

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
December 4, 2002**

Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Griffin)
- Review of Service Level Descriptions (Griffin)

Action Items

Previous Action Times	Status
Check with SCSC on the status of older archived files to ensure they are still available as technology advances. (Griffin)	Complete. See discussion below.

New Actions from the December 4 Meeting	Assigned To
Provide charts to illustrate the trend of available network storage space and total users.	Brent Baker
Review the Office XP implementation schedule.	Brent Baker

The next CIAG meeting, planned for December 11, is scheduled for room E-301 from 10:30 to 11:30 a.m.

Support Center Items (Ted Griffin)

The Exchange user list was reviewed. Steve Buswell noted that 40 percent of SC Headquarters Federal staff are on the list. Ted Griffin explained that in the absence of a Departmentwide records management policy regarding email, SC saves all email, which contributes to the storage problem; however, the biggest issue continues to be large file attachments. There are no limits to the size of attachments that can be sent within SC, and CIAG members do not want to impose a limit. Brent Baker will provide charts to illustrate the trend of available network storage space and total users at the next meeting.

In response to Greg Dilworth's concern about the ability to access older archived files with SCSC, Ted Griffin explained that sometime in fiscal year 1996/1997, SC switched from a Novell environment to Windows. A Novell server was kept so that archived items could be retrieved. As requests for the older information diminished, the server was eliminated. The tapes are still available, and depending on the criticality of the retrieval need, the old technology can be recreated or the request can be contracted out. Having a DOEwide electronic records management policy in place would also help determine the technology requirements for storage; however, it is not clear when, or if, an electronic records policy will be implemented. Griffin acknowledged the need to be able to retrieve data over the long-term.

Review of Service Level Descriptions (T. Griffin)

CIAG members continued 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. Standard Suite of Software and Information Management Implementation were reviewed. Suggested changes will be incorporated and provided to the CIAG for approval once all descriptions have been reviewed. Comments and discussion included the following.

- There are a number of ongoing electronic initiatives in DOE, including ePME. In response to Marvin Stodolsky's suggestion that SC-40 provide "lessons learned" feedback to ePME, Ted Griffin noted that we are communicating with ePME on an ongoing basis and will provide this

type of information during the course of those conversations. SC-40 also is planning a concerted effort this year to gather information on these initiatives to ensure that SC is moving in a DOE corporate direction. The challenge is to discover what hardware and software is going to be used and whether or not the initiatives are integrated.

- Greg Dilworth noted that SC-40 may want to consider moving to a 3-year planning cycle as there are so many external influences that can impact planning.

Meeting Attendees

Name		Organization	Contact Information
Dilworth–Chair	Greg	SC-14	3-2873
Rice–Exec. Sec	Pat	SC-40	3-4556
Beall	Jeanne	SC-40	3-4587
Burris	Peggy	SC-5	6-7465
Buswell	Steve	SC-7	6-9741
Campbell	Kevin	SC-40	3-5313
Eckstrand	Steve	SC-55	3-5546
Flynn	Kelly	SC-40	3-3193
Forsythe	Todd	SC-40	3-6409
Griffin	Ted	SC-40	3-4602
Miller	Caryle	SC-82	3-8434
Nunez-Mattocks	Aracely	SC-62	3-3141
Sauter	John	SC-55	3-3287
Sier	Donna	SC-22	3-4360
Stodolsky	Marv	SC-72	3-4475
Talamini	Karen	SC-14	3-4563