

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
October 30, 2002**

Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
 - Status of Office XP Rollout
- September Performance Measures (Griffin)
- Status on Customer Survey
- SC HQ IM Operating Plan for FY 2003

Action Items

Previous Action Times	Status
Discuss the Office XP rollout and Lab Appraisal System testing with Anne Marie Zerega. (Baker)	Complete
Send email SCwide that explains the suggested change to the DL-SC All Feds & Cont/FORS & GTN distribution list. (Griffin)	Hold until Office XP rollout is complete
Contact the Oak Ridge Institute of Science and Education (ORISE) for a status update on the web site development cost estimate. (Stodolsky)	Complete
Send email to CIAG articulating what was said during the meeting regarding e-government initiatives, Portfolio Management Environment (PME), electronic proposals, and laboratory and grant proposals. (Oyler)	Complete

New Actions from the October 30 Meeting	Assigned To
CIAG members who have questions about printer usage or would like statistical information about personal versus network printers should email Ted Griffin	CIAG
Consolidate email questions on printer usage and provide timeframe for response to CIAG members.	Ted Griffin

Support Center Items (B. Baker)

The Exchange User list was reviewed with no actions.

The Office XP showcase sessions have been well attended and received, and the rollout is $\frac{3}{4}$ complete. Minor issues have been reported with Adobe Acrobat by about 10 percent of users. Adobe is working with SCSC to resolve the problem.

Performance Measures (T. Griffin)

Performance measures for September were presented. The fiscal year (FY) ended with customer satisfaction at 83 percent. The annual survey to measure performance measures number 1 and 2 has been distributed and final fiscal year 2002 results will be presented at the next meeting.

SC HQ IM Operating Plan for FY 2003 (T. Griffin)

Ted Griffin presented CIAG members with the SC HQ FY 2003 Information Management Operating Plan. The AD/ODs and Information Management (IM) Board have already been briefed. He reviewed background information on how the plan was developed and projects prioritized. Additional services (continuation of the loaner

pool, continuation of SC-1 homepage content support, and chargeback items) that were not in the Strategic Plan have been added to the Operating Plan at SC-1 direction.

The following factors could impact the Operating Plan.

- E-Government (E-Gov). There are 24 projects Governmentwide that make up the E-Gov project and 20 additional related projects are being instigated by the DOE Chief Information Officer (CIO). Funding for these projects could come from the IM budget.
- SC Re-engineering Efforts. OneSC recommendations from Ed Cumesty may include a standards-based management system similar to IMSC that would be available to all SC.
- DOE Corporate Development Efforts. This includes the E-Portfolio Management Environment (E-PME) project, Business Management Information System (BMIS), and E-Grants.
- CIO IM consolidation efforts, which could combine IM services for the entire Department and include the CIO taking over all support contracts .

Discussion points and questions on this topic included the following.

- Meetings are held regularly with the E-PME project team to address areas of overlap. Some of the development work needed by the E-PME project may be done by developers working on Execution Work Management 2.0. This eliminates duplicative effort.
- The short-term solution for handling electronic proposals is in the acquisition stage.
- The final steps of the Electronic Information Management rollover project will be determined once the Office XP rollout is complete.
- Calendar and Scheduling, the replacement for the Front Office daytimer, will be rolled out in early November.
- The funding left from the expected FY 2003 IM budget of \$7,100,000 after all other projects and services were costed was applied to Execution Work Management 2.0. There is no guarantee that this is enough funding to complete this development effort.
- Griffin also provided an update to the Services and Project Reports. Everything is on schedule as planned.
- Concern was expressed that desktop printers are not being provided as part of the standard hardware configuration for users. CIAG members who have questions about printer usage or would like statistical information about personal versus network printers are to email Ted Griffin. Griffin will consolidate the questions received and provide timeframe for response to CIAG members.

Meeting Attendees

Name		Organization	Contact Information
Dilworth–Chair	Greg	SC-14	3-2873
Rice–Exec. Sec	Pat	SC-65	3-4556
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Burris	Peggy	SC-5	202-586-7265
Buswell	Steve	SC-7	6-9741
Flynn	Kelly	SC-65	3-3193
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hanlin	Cathy	SC-23	3-1965

Name		Organization	Contact Information
Hiegel	Jane	SC-31	3-5800
Hodges	Michelle	SC-40	3-1891
Oyler	Dean	SC-22	3-6394
Sauter	John	SC-55	3-3287
Sier	Donna	SC-22	3-4360
Stodolsky	Marvin	SC-72	3-4475
Talamini	Karen	SC-14	3-4563
Yockman	Dick	SC-65	3-3394