

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
September 10, 2003**

Agenda

- Previous Action Items (Rice)
- Support Center Items (Baker)
 - Workstation Refresh Update (Baker)
- Performance Measures (Griffin)
- FY03 Products and Services Update (Griffin)
- eXCITE Update (Griffin)
- Financial Assistance Procurement System (FAPS) Update (Centeno)

Action Items

Previous Action Items	Status
CIAG representatives are going to remind personnel in their organizations to replace old surge protectors with newer ones available in the Supply Store.	CIAG members reminded

New Actions from the September 10th Meeting	Assigned To
Baker will check into the new Microsoft features that send messages requiring a change in the registry and will incorporate changes in the remaining installations.	Baker
John Sauter and Karen Talamini requested that Centeno check with SC-64 regarding guidance to delay inputting continuation PRs to EWM.	Centeno
Dean Oyler requested the status on the e-Gov electronic signatures initiative.	Griffin

Previous Action Items (P. Rice)

Pat Rice reminded the group that to inform personnel in their organizations that they should replace old surge protectors with newer ones available in the Supply Store.

Support Center Items (B. Baker)

Brent Baker noted that there will be a maintenance outage on Saturday, September 13 and that it will include some workstation upgrades as part of the Workstation Refresh project. Dean Oyler and Donna Lang commented on pop-up boxes that required a change to the registry and appeared to be "bugs." Baker explained that Microsoft regards them as "features," but said he would check into it and incorporate changes in the remaining installations.

Performance Measures (T. Griffin)

Ted Griffin went over the performance measures with the CIAG asking them to focus on numbers 3 and 5. Number 3 (% of Support Center calls resolved by first phone analyst before end of call) was up from 59% in July to 80% in August with a YTD of 73%. Number 5 (% of Support Center "Helpdesk-Medium" calls resolved within 4 hours) was up from 67% in July to 73% in August with a YTD of 85%, the highest to date.

eXCITE (T. Griffin)

Ted Griffin reiterated that the remaining discussions are focused on only a couple of words and that he anticipates that the MOU will still be signed, even though Karen Evans (CIO) is leaving for OMB.

FY03 Products and Services Update (Griffin)

Ted Griffin summarized the status of all products and services for FY03, noting that:

- There have been no unscheduled e-mail outages in 31 straight months.
- All projects planned for completion in FY03 will be completed.
- The SQL Server and MS Exchange2000 updates were planned to roll over into FY04, but will take longer to complete in FY04 due to the complicated nature of the Active Directory Project which was a prerequisite (and was completed in FY03).
- The Workstation Refresh and Remote Access Projects are expected to be completed in September.
- In addition to work planned for FY03, SC-41 replaced the front office calendar system with a new Group Calendaring capability, established a shared network drive for Milt Johnson and the site offices, worked on a web page for SC-40, and supported SC-40 (Walt Polansky).

Strategic and Operating Plan (Griffin)

Griffin noted that he had briefed all of the AD/ODs and that all had agreed to the FY04-08 Strategic Plan and the FY04 Operating Plan. He indicated that he had received Todd Harding's approval to proceed to allocate resources for FY04 even though Dr. Orbach has not yet given final approval. Griffin also noted that the concern of one AD/OD that the planned work on RIMS would benefit only one office would be addressed as part of the Feasibility Assessment on this project.

Status of Financial Assistance Procurement System (Centeno)

Kathi Centeno discussed the status of the Financial Assistance Procurement System (FAPS), which supports the process of parsing and storing proposal data submitted by grantees and sending approved grants to the Chicago Operations Office for final review and award. Module 4, which is being done first, will eliminate re-keying of award data by Chicago. The transmission piece is being piloted by SC-64, but Chicago will be available to work with the accept data piece only after the end of this fiscal year. Future modules (1,2, and 3) will eliminate re-keying by SC-64 into Execution Work Management and will support additional work at Chicago. The project is estimated to be completed in the January/February 2004 timeframe. That target could change once we have final agreement on project scope.

Name	Organization	Contact Information
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Rice-Exec. Sec	Pat	SC-41 3-4556
Baker	Brent	SC-41 3-2345
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Griffin	Ted	SC-41 3-4602
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