

**Office of Science (SC) Customer Information Advisory Group (CIAG)**  
**Meeting Summary**  
**October 8, 2003**

**Agenda**

- Previous Action Items (Rice)
- Support Center Items (Baker)
- Performance Measures (Griffin)
- eXCITE Update (Griffin)
- Final Status on FY03 Products and Services (Griffin)
- Comments on FY04 Projects (Griffin)

**Action Items**

<b>Previous Action Items</b>	<b>Status</b>
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.	Complete
John Sauter and Karen Talamini requested that Kathi Centeno check with SC-64 regarding guidance to delay inputting continuation PRs to EWM.	Complete
Dean Oyler requested the status on the e-Gov electronic signatures initiative.	Complete

<b>New Actions from the October 8th Meeting</b>	<b>Assigned To</b>
None	

**Previous Action Items (P. Rice)**

Pat Rice noted that all of the September action items (above) are completed. Ted Griffin provided a brief update on the electronic signatures e-gov initiative. Griffin noted that the OCIO (Mike Robertson) was not aware of the October date Dean Oyler mentioned for implementation of e-signatures. Furthermore, the OCIO is defining e-signatures for the moment as the capability to send a signed memo showing the signature electronically (through Adobe Acrobat and plug ins). Beyond that, they hope to make workflow (transmittal from one concurring official to another) available to everyone in DOE at some point through an Entrust add-on; however there is no planned delivery date.

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

Brent Baker noted that the loaner pool has been augmented with a digital camera (that burns directly to a CD) and two additional LCD projectors that are lighter and higher resolution. He also noted that we will be adding 10 ultra light Dell laptops as well as Blackberry devices that incorporate mobile phone capabilities. Baker also noted that we will be upgrading network printers and, over time, replacing old CRT monitors with the newer flat screen LCD monitors.

**Performance Measures (T. Griffin)**

Ted Griffin went over the performance measures, noting that items 1 and 2 rating customer satisfaction with current and new services in FY03 would be measured in an annual customer survey expected to go out this month. He also noted that the annual customer satisfaction rate for FY03 (81%) is only average and that he expects it to go up in the coming year.

**eXCITE (T. Griffin)**

Ted Griffin said that the MOU was signed giving SC a waiver from eXCITE for FY04. The MOU also commits SC to paying the OCIO up to \$225,000 for use of the OCIO backbone and notes that the OCIO will investigate whether they can use SC's contractors (companies, not individuals) to provide the eXCITE services for the Department. Griffin also noted that Rose Parks, formerly the CIO at FEMA, has been named to be the DOE CIO.

## Final Status on FY03 Products (T. Griffin)

Ted Griffin noted the following:

- All projects planned for completion in FY03 are essentially complete.
- The Workstation Refresh project was delayed briefly by Hurricane Isabelle and an OCIO outage. Only a few workstations remain to be converted and that will be done within a few days.
- Remote Access Phase II was completed. As a result, the percentage of the common suite of software and corporate systems available through remote access will increase significantly in October.
- Other efforts not included in the Operating Plan included necessary changes to EWM and FMIS resulting from the transfer of all grants work from Oakland to Chicago (essentially complete) and system changes to reflect establishment of the new SC-90 organization (Nuclear Physics). The latter is a significant effort and will require another 2-4 weeks.

## Comments on FY04 Projects (T. Griffin)

Griffin plans to discuss the FY04 Operating Plan with the CIAG next week. He noted that there is an SC-1 effort already underway at Dr. Orbach's request to look into what would be required to make the SC infrastructure more independent from the OCIO. Griffin noted that there have been 86 outages affecting Forrestal in the last five months.

## A-76

Griffin has responded to four data calls and will participate with representatives from other DOE organizations in putting together a Performance Work Statement. That Statement will be the basis for bids from the private and public sectors.

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