

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
January 10, 2001**

Agenda Items

- Status of Previous Action Items (Rice)
- Support Center Items (Baker)
 - Outlook User List
 - MS Office 2000 pilot additions
- Teleconference Update (Griffin)
- Request for Business Model Contact Points (Kruse)
- Support Center Help Desk Transition (Griffin)
- Document Management Project Approach (Hughes)

Status of Previous Action Items

The following action items, and their status to date, were summarized as follows:

	<u>Action Item</u>	<u>Status</u>
1.	Add John Willis to the SC webmaster list (Baker/Lynott).	Completed.
2.	Send reminders twice a week (Monday and Thursday) prior to scheduled monthly maintenance (Baker/Lynott).	First reminder was sent on Monday (1/08/01). Thursday reminder will be sent tomorrow (1/11/01).
3.	Send screen bean files to Peggy Burris (Kruse).	Completed.
4.	Add Steve Buswell, Marvin Stodolsky, Joanne Corcoran, Sharon Long, and Dean Oyler to the MS Office 2000 pilot (Griffin).	Completed, except for Oyler (at his request).
5.	Schedule brainstorming session for 1/17/01 to discuss the customers' vision of future technologies as part of the Strategic Plan Update. (Griffin).	Completed.

Support Center Items

As with previous meetings, an Outlook User list was provided. Brent Baker announced that the number of users with accounts larger than 250 megabytes have decreased by more than half. Baker credits users, as well as SCSC staff, for this improvement. The members suggested that SCSC provide training to new users on how to archive their e-mail. Baker will add the recommended instruction to the new user orientation.

Teleconference Update

Ted Griffin offered an update on the videoconference units. Griffin said that he is still waiting for a written cost from MA despite his weekly requests for this. Griffin will provide an update at the next CIAG meeting.

Request for Business Model Contact Points

Ted Griffin announced that plans to develop the Business Model for the FY 2002-2006 Strategic Plan are underway. To develop the Business Model, SC-65 contractor staff will need to interview program personnel representing the six major core business areas (Represent/Promote SC, Formulate Budget, Execute Budget, Manage Support Services, Set Direction for Research, and Manage Human Resources). SC-65 will send out an e-mail within the next two weeks requesting the CIAG members to provide the names of individuals to be interviewed.

Support Center Transition

Ted Griffin announced that as of the close of business on 2/14/01, Computer Management Services, Inc. (CMSI) will take over the IM support currently being performed by Lockheed-Martin, which includes the SC Support Center (i.e., system maintenance, network operations, and the Help Desk) as well as security and system engineering. A transition plan is in place and in the process of being implemented. Most of the on-site contractor staff will be employed by CMSI and will remain. The only effect on customers should be a temporary one as new Help Desk contractors are hired and transitioned into place to replace the Help Desk staff currently located at Richland. Griffin stated that the transition from Lockheed to CMSI should help improve the service provided by the Support Center. In addition, SC-65 is looking at what is considered "best in class" support center service and standards in industry. Support Center performance measures will be adjusted accordingly. Griffin plans to provide weekly updates to the CIAG on the SCSC Help Desk transition.

Document Management Project Approach

As part of the FY 2001 Operating Plan, SC-65 will initiate the Document Management project. As a first step, Gene Hughes would like to survey program staff to identify the types of documents that will need to be managed. The CIAG said that they would prefer to have the IM Staff conduct group interviews with the program staff before surveying them individually. A suggestion was made to interview the Executive Secretaries Management Team (ESMT) first; and Shahida Afzal said that she would try to get Hughes on the agenda for next Tuesday's ESMT meeting. Members offered to set up meetings with their respective organizations as necessary.

Action Items

- Provide training on configuring Outlook to archive mail as part of the orientation provided to new users. (Baker)
- Restore ESMT directory. (Baker)
 - Send a one-time, annual reminder regarding P: drive cleanup. (Baker)
- Provide an update on the Help Desk transition plan at the 1/24/01 meeting. (Griffin)
- Provide teleconference update at the 1/24/01 meeting. (Griffin)
- Provide names for the Business Model Update in response to an SC-65 e-mail request that will be sent in the next two weeks. (CIAG/Griffin)
- With the CIAG's assistance, arrange group interviews with individual programs to obtain initial requirements for the Document Management project. (Hughes/CIAG)

Proposed 1/24/01 Meeting Agenda

- Status of Previous Action Items (Rice)
- Support Center Items (Baker)
 - Outlook User List
- SCSC Help Desk Transition Plan Update (Griffin)
- Teleconference Update (Griffin)

- Travel Manager Update (Griffin)
- Document Management Project Update (Hughes)
- Plans for Office 2000 Rollout (Centeno)

Meeting Attendees

		Organization	Contact Information
Willis–Chair	John	SC-55	3-4095
Dilworth–Alt Chair	Greg	SC-17	3-2873
Rice–Exec. Sec	Pat	SC-65	3-4556
Afzal	Shahida	SC-50 (ESMT)	3-4941
Albaugh	Brenda	SC-65	3-6578
Alleva	John	SC-64	3-5212
Arveson	Paul	SC-65	3-1893
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Burris	Peggy	SC-1 & 5	6-7265
Buswell	Steve	SC-7	6-9741
Centeno	Kathi	SC-65	3-5472
Eckstrand	Steve	SC-55	6-5428
Farrand	Sue	SC-65	3-1884
Griffin	Ted	SC-65	3-4602
Hiegel	Jane	SC-30	3-5800
Hughes	Gene	SC-65	3-5409
Jackson	Tom	SC-65	3-9139
Kagan	Andrew	SC-65	3-9522
Kruse	Jason	SC-65	3-6592
Lynott	Michael	SC-65	3-7643
Martin	Joanna	SC-65	3-5730
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Priebe	Anne	SC-65	3-2449
Rippeon-Kehne	Cindy	SC-65	3-2199
Stodolsky	Marvin	SC-72	3-4475
Tunks	Kevin	SC-65	3-6409
Yonder	Mike	SC-65	3-1212