

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
April 17, 2002**

Agenda

- ?? Review of Previous Action Items (Rice/Griffin))
- ?? Support Center (B. Baker)
- ?? WordPerfect 10.0 (Griffin)
- ?? Change in Flexiplace Equipment (Griffin)
- ?? Process for Information Resources Catalog Update (Griffin/Forsythe)

Action Items

Previous Action Times	Status
Follow up on the WordPerfect issue to ensure that budget and platform implications are understood.	Complete
Bring Office XP decision forward to the Information Management Board	Complete
Send e-mail reviewing hyperlink instructions or bring the information to the Organizational Administrator (OA) meeting.	In progress
Add Historical Exchange Growth chart to CIAG agenda every 3 months.	Complete (ongoing)
Investigate the possibility of deleting duplicate e-mail file attachments.	Complete. Cannot do.
Add columns to the SPPT interview forms to capture how frequently an activity is done, how many organizations perform the activity, and whether the activity worth automating.	Complete
Investigate and report to the CIAG possible missing business activities, including laboratory appraisal and performance measures.	Complete

New Actions from the April 17 Meeting	Assigned To
Review the list of Unaccessed User Accounts and provide updates to Ted Griffin	CIAG
Provide the list of Unaccessed User Accounts to Aracely Nunez-Mattocks	Ted Griffin
Incorporate into the loaner equipment process the recommendation that anyone taking equipment offsite test it thoroughly and call SCSC with questions.	Ted Griffin
Schedule interview with Dr. Orbach after his trip to China and after the AD/OD interviews.	Ted Griffin
Invite OAs to next CIAG meeting and add to the CIAG agenda a discussion on the facilitated session output.	Pat Rice

Office of Science Support Center (T. Griffin)

The Exchange User list was reviewed with no actions or comments. In addition, CIAG members were provided a list of user accounts that have not been accessed for at least 3 months. Members should review the list and give Ted Griffin updates via e-mail or hard copy. Griffin will check with Aracely Nunez-Mattocks and get her input as well.

Loaner equipment is provided to users for offsite use, and although all equipment is tested and in working order prior to leaving the building, training is limited and support is not provided. Recently, an issue arose with a user who had difficulty using equipment offsite. SCSC responded with support; however, the problem could not be resolved and the user was not satisfied. Extended user orientation cannot be provided at this time due to funding limitations. Suggestions to reduce this kind of problem in the future included SCSC producing a trifold brochure with troubleshooting information, offering offsite support as a service in fiscal year (FY) 2003, and recommending that anyone taking equipment offsite test it thoroughly and call SCSC with questions.

WordPerfect 10.0 Update (T. Griffin)

Peggy Burris and Ted Griffin discussed the WordPerfect issue to ensure that budget and platform implications were understood by SC-1. Site licenses will be acquired for 63 users.

Change in Flexiplace Equipment (T. Griffin)

It was originally thought that the Office of Science had to be prepared to support 20 to 25 percent of its workforce on flexiplace. Equipment and offsite support was rented due to budget limitations. There are currently eight staff members being supported via flexiplace. This solution, IPAC, is no longer available and all future flexiplace users will be supported with the standard desktop provided to onsite users. Offsite support will be provided, but equipment will be Departmentally-owned. The original eight users will remain on IPAC and may be migrated to the new solution during FY 2003.

Budget Update (T. Griffin)

There is no new news on the budget. Griffin continues to tell management that SC-65 is proceeding with the \$8 million dollar assumption until told otherwise.

The updated schedule of projects will be provided in late April.

Process for Information Resources Catalog (IRC) Update (T. Griffin/T. Forsyth)

The Information Resource Catalog is a catalog of existing systems that is being updated as part of the strategic planning process. Objectives of the IRC update are to identify undocumented legacy applications and know in advance how changes to technology infrastructure affect legacy applications. There are many legacy and shadow systems in use. IMSC is being designed to take over for many of these applications; however, it does not as of yet. Business model interviews are currently underway and it is believed that undocumented legacy systems are being identified during these interviews. However, not all business processes are included in the interview, so it is possible that some legacy applications will be overlooked. Todd Forsythe will try to develop an approach for identifying any overlooked legacy systems. The current IRC is being analyzed to determine to what degree it is known which legacy applications use what technology.

Dr. Orbach is concerned over the lack of automated information. Dick Yockman and Ted Griffin are scheduling meetings with AD/ODs to gather information on their vision for the future; Dr. Orbach will be interviewed after AD/OD meetings are complete.

Business Model Interviews (T. Griffin/T. Forsythe)

The updated business model interview form was reviewed. The planning process is the best way to improve services and help everyone be more effective in their jobs. Impacts on the current planning process include the following.

- ?? Budget for next year.
- ?? Business process reengineering
- ?? The new acting Chief Information Officer, Ed Oliver
- ?? The new Director, Office of Science, Dr. Orbach

CIAG members agreed that the electronic grants process could also have great impact. John Alleva will be addressing this item at the Information Management Board meeting on April 25.

Facilitated SC-65 Sessions (Pat Rice)

SC-65 recognized there are often problems associated with the rollout of new applications. Facilitated sessions with SC-65 Federal staff were held to identify root causes of these problems and possible corrective actions. CIAG input is needed on the output of these facilitated sessions and Pat Rice would like a CIAG meeting devoted to presenting and discussing this material. Organizational Administrators (OAs) will be invited to this meeting to provide their input as well.

Proposed 4/24/2002 Meeting Agenda

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
- ?? Results of SC-65 Facilitated Sessions (Rice)

Meeting Attendees

Name		Organization	Contact Information
Dilworth-Chair	Greg	SC-14	3-2873
Rice-Exec. Sec	Pat	SC-65	3-4556
Afzal	Shahida	SC-50 (ESMT)	3-4941
Burris	Peggy	SC-4	202-586-7265
Buswell	Steve	SC-7	6-9741
Cohen	Barry	SC-65	3-5015
Eckstrand	Steve	SC-55	6-5428
Farrand	Sue	SC-65	3-1884
Flynn	Kelly	SC-65	3-3193
Forsythe	Todd	SC-65	3-6409
Fowler	John	SC-65	N/A
Griffin	Ted	SC-65	3-4602
Hiegel	Jane	SC-31	3-5800
Jernigan	Lori	SC-64	3-5212
Miller	Caryle	SC-82	3-8434
Monto	Phil	SC-65	3-2573
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475