

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
February 26, 2003**

Agenda

- Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
- EIM Status (Griffin)
- Status on DOE Chief Information Officer (CIO) Consolidation (Griffin)
- Review of Service Level Descriptions (Griffin)

Action Items

Previous Action Times	Status
Provide CIAG the list of EWM 1.2 enhancement items. (K. Centeno)	Complete
Contact Program AD/OD to discuss importance of EWM 1.2. (CIAG)	Complete. AD/OD response due by noon on 2/27/2003.
Add status update on EIM to CIAG agenda. (T. Griffin/P. Rice)	Complete. Agenda item for today.

New Actions from the February 26 Meeting	Assigned To
Prepare comparison information on desktide response time in Forrestal and Germantown.	Ted Griffin
Invite John Alleva to the next CIAG meeting to discuss electronic proposal issues.	Ted Griffin

Support Center Items (B. Baker)

The Exchange user list was reviewed with no actions.

The new remote access solution replaces the current dialup system with secure web-based access. Users can access network files anywhere there is Internet connectivity. The project is in the testing phase and a rollout strategy is being developed. The target date for current users to begin using the new solution is March 15, when the current phone access linkup (PAL) mechanism is cut off by the DOE Chief Information Officer (CIO). Information and instructions will be distributed to all SC users once it is determined that the new solution is working properly.

EIM Status (P. Rice)

EIM is included in the current Operating Plan as a rollover project. The infrastructure and hardware is in place and SC-41 is doing a limited pilot. Funding does not allow full implementation of this project; it will be revisited during the next planning cycle. Rice noted that EIM is not a standard rollover project as it requires a cultural change, training, and assistance with file structures. SC-41 will discuss EIM strategies with the CIAG to ensure that the project is successful and the features are utilized to the best advantage.

Status on CIO Consolidation (P. Rice)

Pat Rice provided an update on the Extended Common Integrated Technology Environment (eXCITE) project, which is underway under the direction of the DOE CIO. Three meetings have been held with Todd Harding and Jeffrey Salmon. Based on the facts presented, the SC Front Office is not inclined to participate in eXCITE. Meetings have also been held with other DOE Programs to determine their status in the eXCITE initiative; several Programs have consolidated or are planning to consolidate some or all of their IT services at the direction of their

Assistant Secretaries. The eXCITE information will be provided to Dr. Orbach in March, who will then meet with the DOE CIO, Karen Evans. SC would like to be granted a waiver from the consolidation through fiscal year 2004. Alternative options are being considered.

Review of Service Level Descriptions (T. Griffin)

CIAG members continued reviewing the service level descriptions (SLDs) provided in the FY 2003 Operating Plan to identify changes or improvements that could be made in the way services are provided. Suggested changes will be incorporated and provided to the CIAG for approval once all descriptions are reviewed. Support Center, Deskside, and Hardware/Software Review and Acquisition SLDs were reviewed with no changes. Comparison information on deskside response time in Forrestal and Germantown will be prepared and presented to CIAG members.

Other Issues

Marv Stodolsky expressed concerns about disconnects in the electronic review process and the integration with IIPS. An initiative is planned to improve the IIPS interface; input from the Programs is needed before this project begins. John Alleva will be invited to the next CIAG meeting to discuss this issue.

Proposed March 5 Meeting Agenda

- Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
- Update on OCIO Consolidation (Griffin)
- Electronic Proposal Discussion (CIAG/Alleva)
- Review of Service Level Descriptions (Griffin)

Meeting Attendees

Name		Organization	Contact Information
Dilworth–Chair	Greg	SC-14	3-2873
Rice–Exec. Sec	Pat	SC-41	3-4556
Baker	Brent	SC-41	3-2345
Beall	Jeanne	SC-41	3-4587
Black	Lisa	SC-41	3-1310
Burris	Peggy	SC-5	202-586-7265
Buswell	Steve	SC-7	6-9741
Centeno	Kathi	SC-41	3-5472
Eckstrand	Steve	SC-55	6-5428
Farrand	Sue	SC-41	3-1884
Flynn	Kelly	SC-41	3-3193
Forsythe	Todd	SC-41	3-6409
Griffin	Ted	SC-41	3-4602
Stodolsky	Marvin	SC-72	3-4475