

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
November 13, 2002**

Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
 - Home Use of Microsoft Office Suite
 - Status of XP Rollout
 - Flat Screen Policy
- Performance Measure Totals for FY 2002 and October FY 2003 (Griffin)
- Fiscal Year 2002 Performance Measures Survey Results (Griffin)
- Desktop Printer Questions (Buswell)
- Review of Service Level Descriptions (Griffin)

Action Items

Previous Action Times	Status
CIAG members who have questions about printer usage or would like statistical information about personal versus network printers should email Ted Griffin. (CIAG)	Complete
Consolidate email questions on printer usage and provide timeframe for response to CIAG members. (Ted Griffin)	Agenda item for today

New Actions from the November 13 Meeting	Assigned To
Review the inactive accounts list and provide input to Pat Rice or Brent Baker as to what accounts can be deleted.	CIAG
Investigate Travel Manager/XP issues and contact users as appropriate.	Brent Baker
Add a discussion on the Remote Access project to a future CIAG meeting agenda.	Pat Rice

Support Center Items (B. Baker)

The Exchange user list was reviewed with no actions. The inactive accounts list was also provided and CIAG members were asked to review and provide input as to what accounts can be deleted.

The Office XP showcase sessions have been well attended and received, and the rollout is ¾ complete. Issues associated with Adobe Acrobat are being resolved. Travel Manager is having problems with XP as well; Baker will check into this and have the Helpdesk call Travel Manager users. The Helpdesk is also asking callers if they have completed the installation and assisting callers with installation when necessary.

The wording of the Office XP license agreement has changed. Users can no longer use the same site license for office and home computers. The Office of Science has 400 licenses available for Office XP; most of them are already assigned to SC staff for use at the office. Additional requests for home use will be accommodated until the 400 limit is reached.

Flat screen monitors and personal printers will be redeployed within the Program if an employee retires or leaves. As the refresh projects gets underway, SC-40 will work with the CIAG to determine the best refresh options. Maintenance and support on these items will still be provided by SC-40.

Performance Measure Totals for FY 2002 and October FY 2003 (T. Griffin)

Final monthly performance measures for fiscal year (FY) 2002 were presented and included results of the annual survey to measure performance measures number 1 and 2. The year ended with customer satisfaction at 83 percent. The remote access project should increase the percentage of performance measure number 7, which remains at 40 percent of common suite of software and corporate systems available to the desktop that is also available through remote access. This project needs to be discussed with the CIAG at a future meeting to ensure that the project scope is clearly understood by the customer group. October performance measures were reviewed as well; customer satisfaction is 83 percent.

Fiscal Year 2002 Performance Measures Survey Results (T. Griffin)

Ted Griffin reviewed results of the annual FY 2002 performance measures survey. There was a 17 percent response rate this year compared with 23 percent in FY 2001. Responses were positive, averaging 3.46–4.45 on a scale of 1 to 5. There was a higher level of satisfaction with current services than new services. Comments covered a broad range of topics that centered around Helpdesk service, remote access, need for increased budget, and requests and comments related to the loaner pool.

Results of the survey will be reviewed with the Information Management (IM) Board. SC-40 will follow up as appropriate with individual comments and concerns.

Desktop Printer Questions (T. Griffin)

There is concern among CIAG members that personal printers are not part of the standard desktop provided to users. This will be an agenda item at a future CIAG meeting. CIAG members have requested a lot of information from Ted Griffin on printers; he will come back to the next meeting with a timetable for providing the requested information.

Review of Service Level Descriptions (T. Griffin)

The full version of the Operating Plan is being sent to CIAG, IM Board, and SC Executive Steering Committee members. The CIAG will begin reviewing the service level descriptions provided in the Plan to identify changes or improvements that could be made in the way services are provided.

Meeting Attendees

Name		Organization	Contact Information
Dilworth–Chair	Greg	SC-14	3-2873
Rice–Exec. Sec	Pat	SC-40	3-4556
Baker	Brent	SC-40	3-2345
Burris	Peggy	SC-5	202-586-7265
Eckstrand	Steve	SC-55	6-5428
Flynn	Kelly	SC-40	3-3193
Forsythe	Todd	SC-40	3-6409
Griffin	Ted	SC-40	3-4602
Hanlin	Cathy	SC-23	3-1965
Hiegel	Jane	SC-31	3-5800
Hodges	Michele	SC40	3-1891
Nunez-Mattocks	Aracely	SC-62	
Sauter	John	SC-55	3-3287
Sier	Donna	SC-22	3-4360
Stodolsky	Marvin	SC-72	3-4475
Talamini	Karen	SC-14	3-4563