

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
February 6, 2002**

Agenda

- ?? Review of Previous Action Items (Rice)
- ?? Support Center (Baker)
- ?? Results of IMSC External Review (Yockman)
- ?? SC Chief Information Officer (CIO) Status (Yockman)

Action Items

Previous Action Times	Status
Provide the CIO briefing consolidation package to CIAG members.	Complete
Brief CIAG members on changes in Operating Plan schedules once all "current development" is complete.	Date to be determined.
Inform the IM Board of budget status.	Complete. Board member John Alleva assigned to speak with M. Riches about the budget. A decision is expected early to mid February.

New Actions from the February 6 Meeting	Assigned To
Discuss with the DOE CIO Office the possibility of raising the 10 MG e-mail file attachment limit.	Baker
Review WordPerfect 6.1 upgrade options.	Griffin
Discuss renewal of research journal subscriptions through with Walt Warnick.	Hiegel

Support Center – B. Baker

Baker reviewed the Exchange User list with no actions or comments.

There will be a scheduled outage affecting the Forrestal and Germantown buildings the weekend of February 16, 2002. This outage is required to replace power generators for the DOE Network Infrastructure. The work will cause an outage of all SC network resources from 7:00 p.m. on Friday, February 15, 2002, through 12:00 noon on Sunday, February 17, 2002. SC network resources will be unavailable during this period.

A question was asked about the 10 MG limit on e-mail file attachments and whether this limit could be raised. This is a DOE CIO-mandated ceiling, but Brent Baker will raise the issue to the DOE CIO Office. Alternatives to e-mail attachments include posting the file to a web site and sending the web link in the e-mail, sending the file via FTP, or reducing the size of the file before attaching to an e-mail using ZIP.

Another issue raised was the use of WordPerfect 6.1. The Office of Science uses Microsoft Word as the desktop standard; however, WordPerfect is available as a translation utility. The DOE Executive Secretariat requires certain documents to be submitted in WordPerfect. Although in containment in the Office of Science, this external requirement may make it necessary to replace version 6.1 with the latest version. Ted Griffin's Strategic Planning and Architecture (SPA) group will look into this issue from a technical standpoint and offer recommendations.

Steve Eckstrand pointed out that the DOE library is not renewing electronic subscriptions to research and scientific journals that are important to SC. The possibility was raised that these documents might be available through the Office of Scientific and Technical Information (OSTI). Jane Hiegel agreed to speak with Walt Warnick about this issue.

IMSC External Review Results – D. Yockman

The 3-day review of IMSC was held January 29 – 31, 2002. Reviewers included 15 senior staff members from DOE Headquarters, the Field, and National Laboratories. Reviewers were divided into 3 teams: strategic, management, and technical. The entire briefing package was distributed to the CIAG, and Yockman discussed the SC-65-specific results with the group. Among other things, Yockman stated that the key roles of the CIAG, Organizational Administrators (OA), and IMSC user groups were particularly noted by the management reviewers; and that the technical reviewers were impressed with the sound software development approach; the well-researched data model; and the use of best business practices such as version control, JAD/RAD, and independent evaluations.

Key findings included the following. A common theme throughout the findings was that senior management support is needed, as well as linkage throughout the IMSC process.

- ?? Business process reengineering is lacking. (Are the right systems/process being automated?)
- ?? IMSC is not an SC-wide project.
- ?? The IM Strategic Plan needs to be aligned with the SC Strategic Plan.
- ?? The SC CIO must be a senior executive.
- ?? IT/customer partnerships need strengthening.

A final report from the review team is being written. Kimberly Rasar will brief the OAs and IM Board on the results of the review.

SC CIO Status – D. Yockman

Yockman has written a white paper with recommendations on the new SC CIO office. The white paper suggests SC-65, PME, cyber security, records management, and the IT functions of the Chicago and Oak Ridge Operations Offices be consolidated to form the new office. The SC CIO would report directly to the SC Director and have control and oversight of all Federal IT dollars. Staff in the field would not be employees of the SC CIO, but would have a reporting relationship. Yockman will keep the group informed.

Proposed 2/13/2002 Meeting Agenda

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)

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-4	6-7265
Buswell	Steve	SC-7	6-9741
Centeno	Kathi	SC-65	3-5472
Clay	Mitzi	SC-65	3-3717
Davis	Penny	SC-65	
Eckstrand	Steve	SC-55	6-5428
Farrand	Sue	SC-65	3-1884

Name		Organization	Contact Information
Flynn	Kelly	SC_65	3-3193
Forsythe	Todd	SC-65	3-6409
Hiegel	Jane	SC-31	3-5800
Hughes	Gene	SC-65	3-5409
Jernigan	Lori	SC-64	3-5212
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475
Yockman	Dick	SC-65	3-3394