIAG members agreed, with the stipulation that SCSC check with Ralph De Lorenzo first.

December performance measures were reviewed. Customer satisfaction remains a consistent 82 percent so far this fiscal year (FY). The remote access project, scheduled to begin in March 2003, will increase user satisfaction by providing a greater percentage of common suite of software and corporate systems available through remote access. Email has been operational 100 percent of the time for 22 consecutive months. SC appears to be the only Lead Program Secretarial Office (LPSO) that has performance measure in place.

Status on CIO Consolidation (T. Griffin)

Mr. Griffin provided an update of the Extended Common Integrated Technology Environment (eXCITE) project, which is underway under the direction of the DOE CIO. SC management agreed to consolidate some services in FY 2004, but no decisions have been made as to what services will be included. Dr. Orbach requested a comparison chart between OCIO eXCITE services and SC services and will make decisions based on that information. Weekly meetings are planned with the OCIO representative, Jeanne Beard. Ted Griffin is the SC representative.

Printer Discussion (Ted Griffin)

Ted Griffin reviewed the statistical information requested by CIAG members on printer usage. CIAG members agreed that nothing further needs to be done on the way printer services are provided.

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. Fast track redevelopment efforts are underway so that the system can accommodate multiple .pdf files per submission. Software to download all necessary files will be sent to reviewers.

The cost to Programs for upload and download services with no additional use of PeerNet is approximately \$3,000. Organizations should contact Marv Stodolsky if interested in using this option for electronic proposals.

Proposed January 22 Meeting Agenda

- Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
- Update on OCIO Consolidation (Griffin)
- Remote Access (Hughes)
- Review of Service Level Descriptions (Griffin)

Meeting Attendees

Name		Organization	Contact Information
Rice-Exec. Sec	Pat	SC-40	3-4556
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-40	3-2345
Beall	Jeanne	SC-40	3-4587
Burris	Peggy	SC-5	202-586-7265
Buswell	Steve	SC-7	6-9741
Cambell	Kevin	SC-40	3-5313
Eckstrand	Steve	SC-55	6-5428
Flynn	Kelly	SC-40	3-3193
Forsythe	Todd	SC-40	3-6409
Griffin	Ted	SC-40	3-4602
Hanlin	Cathy	SC-23	3-1965
Heneghan	John	SC-40	3-1888
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Sier	Donna	SC-22	3-4360
Stodolsky	Marvin	SC-72	3-4475