

**SC CUSTOMER INFORMATION ADVISORY GROUP  
MEETING SUMMARY  
January 19, 2000**

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**Meeting Agenda**

- **Review meeting agenda & action items (Griffin)**
  - A review of the workstation upgrades, IMSC refocusing and the IRC Update plan was given. Continued review of the IM policies was not accomplished due to time constraints.
  
- **Workstation Upgrades (Green)**
  - Current Workstation upgrades is progressing with little challenge.
    - Question – Can we get training on the new software packages on the standard image (i.e., Adobe Illustrator)?  
Answer – Yes, work through the support center.
  
- **IMSC Refocusing (Oyler / Parra)**
  - An evaluation of the current team members was discussed.
    - Question – Do we have the correct business representatives as facilitators for IMSC?  
Answer – No, IMSC has evolved and requires new business representation.
    - Question – Should we have four different efforts / teams (e.g., Execution, Formulation, Intranet, Query / Reporting)?  
Answer – Bring up to the IM Board or ESC.
  
- **IRC Updates Plan (Griffin / Kruse)**
  - A presentation of the IRC Update Web based survey was given.
    - Question – Is there going to be training provided on the operation and use of the survey?  
Answer – Yes, there is a general instructional page to all users to read and organization POC's will be noted. For additional help the support center is also available.

**Meeting Attendees**

Name		Organization	Contact Information
John	Willis – Chair	SC-55	3-4095
Greg	Dilworth – Alt Chair	SC-17	3-2873
Ted	Griffin – Exec. Sec	SC-621	3-4602
Steve	Buswell	SC-7	3-9741 (Conference Call Attendance)
Dean	Oyler	SC-22	3-6394
Steve	Eckstrand	SC-55	3-5546
Sharon	Betson	SC-73	3-3213
Bobbi	Parra	SC-74	3-3316
Emily	Knouse	SC-622	3-1577
Shahida	Afzal	ESMT	3-4941

Mike	Gercken	SC-621	3-5253
Robbie	Green	SC-621	3-6578
Jason	Kruse	SC-621	3-6592
Tom	Lombardo	SC-621	3-1312
Michael	Lynott	SC-621	3-6409
Pat	Rice	SC-621	3-4556
Linda	Vargas	SC-621	3-5313
Dick	Yockman	SC-621	3-3394

### **Action Items**

- Action: (CIAG)
  - Encourage users to embrace the Workstation upgrades rather than view as unnecessary
  - Each CIAG member will act as or appoint an IRC update point of contact representative for their organization.
- Action: (IMSC)
  - Provide “Where are we” updates to the ESC on a 6 month basis.
- Action: (IRC Update Survey)
  - Several suggestions and recommendations for survey look
    - Filter on individual and org code
    - Add tags to generalize the systems
    - Just name and org on login
    - Make accessible from Mac’s
    - Add more punch to the explanation (i.e., System retirement survey) stressing that without participation from users, systems will be retired prematurely.

### **Proposed 01/26/00 Meeting Agenda**

- Review agenda and action items (Griffin)
- Review SPA IM policies (Griffin)
- Discuss 12/22/99 agenda

### **02/02/00 Meeting Agenda**

- Review IM policies Cont. (Green/Group)