

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
November 27, 2002**

Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Griffin)
- Desktop Printer Questions (Buswell)
- Review of Service Level Descriptions (Griffin)

Action Items

Previous Action Times	Status
Review the inactive accounts list and provide input to Pat Rice as to what accounts can be deleted. (CIAG)	Complete
Investigate Travel Manager/XP issues and contact users as appropriate. (Baker)	Complete
Discuss with the project manager the CIAG request to add the Remote Access project to a future CIAG meeting agenda. (Rice)	Will be added as the start date of the project nears. Complete.

New Actions from the December 4 Meeting	Assigned To
Check with SCSC on the status of older archived files to ensure they are still available as technology advances.	Ted Griffin

Support Center Items (K. Campbell)

The Exchange user list was reviewed with no actions.

Additional performance measures have been added this fiscal year (FY) to measure the percentage of hardware calls at Forrestal resolved within four hours and the percentage of hardware calls at Germantown resolved within two hours. Planet Technology was not monitoring their response time, but has begun doing so.

The electronic proposal short term solution agreed upon by the Organizational Administrators (OAs) and the CIAG is in the procurement stage. Ten CD burners have been received and installed and CD duplicators and high-speed printers are on order. SC staff should call SCSC if they need help using the CD burners. Informal training will be provided for the duplicators once they arrive and are installed.

Wireless cards for loaner pool laptops were a priority project request for Associate Directors/Office Directors (AD/ODs); however, the project did not receive priority for FY 2003 Strategic Plan. As part of the loaner pool refresh project, 2 wireless cards have been purchased. The cards do not allow a user to access the SC network and users should contact the helpdesk of the network they would like to connect to. Security is a concern when using wireless products. An email will be sent to users notifying them of this additional service.

Desktop Printer Questions (S. Buswell)

Flat screen monitors and personal printers are now redeployed within the Program if an employee retires or leaves. SCSC continues to provide maintenance and support of these printers as part of the maintenance budget. If personal printers fail, users are redirected to a network printer, or the organization can replace the personal printer as a chargeback item. Discussion on this topic included the following.

- It was a surprise for some CIAG members to learn that responsibility for purchasing personal printers was given to the Programs. Many believe that the cost burden for replacing personal printers should not be passed to the Program.
- Drs. Decker and Johnson approved the decision that personal printers now belong to an organization. Personal printers are not part of the standard desktop provided to users. Maintenance and support is provided, but budget does not allow personal printers for all SC users.
- The issues are 1) should replacement of personal printers be part of the maintenance budget and 2) should desktop printers be added to the standard image provided to all users.

At a prior meeting, CIAG members who had questions about printer usage or wanted statistical information about personal versus network printers were asked to email Ted Griffin. A lot of information has been requested and Griffin is preparing a response, which should be completed within two weeks. This will facilitate discussion of the issues above.

Review of Service Level Descriptions (T. Griffin)

CIAG members began reviewing the service level descriptions provided in the FY 2003 Operating Plan to identify changes or improvements that could be made in the way services are provided. Operations and Maintenance, Systems Maintenance and Support, and Hardware Maintenance were reviewed. Suggested changes will be incorporated and provided to the CIAG for approval once all descriptions have been reviewed. The printer discussion and decisions made in that regard may also affect the Hardware Maintenance service level. Comments and discussion included the following.

- Some very old archive files are no longer available as the media is no longer supported. What can be done about this? Older files are copied onto new media as technology advances so this should not be a problem. Griffin will check into this and report back to the group.
- Although it is unclear if there will be any impact in FY 2003, there are several initiatives and potential changes that could impact the service SC-40 provides, including OneSC, ePME, e-Government, and the possibility of a new DOE Chief Information Officer (CIO).
- As part of OneSC, a standards-based management system, similar to IMSC for SC Headquarters, may be employed. The first task is to identify all systems currently in use. The list will be narrowed down to a group of systems used SCwide. Interoperability will be a big issue.
- There is no integrated project plan on how e-Government initiatives are going to be implemented throughout the Department. No Departmental information architecture currently exists.

Meeting Attendees

Name		Organization	Contact Information
Dilworth-Chair	Greg	SC-14	3-2873
Rice-Exec. Sec	Pat	SC-40	3-4556
Buswell	Steve	SC-7	6-9741
Cambell	Kevin	SC-40	3-5313
Centeno	Kathi	SC-40	3-5472
Flynn	Kelly	SC-40	3-3193
Forsythe	Todd	SC-40	3-6409
Griffin	Ted	SC-40	3-4602
Hiegel	Jane	SC-31	3-5800
Miller	Caryle	SC-82	3-8434
Nunez-Mattocks	Aracely	SC-62	
Oyler	Dean	SC-22	3-6394
Sier	Donna	SC-22	3-4360