

Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
October 15, 2003

Agenda

- Previous Action Items (Rice)
- Support Center Items (Baker)
- FY04 Operating Plan Discussion

Action Items

Previous Action Items	Status
None	

New Actions from the October 15th Meeting	Assigned To
None	

Previous Action Items (P. Rice)

Pat Rice noted that all previous action items have been completed. She introduced Mary Lomke, who has joined the SPA contractor staff as a technical writer.

Support Center Items (B. Baker)

Brent Baker introduced David Nockett, a new member of the SCSC Helpdesk staff. There were no other discussion items related to the Support Center.

FY04 Operating Plan Discussion (T. Griffin)

Ted Griffin presented the draft milestone chart for the FY04 SC HQ IT products and services. He described each of the products and services and explained that the milestones are still under review by the SC-41 Fed staff and are subject to change, both as a result of that review and because of possible guidance regarding One SC and other front office initiatives. Griffin noted the following in his summary.

- The RIMS project (under System Maintenance and Support), and all other legacy projects, will be referred to as retirement projects. What is meant by "retirement" is that the SC IT Staff will work with the legacy system program owner to ensure that program business functions continue to be supported when the legacy system is retired. This will include consideration of all appropriate options, including upgrading the existing system to current technology, eliminating capabilities that are no longer necessary, and/or incorporating elements of the system into SC-wide corporate systems.
- The SC IT Staff is planning a cost-saving move from outsourcing hardware maintenance to providing it through Deskside support, but Griffin noted that we will do so only if the quality of support can be maintained.
- With regard to IM Planning, Griffin noted that a major issue in the coming year will be how to merge the SC HQ information architecture with an SC-wide architecture and the DOE and Federal Enterprise Architectures currently being developed.
- The FY04 Workstation Refresh project is expected to include replacing existing equipment with faster CPUs (2.6 gigabit) and flat screen monitors. Financial Data Warehouse requirements will also be incorporated into the Refresh.
- Current plans call for the Electronic Information Management (EIM) capability to be rolled out program by program to those organizations that choose to invest the required staff resources into setting up file structures and managing the system.
- Details of the Portal Upgrade are dependent on OneSC requirements.

- Griffin noted that the SC IT Staff would report to the CIAG by the end of the first quarter on the results of an analysis of all Helpdesk processes. The analysis is intended to identify opportunities for improving service.
- Two projects for SC-1 are underway, one to look at alternatives to becoming independent from the OCIO backbone and the other to determine Dr. Orbach's requirements for a Web-based budget system, including resource requirements. Griffin is currently scheduled to meet with Dr. Orbach on November 6 to discuss both of these matters.

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