

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
April 9, 2003**

Agenda

- Previous Action Items (Rice)
- Workstation Refresh (Baker)
- Support Center Items (Baker)
- Status on DOE Chief Information Officer (CIO) Consolidation (Griffin)

Action Items

Previous Action Times	Status
None	

New Actions from the April 9 Meeting	Assigned To
No new actions.	

Workstation Refresh (B. Baker)

The workstation refresh project has begun and is scheduled for completion by July 2003. CIAG members will be given a monthly status report on the project.

The objective of the project is to maintain a modern, efficient, and reliable computing environment that meets user needs. Keeping technology current provides increased reliability and security, an improved user interface, and is easier to manage and administer. The scope of the project includes the following.

- Upgrade local hard drive capacity to greater than 40 GB
- Upgrade CPU to 1.4 GHz
- Upgrade workstation BIOS (motherboard operating system)
- Enhance/update SC menu
- Upgrade to Windows XP Professional
- Replace/upgrade 33 percent of loaner pool notebooks

The image update requires a “touch the desktop” approach; however, a full reimaging may not be required.

Representatives from Compaq presented CIAG members with options for upgrading loaner pool laptops, which include standard clamshell-design laptops or the newly announced Compaq Tablet PC. Each product was reviewed and discussed. CIAG members decided that the tablet PC is the best choice for the loaner pool.

Support Center Items (B. Baker)

The Exchange user list was reviewed with no actions.

March performance measures were reviewed. Email has been operational 100 percent of the time for 26 consecutive months. The percentage of calls resolved by the first phone analyst by the end of the first call dropped this month due to the increased number of calls related to the rollout of the new remote access solution. The numbers are expected to increase as call specialists and users become more familiar with remote access. The percentage of medium calls resolved within 4 hours increased this month. The performance measure on remote access is expected to increase in April as rollout of the new solution is completed.

Status on CIO Consolidation/Other Issues (T. Griffin)

The Extended Common Integrated Technology Environment (eXCITE) project is underway under the direction of the DOE CIO. The eXCITE comparison of services information was prepared and presented to Dr. Orbach, who is not in favor of SC being consolidated under eXCITE. SC would like to be granted a waiver from the consolidation through fiscal year 2004.

Other Issues

The SC CIO position is not being filled pending the findings of OneSC. Ed Oliver will remain as the acting SC CIO until it is determined whether the position will be filled on a permanent basis.

Donna Lang raised an issue on support for local printers. Currently, only limited support is available, particularly for Okidata printers that are, in some cases, more than 10 years old. As these printers break down, users are directed to a network printer, or the Program can replace the local printer using the chargeback system. In a recent case, the Okidata was replaced with a local printer, but found to be in working order once cleaned. The Program can return the printer and get a return on the chargeback if they choose.

Proposed April 16 Meeting Agenda

- Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
- Update on OCIO Consolidation (Griffin)

Meeting Attendees

Name		Organization	Contact Information
Oyler-Chair	Dean	SC-22	3-6394
Rice-Exec. Sec	Pat	SC-41	3-4556
Albaugh	Brenda	SC-41	3-6578
Baker	Brent	SC-41	3-2345
Beall	Jeanne	SC-41	3-4587
Buswell	Steve	SC-7	6-9741
Cambell	Kevin	SC-41	3-5313
Eckstrand	Steve	SC-55	6-5428
Farrand	Sue	SC-41	3-1884
Flynn	Kelly	SC-41	3-3193
Forsythe	Todd	SC-41	3-6409
Fowler	John	SC-41	
Griffin	Ted	SC-41	3-4602
Hiegel	Jane	SC-31	3-5800
Lang	Donna	SC-22	3-4360
Lynott	Michael	SC-41	3-7643
Miller	Caryle	SC-82	3-8434
Nunez-Mattocks	Aracely	SC-62	3-3141
O'Gwin	Chris	SC-5	6-6652
Stodolsky	Marvin	SC-72	3-4475