

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
May 1, 2002**

Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- CIAG Review of SC-65 Process Improvements (Griffin, Rice, Forsythe)

Action Items

Previous Action Times	Status
Prepare cost estimate for WordPerfect task and determine impact on current Operating Plan schedule. (Ted Griffin)	Underway

New Actions from the May 1 Meeting	Assigned To
Provide CIAG members a copy of the Front Office standard format for reporting on large projects.	Steve Eckstrand

Support Center Items (B. Baker)

The Exchange User list was reviewed with no actions. Dr. Decker has been removed from the list; SCSC staff is working with him to manage the size of his mailbox.

An informal policy is in place to automatically cleanup files stored on the FTP site longer than 7 days. Files are recoverable should users require them. A mechanism is also in place to automatically delete DOECASTs from all SC mailboxes after 90 days.

SC-65 Budget (T. Griffin)

There has been no word on the budget.

Customer Review of SC-65 Process Improvements (P. Rice)

SC-65 recognized there are often problems associated with the rollout of some new capabilities. Facilitated sessions with SC-65 Federal staff were held to identify root causes of these problems and possible corrective actions. CAIG input is needed to ensure the right problem is being addressed, the correct solutions have been proposed, and that customers have been properly involved in the implementation of solutions. At the April 24 meeting, CIAG members agreed that the problem has been correctly identified and the causes are valid. CIAG comments and suggestions from the April meeting will be incorporated into rollout session action items as appropriate. Additional discussion items from the May 1 meeting included the following.

- Should mid-year corrections to the Operating Plan be institutionalized? CIAG members would like to see updates more frequently than mid-year. Griffin will continue to provide monthly Operating Plan status reports to the CIAG and IM Board.
- CIAG members would like SC Executive Steering Committee (ESC) briefed with Operating Plan updates as well.
- Interviews with AD/ODs to review their top business objectives are planned when business model update interviews are complete. Griffin will then brief Dr. Orbach, schedule permitting, and the ESC on the results of those meetings. CIAG attendance at the ESC meeting is encouraged.

- The 18 builds required for EWM highlights the need to determine the correct users and user requirements early in the process. Communication between designers and users must increase, particularly at the early stages, and continue beyond the paper prototype stage.
- It was suggested that prior to project initiation, users who perform the function being automated should be identified in each Program. AD/ODs must approve participation of these users in reference groups before a project can begin.
- A standard reporting format is used by the Front Office for quarterly reports on large construction projects. Steve Eckstrand will provide a sample copy of the format to CIAG members. This format could be useful in developing project status reports for the Front Office.
- Customer involvement should also occur in steps 5 and 8 of the 21-Step process. Training should happen earlier in the process since it is, in effect, a beta test of a system.
- It needs to be clear who determines what is a “working system.”
- The 21-Step process will be revised based on CIAG and OA input.

Proposed 5/08/2002 Meeting Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- Travel Manager 8 Upgrade (L. Carter/D.Clark.)
- XP Project: Next Steps

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
Burris	Peggy	SC-4	202-586-7265
Buswell	Steve	SC-7	6-9741
Centeno	Kathi	SC-65	3-5472
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
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475
Talamini	Karen	SC-14	3-4563