

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
August 14, 2002**

Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- Photoshop Licensing (Griffin)
- Electronic Proposal Solutions Update (Griffin)
- Equipment for Construction Project Documentation (Miller)

Action Items

Previous Action Times	Status
None	

New Actions from the August 14 Meeting	Assigned To
Verify and provide Ted Griffin feedback on the list of Photoshop users in the CIAG members' organization.	CIAG

Support Center Items (B. Baker)

The Exchange User list was reviewed with no actions. Baker also provided a chart to illustrate the trend of available network storage space and total users.

Network storage needs continue to increase and capacity is near the 39-Gigabyte threshold. Once the threshold is reached, backup becomes slower and more difficult, along with other network administration tasks. Options for dealing with the storage issue include buying more hardware, or using two information stores, which is also an administrative burden.

There are currently no restrictions on email file attachments sent within the Office of Science. Large attachments, particularly those sent multiple times to multiple people for review and comment, increase inbox size quickly and dramatically. Providing links to files rather than attachments is easy to do and saves significant storage space. Archiving email is also a simple process that users can and should take advantage of to save space.

Photoshop Licensing (T. Griffin)

SC-65 is working to ensure the legality of all software packages in the standard suite provided to users. Currently, there are 108 Photoshop users and only 33 licenses. CIAG members were provided a list of Photoshop users in their organization and asked to validate that the users do have a requirement for Photoshop, which is a high-end graphics design package. Additional site licenses will be purchased for those users at a cost of \$437.00 per license.

Electronic Proposal Processing Update (T Griffin)

Ted Griffin reviewed the short-term solution for electronic proposals requirements provided by Organizational Administrators (OA). Most programs plan to distribute reviewer copies of proposals via CD and are requesting CD burners and duplicators. Griffin would like OAs to discuss the possibility of centrally locating CD burners and duplicators. Each program would be provided two hard copies and at least three CDs. Additional CDs could be requested as needed. Discussion on this issue included the following.

- CD burners and duplicators are not intuitive.

- Contracting out the duplicating of CDs was considered, but proprietary information in the proposals does not allow for this.
- Need to work closely with IMSC.
- Custom CDs for each reviewer should be investigated.
- Purchase of necessary technology is planned for the beginning of FY 2003.
- The first solicitation is scheduled for mid-October. The earliest mandatory date for electronic submittal is January 2003.
- Centrally located service is an easy sell to upper management and easy for SC-65 to ramp up.
- Still need ability in individual offices to make CDs.
- Programs should query reviewers to determine their preferences for receiving proposals.
- There is not going to be one solution for this issue.
- The long-term solution for electronic proposal processing is either the Portfolio Management Environment (PME) system or the E-Procurement System.

Ted Griffin will meet again this week with the OAs to further discuss the options with the goal of presenting recommendations to the ESC at its next meeting.

Equipment for Construction Project Documentation (C. Miller)

Time constraints did not allow discussion of this topic.

Proposed 8/21/2002 Meeting Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- Electronic Proposal Update (Griffin)
- Equipment for Construction Project Documentation (Miller)

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-5	6-7265
Eckstrand	Steve	SC-55	6-5428
Flynn	Kelly	SC-65	3-3193
Griffin	Ted	SC-65	3-4602
Heneghan	John	SC-65	3-1888
Kilroy	Susan	SC-31	3-9958
Miller	Caryle	SC-82	3-8434
Sauter	John	SC-55	3-3287
Sier	Donna	SC-22	3-4360
Stodolsky	Marvin	SC-72	3-4475
Talamini	Karen	SC-14	3-4563