

**Office of Science (SC) Customer Information Advisory Group (CIAG)**  
**Meeting Summary**  
**June 11, 2003**

**Agenda**

- Support Center Items (Baker)
- Workstation Refresh (Baker)
- Active Directory (Baker)
- Performance Measures (Griffin)
- Project Status (Griffin)
- eXCITE Status (Griffin)

**Action Items**

<b>Previous Action Items</b>	<b>Status</b>
-- 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

<b>New Actions from the June 11 Meeting</b>	<b>Assigned To</b>
-- Todd Harding would like SC-1 users separated out and grouped on the exchange user list. This will make it easier for him to assist us with getting these individual's e-mail size reduced.	Brent Baker

**Support Center Items (B. Baker)**

The Exchange user list was reviewed. (See new action item)

**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. Said that there will be network downtime Friday evening through Saturday morning to implement AD properties. Said, more logistical information will be provided by SC as that time approaches.

**Workstation Refresh (B. Baker)**

Baker re-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 begin by the end of July. (Previously there had been confusion that this would be completed by the end of July.)

## Performance Measures

Griffin went over the performance measures for the customers. He showed that applications available through remote access had increased from 40% in March to 51% in April and May. He informed the CIAG that this should rise to 72%, when phase II is completed and nine more applications are accessible. He also said that helpdesk situation was improving. Four new members have joined the helpdesk, replacing those who have moved on or been promoted. The learning curve is coming along, and he is confident that these four new people will meet our customers' demands.

## Products and Services

Griffin reviewed process of schedule with CIAG. Under the infrastructure he stated that next year's budget should be \$7 million. He is working on an eXCITE presentation for the front office. HE explained to CIAG the demands that have been put on SC-41 since Walt Polansky has no staff and we are making him our priority right now. We are developing an estimate to complete disaster recovery solution using Jefferson Labs as our off-site location. He said under corporate systems development that SC-1 group calendaring has been demoed to the front office and we are in the process of finalizing the implementation.

## eXCITE Status (T. Griffin)

Griffin answered Steve Eckstrand's question about any changes in the eXCITE status by saying things had not changed since last week.

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
Beall	Jeanne	SC-41 3-4587
Buswell	Steve	SC-7 6-9741
Campbell	Kevin	SC-41 3-1215
Centeno	Kathi	SC-41 3-5472
Eckstrand	Steve	SC-55 3-5546
Forsythe	Todd	SC-41 3-6409
Griffin	Ted	SC-41 3-4602
Harris	Anna	SC-41 3-4478
Heneghan	John	SC-41 3-6409
Oyler	Dean	SC-22 3-6394