

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
January 24, 2001**

Agenda Items

- 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)
- Business Model Contact Points (Kruse)
- Document Management Project Update (Hughes)
- Plans for Office 2000 Rollout (Centeno)

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.	Provide training on configuring Outlook to archive mail as part of the orientation provided to new users. (Baker)	As part of the new user orientation, SCSC will make new users aware of training options.
2.	Restore ESMT directory. (Baker)	Completed.
3.	Send a one-time, annual reminder regarding P: drive cleanup. (Baker)	Will be sent on Monday, 1/29/01.
4.	Provide an update on the Help Desk transition plan at the 1/24/01 meeting. (Griffin)	On today's Agenda.
5.	Provide teleconference update at the 1/24/01 meeting. (Griffin)	On today's Agenda.
6.	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)	On today's Agenda.
7.	With the CIAG's assistance, arrange group interviews with individual programs to obtain initial requirements for the Document Management project. (Hughes/CIAG)	On today's Agenda.

Support Center Items

As with previous meetings, an Outlook User list was provided. Brent Baker, at the CIAG's request, will provide a summarized user chart at next week's CIAG meeting.

Additionally, Baker sought the CIAG's approval, which was granted, to extend the upcoming maintenance outage by two hours, since the last maintenance period was postponed. The maintenance period will take place on 1/28/01 from 6:00 am to 2:00 pm. SCSC will send out an e-mail notifying customers of this upcoming outage.

SCSC Help Desk Transition Plan Update

Brent Baker offered an update on the SCSC Help Desk Transition. SC-65 will send an e-mail to all users outlining the transition. As part of the transition, the CIAG requested that arrangements be made to invite new help desk staff, one-by-one, to the CIAG meetings.

Teleconference Update

Brent Baker, in Ted Griffin's absence, offered an update on the videoconference units. SC-65 was supposed to get a written cost from MA on 1/17/01, but did not. Ted Griffin will continue to make efforts to obtain this cost information and will update the CIAG at next week's meeting with any developments.

Travel Manager Update

Brent Baker offered the CIAG an update on Travel Manager. The new version of Travel Manager will not be available until the end of March. SC-65 will update the CIAG once the new version is in use.

Request for Business Model Contact Points

Jason Kruse announced that SC-65 is ready to begin interviews for the Business Model; and the CIAG agreed to provide names of individuals from the Program Offices to be interviewed. SC-65 will send an e-mail reiterating the request no later than 1/31/01. At the CIAG's request, interviewees will be provided with the current Business Model before their scheduled interviews.

Document Management Project Update

Gene Hughes provided an update on the Document Management project. Hughes said that he would like for the CIAG to assist SC-65 with the requirements gathering phase of the Document Management project by:

- Reviewing and providing comments on the Document Management Questionnaire.
- Identifying whether their program offices prefer individual or group (program-wide) interviews on the document management questionnaire.
- Identifying individuals from their respective program offices to be interviewed.

The CIAG unanimously agreed to this process. Hughes will send an e-mail, with the questionnaire, no later than 1/31/01.

Plans for Office 2000 Rollout

Kathi Centeno reviewed the plans for the Office 2000 Rollout. Specifically, Centeno reviewed the Office 2000 proposed showcase schedule, Quickguides covering all Office 2000 applications, which the CIAG requested copies of, and applicable training. The CIAG unanimously agreed to proceed with the rollout schedule, but requested that SC-65 inform Ralph DeLorenzo (SC-63) of the plans.

Additionally, some specific actions arose regarding the Rollout. First, members asked whether the Office 2000 software would be available to users for business-related home use. Second, the CIAG asked whether

there are ways to work around the increased security requirements that prohibit certain file attachments from being opened. Third, the CIAG asked whether it was possible for the sender to be notified if a message could not be delivered. Baker will follow up with the CIAG by next week's meeting.

Action Items

- Provide summary Outlook Exchange user charts to CIAG members at next week's meeting. (Baker)
- Send out an e-mail announcing the date and time for the upcoming maintenance outage. (Baker)
- Send an e-mail to CIAG members outlining the SC Support Center transition plan. (Baker)
- Once they are in place, invite new Call Center staff to attend the CIAG meetings on a rotational basis. (Baker)
- Present a "work around" for the security requirements (related to file extensions) for Outlook 2000. (Baker)
- Draft a message alerting users, when applicable, that their mail has not been sent due to security restrictions. (Baker)
- Investigate ADSM backup process for Macintosh Users; report results to John Willis. (Baker)
- Provide names for the Business Model Update no later than 1/31/01 in response to an SC-65 e-mail request. (CIAG/Griffin)
- Provide teleconference update at the 1/31/01 meeting. (Griffin)
- Provide comments to SC-65 on the Document Management Questionnaire and whether CIAG members wish to proceed with individual or group interviews no later than 1/31/01. (CIAG/Hughes)
- Send out an e-mail to CIAG members providing instructions/options for viewing the Graphics Toolset. (Hughes/CIAG)
- CIAG members should provide comments on the Toolset to Gene Hughes no later than 1/31/01. (CIAG)
- Notify program offices of the Office 2000 showcase schedule and installation process. (Centeno)
- Investigate whether Office 2000 software will be available to customers for home use. (Baker)
- Inform Ralph DeLorenzo (SC-63) of Office 2000 Rollout schedule. (Hughes)
- Provide Office 2000 Quick Guides to customers. (Centeno)

Proposed 1/31/01 Meeting Agenda

- Status of Previous Action Items (Rice)
- Support Center Items
- Teleconference Update (Griffin)
- Business Model Update (Griffin)
- Document Management Project Update (Hughes)
- MS Office 2000 Rollout Update (Centeno)
- Graphics Toolset Update (Hughes)
- Technology Architecture Vision Session Feedback (Griffin)

Meeting Attendees

Name		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
Albaugh	Brenda	SC-65	3-6578
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

Clay	Mitzi	SC-62	3-3717
Farrand	Sue	SC-65	3-1884
Hughes	Gene	SC-65	3-5409
Kagan	Andrew	SC-65	3-9522
Kizer	Julie	SC-65	3-8883
Kruse	Jason	SC-65	3-6592
Lombardo	Tom	SC-65	3-1312
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
Stodolsky	Marvin	SC-72	3-4475