

Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
June 4, 2003

Agenda

- Support Center Items (Baker)
- Project Status (Griffin)
- Active Directory (Baker)
- Workstation Refresh (Baker)
- EWM 1.2 (Centeno)
- FY04-08 SC HQ IM Strategic Plan (Griffin)
- eXCITE Status (Griffin)

Action Items

| Previous Action Items | Status |
|-----------------------|--------|
| None | |

| New Actions from the June 4 Meeting | Assigned To |
|---|-------------|
| -- Christopher O'Gwin, requested some help in person or directions sent to him on how to reduce size of e-mail accounts. | Brent Baker |
| -- Steve Buswell, requested that a voicemail message to everyone or a voice mail capability for SCSC (3-5313) be available when a LAN issue arises affecting all of SC, so users will not waste their time contacting the helpdesk. | Brent Baker |

Support Center Items (B. Baker)

The Exchange user list was reviewed with no actions.

This weekend is the scheduled SC outage for maintenance. Might be delayed because Ralph Delorenzo said the budget group may need access to the LAN over the weekend.

Active Directory (B.Baker)

Baker informed the committee on the status of the project by saying that it should be in place by the end of the month. Microsoft's Active Directory (AD) lays the groundwork for future improvements. There should be no impact to users when implementing AD because things will be done behind the scenes and after hours.

Workstation Refresh (B. Baker)

Baker informed the committee that tablet PCs will be in the SC loaner pool by the end of the month and available on first-come first-serve basis. Current Gateway notebooks in the loaner pool will also be upgraded to Windows XP. Desktop refresh and updates to the SC Menu will also be completed by the end of July 2003.

EWM 1.2 (K. Centeno)

Work on the six enhancements that were priorities for the OA's has been underway since November. System Acceptance was completed this May. Resolution of few issues identified at

that time will need to be approved by the individuals who identified them before deployment (currently planned for June 16). Centeno noted that IM Board approval will be requested before deployment.

FY04-08 SC HQ IM Strategic Plan (T.Griffin)

Ted Griffin informed the committee that this year’s plan was prepared to align with the e-Government initiatives closely. Ted said that SC-41 had taken into consideration I-MANAGE and the role of e-PME closely for this year’s plan. He is hoping to take the Strategic Plan to SC-41, the CIAG, SC-1, then to the AD/ODS in that order. He hopes to get the document to the CIAG by the end of June or the beginning of July.

eXCITE Status (T. Griffin)

Griffin informed the committee that he was continuing to try to contact Gordon Errington of the CIO’s office to discuss our proposal to pay our fair share of the backbone (as our input to eXCITE).

| Name | | Organization | Contact Information |
|----------------|---------|--------------|---------------------|
| Harding-Chair | Todd | SC-1 | 6-2086 |
| Rice-Exec. Sec | Pat | SC-41 | 3-4556 |
| Afzal | Shahida | SC-50 | 3-4941 |
| Baker | Brent | SC-41 | 3-2345 |
| Black | Lisa | SC-41 | 3-1310 |
| Buswell | Steve | SC-7 | 6-9741 |
| Campbell | Kevin | SC-41 | 3-1215 |
| Centeno | Kathi | SC-41 | 3-5472 |
| Forsythe | Todd | SC-41 | 3-6409 |
| Griffin | Ted | SC-41 | 3-4602 |
| Jones | Michele | SC-41 | 3-1891 |
| Lang | Donna | SC-22 | 3-4360 |
| Lynott | Michael | SC-41 | 3-7643 |
| O’Gwin | Chris | SC-5 | 6-6652 |
| Oyler | Dean | SC-22 | 3-6394 |
| Talamini | Karen | SC-14 | 3-4563 |