

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

**Agenda**

- ?? Review of Previous Action Items (P. Rice)
- ?? Support Center (B. Baker)
- ?? February Performance Measures (T. Griffin)
- ?? Fiscal year (FY) 2002 Project and Service Status (T. Griffin)

**Action Items**

Previous Action Times	Status
Brief CIAG members on changes in Operating Plan schedules once all "current development" is complete.	Ongoing
Discuss with the Office of the DOE CIO the possibility of raising the 10MG email file attachment limit.	Brent Baker has contacted the OCIO and is waiting for a response.
Review WordPerfect 6.1 upgrade options	Complete. A copy of WordPerfect 10 will be procured for testing.
Provide electronic copy of the OSTI information to CIAG members.	J. Hiegel
Provide tips and techniques for N:\ drive cleanup to CIAG members.	Complete
Contact Kathi Centeno/Pat Rice with Worksheet Exchange users not included on the list provided.	Complete

New Actions from the March 6 Meeting	Assigned To
Send out N:\drive clean up information again to CIAG.	Pat Rice
Check with Doris Martin on 508 implementation to determine if site compliance is being verified.	Ted Griffin

**Office of Science Support Center (SCSC) – B. Baker**

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

The scheduled outage affecting the Forrestal and Germantown buildings has been rescheduled to the weekend of March 9. The 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, March 8, 2002, through 12:00 noon on Sunday, March 10, 2002. SC network resources will be unavailable during this period. A reminder notice of this event will be sent later in the week.

**February Performance Measures – T. Griffin**

Several changes were implemented in Helpdesk support to address the decline in the January numbers. As a result, February performance increased from the prior month and is still ahead of the previous year's numbers. The percent of calls resolved by the first phone analyst before the end of the call increased to 90 percent, which is the highest percentage ever reported. The percent of Helpdesk Medium calls resolved within four hours increased to 83 percent,

also a significant increase from the prior month. Customer satisfaction rose to 83 percent, by far the highest number received.

SC participated in a Helpdesk survey conducted by Response Design Corporation. Of the 12 Helpdesks that participated, the SC Helpdesk has the highest numbers in the metrics of interest to SC. For example, the average time to answer calls for SC was 11 seconds; the other 11 participants average is 35 seconds. Hardware ticket response time may be a metric that would be of interest for SC to track.

## **FY 2002 Information Management (IM) Service and Project Status Reports– T. Griffin**

Ted Griffin reviewed FY 2002 IM Service and Project Status Reports. Griffin’s comments included the following. The biggest difficulty is that the FY 2002 IM budget is still not known. SC-65 is still working to the anticipated \$8 million budget, although it could be as low as \$6.7 million. Confirmation of the lower number has not been received. The IMSC external review, filled vacancies, and Macintosh conversion are items that have impacted the budget. Support service (CSMI and Stanley) contract recompletions have begun. On a positive note, there has been no unscheduled email downtime for 12 months. Facilitated sessions were held with SC-65 managers to determine causes and actions for resolving the problems associated with rolling out new products and services. Griffin will be coming back to the CIAG in the next few weeks with additional information and a request for customer input.

A mid-year adjustment to the Operating Plan is necessary due to the unclear budget status. Work will continue on refining Execution Work Management (EWM); and decisions will need to be made regarding the Electronic Information Management (EIM) project. EIM is currently on schedule; however, Office XP implementation is required first to ensure all customer requirements for EIM are met. Griffin will be coming to the CIAG and IM Board with three possible courses of action: roll out EIM with decreased functionality without XP; implement XP before rolling out EIM; or place EIM on hold until XP is rolled out next year. A final decision on XP and EIM cannot be made until the budget issue is resolved.

There is no new news on the SC Chief Information Officer (CIO) position. It is believed that a package identifying CIO functions has gone forward to Dr. Decker for approval. Once approved, it will be forwarded to Under Secretary Blake for signature. Once signed, it will be sent to the Union for 21 days before the position is posted. It may take several months for the interview and hiring process. An interim CIO may be named until the SC CIO is in place.

## **Proposed 3/13/2002 Meeting Agenda**

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
- ?? Strategic Planning Project Team Business Model update. (Griffin)
- ?? EIM/XP Options Discussion (Hughes)

## **Meeting Attendees**

<b>Name</b>		<b>Organization</b>	<b>Contact Information</b>
Dilworth–Chair	Greg	SC-14	3-2873
Rice–Exec. Sec	Pat	SC-65	3-4556
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Eckstrand	Steve	SC-55	6-5428
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
Monto	Phil	SC-65	3-2573
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475