

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
May 7, 2003**

Agenda

- Previous Action Items (Rice)
- Support Center Items (Baker)
- Status on DOE Office of the Chief Information Officer (OCIO) Consolidation (Griffin)
- New Acting Senior Information Management Executive (Griffin)

Action Items

Previous Action Times	Status
None	

New Actions from the May 7 Meeting	Assigned To
No new actions.	

Support Center Items (B. Baker)

The Exchange user list was reviewed with no actions.

This weekend is the scheduled SC outage for maintenance; however, this is being delayed to the weekend of May 16 to take advantage of the extended outage planned by the OCIO.

Universal Serial Bus (USB) drives, also known as key chain or flash drives, are being added to the loaner pool and can be requested by users borrowing laptops. The USB drive takes the place of a ZIP disk or CD for storing files.

Ted Griffin reviewed the fiscal year (FY) 2003 IM Products and Services Schedule. Highlights of the report included the following.

- There has been 27 straight months of no unscheduled downtime.
- Execution Work Management 2.0 (EWM) has been dropped from the schedule due to budget cuts.
- The FY 2004-2008 Strategic Plan Update is being updated and will take into consideration all eGovernment initiatives.
- The Remote Access project has received a great response.
- The Disaster Recovery project may need additional funds if the new DOE Order has mandates that must be accomplished this fiscal year.
- Additional redesigns may be needed for the SC-1 Homepage Support project. The CIAG should be involved in this project.
- Organizational Administrators (OAs) have done a great job with the EWM 1.2 project.
- A new development project may be added. The SC Financial Procurement System (SC-FAPS) streamlines the grants process between SC and the Chicago Operations Office. John Alleva is the champion. A feasibility study is being prepared and business requirements have been developed.

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

Ted Griffin provided an update on the Extended Common Integrated Technology Environment (eXCITE) project, which is underway under the direction of the OCIO. The goal of eXCITE is to reduce costs and improve services by consolidating all aspects of common information technology (IT) systems and services throughout DOE Headquarters.

It is the SC-1 position that SC should not consolidate services until the OCIO can show the same level of performance that is currently provided by SC-41. eXCITE only covers approximately 14 percent of the services SC-41 provides, and the level of service is significantly less. In addition, the OCIO costs to provide services are higher than SC-41 costs.

Comparison analysis has been prepared and presented to Dr. Orbach, and informal meetings held with the OCIO. Dr. Salmon has met with the Office of Management and Budget (OMB) and informed them that SC is not going to sign a consolidation agreement with the OCIO. In addition, Ted Griffin has met with Gordon Errington, the eXCITE project lead, to determine if a compromise can be reached, although all decisions on eXCITE services will come from SC management. Outcomes of that meeting include the following.

- All Programs operate on the OCIO backbone, which is currently funded by the OCIO. Under eXCITE, Programs will be charged for support and maintenance of the backbone. This is the major difference in costs between eXCITE and SC-41 services.
- Griffin and Errington are trying to develop a win-win situation so that Dr. Orbach and Karen Evans do not need to get involved. Griffin and Errington will continue to meet to determine if such a solution is possible. Errington suggested that Griffin take over Helpdesk responsibilities for the Department as a compromise to SC being consolidated.
- The OCIO asked for SC-41 help in how to better communicate with their customers.

Other Issues

- Dr. Walt Polansky is the new Acting Senior Information Management Executive for SC. Griffin believes that Dr. Polansky is a strong voice for SC-41 to upper management, particularly for budget issues. In addition, Dr. Polansky has discussed with OMB the schedule 300s required to be submitted by SC. There are about 15 schedule 300s for the entire Office of Science; 2 for SC-41. Dr. Polansky believes it is critical for all 300s to be unified and present a picture of information management as a whole in SC. In the past, the only contact with OMB has been through the OCIO, which has caused problems such as revisions not being submitted to OMB and the SC IT budget being zeroed out. Dr. Polansky has already held discussions with OMB.
- The A-76 study, which is a review of all Federal information technology positions to determine if any could be contracted out, is a long process that will take a lot of SC-41 time. The OCIO is doing the initial interviews.

Proposed May 14 Meeting Agenda

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

Meeting Attendees

Name		Organization	Contact Information
Rice-Exec. Sec	Pat	SC-41	3-4556
Afzal	Shahida	SC-50	3-4941
Baker	Brent	SC-41	3-2345
Buswell	Steve	SC-7	6-9741
Cambell	Kevin	SC-41	3-5313
Eckstrand	Steve	SC-55	6-5428
Flynn	Kelly	SC-41	3-3193
Forsythe	Todd	SC-41	3-6409
Griffin	Ted	SC-41	3-4602
Hanlin	Cathy	SC-23	3-1965
Hiegel	Jane	SC-31	3-5800
Lang	Donna	SC-22	3-4360
Miller	Caryle	SC-82	3-8434
Nunez-Mattocks	Aracely	SC-62	3-3141
Stodolsky	Marvin	SC-72	3-4475
Talamini	Karen	SC-14	3-4563