

**SC CUSTOMER INFORMATION ADVISORY GROUP  
MEETING SUMMARY  
January 31, 2001**

**Agenda Items**

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

**Status of Previous Action Items**

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

	<b><u>Action Item</u></b>	<b>Status</b>
1.	Provide summary Outlook Exchange user charts to CIAG members at next week's meeting. (Baker)	Provided at today's meeting.
2.	Send an e-mail to CIAG members outlining the SC Support Center transition plan. (Baker)	Rather than an e-mail, Ted Griffin outlined the Plan at today's meeting.
3.	Once they are in place, invite new Call Center staff to attend the CIAG meetings on a rotational basis. (Baker)	Completed. Scheduled with CIAG Executive Secretary.
4.	Send out an e-mail announcing the date and time for the upcoming outage. (Baker)	CLOSED
5.	Present a "work around" for the security requirements (related to file extensions) for Outlook 2000. (Baker)	Discussed at today's meeting.
6.	Draft a message alerting users, when applicable, that their mail has not been sent due to security restrictions (Baker)	Discussed at today's meeting.
7.	Investigate ADSM backup process for Macintosh Users; report results to John Willis. (Baker)	CLOSED
8.	Investigate whether Office 2000 software will be available to customers for home use. (Baker)	Discussed at today's meeting.
9.	Provide names for the Business Model Update no later than 1/31/01 in response to an SC-65 e-mail request. (CIAG/Griffin)	Discussed at today's meeting.
10.	Provide Teleconference Update at the 1/31/01 meeting. (Griffin)	Discussed at today's meeting.
11.	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).	Discussed at today's meeting.
12.	Send out an e-mail to CIAG members providing instructions/options for viewing the Graphics Toolset. (Hughes)	CLOSED

13.	CIAG members should provide comments on the Toolset to Hughes no later than 1/31/01. (CIAG)	Discussed at today's meeting.
14.	Inform Ralph DeLorenzo (SC-63) of Office 2000 Rollout schedule. (Hughes)	CLOSED
15.	Notify program offices of the Office 2000 showcase schedule and installation process. (Centeno)	CLOSED
16.	Provide Office 2000 Quick Guides to customers on line. (Centeno)	CLOSED

### **Support Center Items**

#### *SC Support Center(SCSC) Transition:*

SCSC is currently staffed with five Lockheed-Martin call specialists located in Richland. The Lockheed-Martin contract ends 2/13/01. Beginning 02/14/01, SCSC will be staffed with five CSMI call specialists located in the Infrastructure Support Center (GTN). Four of the five CSMI specialists have been hired and are in training. The fifth arrives 02/05/01. The SCSC is currently being set up in the Infrastructure Support Center and will be ready by COB 02/09/01. The CSMI call specialists will divide time with the Lockheed-Martin call specialists in answering 3-5313 calls on 02/12/01 and 02/13/01.

#### *Outlook:*

Brent Baker provided the CIAG with an Outlook User list and two charts summarizing the mail account sizes of SC users from 0 – 500 megahertz. At the CIAG's request, Baker will provide charts showing a decrease in size of users' mail accounts, over time, at the next CIAG meeting. Additionally, Baker requested, and the CIAG approved, that SCSC reduce the ceiling cap for users' mail accounts from 500 to 450 megahertz.

#### *Office 2000 Issues:*

- \*Sending files with extensions subject to Outlook 2000 security restrictions: At the CIAG's request, Baker will provide "how to" worksheets at the next meeting summarizing the steps necessary to send files with extensions.
- \*Filtering out user selected Outlook Messages: Baker said that there are different approaches one can take to filter out selected mail; he will provide instructions to accomplish this task at the meeting.
- Request to delay Office 2000 at Forrestal: Peggy Burris and Steve Buswell requested to delay the Office 2000 rollout at Forrestal; Baker will follow up with them after the meeting.

\*Action items from last week.

### **Teleconference Update**

Ted Griffin offered an update on the videoconference units. Griffin is still waiting on a written cost from MA; he will continue to make efforts to obtain this cost information and will update the CIAG at next week's meeting.

### **Plans for Office 2000 Rollout**

Kathi Centeno provided an update on the Office 2000 Rollout. Centeno reports that the Office 2000 showcase and rollout to SC-20 went well. The next scheduled rollout will be on Thursday, 2/1/01, to SC-30 & 50. Centeno will continue to offer weekly updates to the CIAG.

### **Graphics Toolset Project Update**

Gene Hughes provided an update on Graphics Toolset. Hughes will keep the Graphics Toolset demonstration rooms open for an additional week at the request of the CIAG. Any additional comments should be forwarded to Hughes.

Hughes explained the next steps for developing the Graphics Toolset:

1. Hughes will forward a spreadsheet of graphics applications organized by program to CIAG members;
2. CIAG members will work with the users in their respective programs to determine whether they, in fact, use the software identified on the spreadsheet;
3. CIAG will forward this information to Hughes;
4. Hughes will provide a cost summary to the CIAG.

The CIAG agreed to this effort and will provide feedback to Hughes once they receive the spreadsheet.

### **Document Management Project Update**

The Document Management survey, which was forwarded to the CIAG this past week, has been revised based on the first group interview with OBER. Hughes will send the revised survey to the CIAG for review. The next set of interviews will be scheduled by next week.

### **Business Model Update**

Jason Kruse announced that he still needs names of individuals to interview for the business model. Kruse stressed the importance of the requirements gathering phase for developing the Business Model, and the CIAG agreed to provide this information by next week's meeting.

### **Technology Architecture Vision Session Feedback**

Jason Kruse reviewed the feedback from the 1/17/01 Technology Architecture Vision Session. Kruse provided the CIAG a categorized spreadsheet summarizing the feedback from the Vision Session, and requested that the CIAG review it by the next meeting. If the CIAG agrees to the spreadsheet's content, its terms, and how it is categorized, Kruse will incorporate the data into the Strategic Plan.

### **Other Items**

- Jason Kruse announced that he received an applix software acquisition ticket from a customer requesting that SC-65 purchase Presentation Pro, a graphics application that includes a large variety of Power Point templates. Gene Hughes said that before SC-65 will consider purchasing this software to include in the Graphics Toolset, he would like for CIAG members to view sample templates, which can be downloaded from the Internet by linking to <http://www.presentationpro.com>. Members agreed to review, and provide comments on, the templates by the next meeting.
- The 2/14/01 CIAG meeting will be cancelled because the IM Board will hold its monthly meeting on the same day/time.

### **Action Items**

1. Provide charts showing the decrease in size of users' mail accounts. (Baker)
2. Reduce ceiling cap for users' mail accounts from 500 to 450 megahertz. (Baker)
3. Provide "how to" worksheets summarizing the steps necessary to send files with extensions in order to avoid Outlook 2000 security restrictions. (Baker)
4. Provide instructions for filtering out user-selected mail. (Baker)
5. Follow-up with Peggy Burris and Steve Buswell re: delaying Office 2000 at Forrestal. (Baker).

6. Provide teleconference update. (Griffin)
7. Provide Office 2000 rollout update. (Centeno/Baker)
8. Keep Graphics Toolset demonstration room open for another week. (Hughes)
9. Forward a spreadsheet of graphics applications organized by program to CIAG members (Hughes).
10. Determine whether graphics applications, identified on the graphics spreadsheet, are used by individuals identified on the spreadsheet. Provide feedback to Hughes. (CIAG)
11. Provide a cost summary to the CIAG, based on their input, for the Graphics Toolset. (Hughes)
12. Provide the revised Document Management Survey to CIAG for review. (Hughes)
13. Provide names of individuals to be interviewed for the Business Model Update. (CIAG)
14. Review Technology Vision Session spreadsheet. (CIAG)
15. Provide a color key to the Vision Session spreadsheet. (Kruse)
16. Forward Presentation Pro link to CIAG members so that they can review the templates. (Hughes/CIAG).

### **Proposed 2/07/01 Meeting Agenda**

- Status of Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
- Teleconference Update (Griffin)
- Office 2000 Update (Centeno)
- Technology Vision Session Feedback (Kruse)
- Business Model Update (Kruse)
- Document Management Update (Hughes)
- Graphics Toolset Project Update (Hughes)
- Power Point Template Feedback (Hughes)

### **Meeting Attendees**

<b>Name</b>	<b>Organization</b>	<b>Contact Information</b>
<b>Dilworth–Alt Chair</b>	<b>Greg</b>	<b>SC-17</b>
<b>Griffin for Pat Rice— Executive Secretary</b>	<b>Ted</b>	<b>SC-65</b>
Afzal	Shahida	SC-50 (ESMT)
Albaugh	Brenda	SC-65
Arveson	Paul	SC-65
Baker	Brent	SC-65
Beall	Jeanne	SC-65
Burris	Peggy	SC-1 & 5
Buswell	Steve	SC-7
Cambell	Kevin	SC-65
Centeno	Kathi	SC-65
Clay	Mitzi	SC-62
Farrand	Sue	SC-65
Griffin	Ted	SC-65
Hiegel	Jane	SC-30
Hughes	Gene	SC-65
Kagan	Andrew	SC-65
Kruse	Jason	SC-65
Lombardo	Tom	SC-65
Lynott	Michael	SC-65

Martin	Joanna	SC-65	3-5730
Miller	Caryle	SC-82	3-8434
Priebe	Anne	SC-65	3-2449
Rippeon-Kehne	Cindy	SC-65	3-2119
Stodolsky	Marvin	SC-72	3-4475
Tunks	Kevin	SC-65	3-6409
Yockman	Dick	SC-65	3-3394
Yonder	Mike	SC-65	3-1212