

**Office of Science (SC) Customer Information Advisory Group (CIAG)  
Meeting Summary  
June 19, 2002**

**Agenda**

- Review of Previous Action Items (Griffin)
- Support Center Items (Baker)
- IM Services and Projects Reports/Updated Operating Plan Schedule (Griffin)
- Development of the FY03-07 SC HQ IM Strategic Plan (Griffin)
- SC Business Model Changes (Forsythe)

**Action Items**

Previous Action Times	Status
None	

New Actions from the June 19 Meeting	Assigned To
Provide CIAG members a status report on the workstation cloning effort underway for the Executive Information Management (EIM) project.	Gene Hughes

**Support Center Items (B. Baker)**

The Exchange User list was reviewed with no actions.

**IM Services and Projects Reports/Updated Operating Plan Schedule (Griffin)**

The budget for this year is \$7.912 million and the budget for fiscal year 2003 is \$7.1 million. The Operating Plan has been revised to reflect the known budget and other projects that must be done.

- \$10,000 has been added to Hardware/software Review and Acquisition. Backorders are being filled, and the additional funds are depleted.
- \$20,000 has been budgeted for SC Homepage Support for SC-5, SC-7, and SC-10.
- MS Exchange Upgrade has been removed from this year's schedule.
- EWM1.2 has been eliminated from this year's schedule.
- MS Active Directory will complete 14 steps rather than the 12 originally scheduled.
- WordPerfect 10 Implementation has been added to the schedule and should be completed in November 2002.

Performance measures for May were also presented. Performance satisfaction continues to be well above the prior year, and internal changes and improvements continue to be made. E-mail has been operational (no unscheduled downtime) 100 percent of the time for the sixteenth consecutive month.

**Development of the FY03-07 SC HQ IM Strategic Plan (Griffin)**

The goal of the SC Strategic Plan is to provide products and services to allow customers do their jobs better. In the past, this effort has been coordinated through the CIAG and Information Management (IM) Board. This year, Ted Griffin is interviewing upper management (AD/ODs) so their requirements can be included in the Plan. AD/OD input is also critical for prioritizing projects as requirements increase and budget decreases. Discussion included the following.

- E-Government (E-Gov) is not included on the list of current SC Headquarters (HQ) IM products and services provided to the AD/ODs. There are 24 projects Governmentwide that make up the E-Gov project, and additional related projects are being instigated by the DOE Chief Information Officer (CIO). It is not clear yet how these projects will affect SC HQ, what the infrastructure impacts are, or where the funding is coming from to complete the projects.
- Ted Griffin and Kimberly Rasar are meeting to determine areas of overlap, if any, with the Portfolio Management Environment (PME) project.
- Edward G. Cumesty, Deputy Manager, Oak Ridge Operations Office, had been detailed to the Office of Science, Office of the Director, to lead a team assigned to identify opportunities to re-engineer processes within the Office of Science. He will not have information or requirements to Griffin before October, so planning activities will continue with the caveat that additional requirements or direction may impact the current process.
- Annual infrastructure costs are approximately \$6 million; services \$1 million. The fiscal year 2003 budget is \$7.1 million at best, so prioritization of requirements is critical. Members of the CIAG and IM Board, Organizational Administrators (OAs), and SC-65 staff will be asked to prioritize projects. This information, along with costs, will be brought to the ESC in August.

### **SC Business Model Changes (Forsythe)**

Time constraints precluded discussion of this topic, which will be added to the agenda of the next CIAG.

### **Proposed 6/26/2002 Meeting Agenda**

- Review of Previous Action Items (Griffin)
- Support Center Items (Baker)
- SC Business Model Changes (Forsyth)
- Prioritization of Projects (Griffin)

### **Meeting Attendees**

<b>Name</b>		<b>Organization</b>	<b>Contact Information</b>
<b>Dilworth—Chair</b>	<b>Greg</b>	<b>SC-14</b>	<b>3-2873</b>
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Burris	Peggy	SC-5	202-586-7265
Davis	Penny	SC-65	
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
Heneghan	John	SC-65	3-1888
Jernigan	Lori	SC-64	3-5212
Murphy	Carolyn	SC-1	6-9776
Stodolsky	Marvin	SC-72	3-4475