

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
March 01, 2000**

Meeting Agenda

- **Review meeting agenda & action items (Griffin)**

The status of all action items was given. The agenda was then reviewed.

- VTC requirements and costs without upgrading infrastructure: 3 units at 6-10K each. VTC requirements and costs if an infrastructure upgrade is needed: 5-6 units at 10-15K each.
- Placement of units would be in Fusion, HEP, BES, and F-137 conference rooms pending IM Board approval.
- **Review policy covering individuals who use Macs to access legacy data for graphics capabilities and policy covering Mac laptops: To obtain feedback for input to IM Board review (Willis)**

Discussions were initiated and will continue at the next meeting.

- **Present plan to update Business Model: To obtain feedback on the plan prior to its implementation (Griffin)**

Time ran out before this presentation could begin.

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
Peggy	Burris	SC-4	6-7265 (Conference Call Attendance)
Steve	Buswell	SC-7	6-9741 (Conference Call Attendance)
Cathy	Hanlin	SC-23	3-1965
Dean	Oyler	SC-22	3-6394
Marvin	Stodolsky	SC-72	3-4475
Caryle	Miller	SC-82	3-8434
Emily	Knouse	SC-622	3-1577
Shahida	Afzal	ESMT	3-4941
Jeanne	Beall	SC-621	3-4587
Mike	Gercken	SC-621	3-5253
Robbie	Green	SC-621	3-6578
Jason	Kruse	SC-621	3-6592
Anne	Priebe	SC-621	3-2449
Pat	Rice	SC-621	3-4556
Dick	Yockman	SC-621	3-3394

Action Items

- Send a note out from the Support Center that identifies the implications of Records Management on e-mail and that informs users on the use, backup, and availability of the C, N, Q, and P drives. (Green)
- Provide the instructions and location for FTP. (Green)
- Have the Support Center become the main focal point for all training requirements and update the training credit system to include Support Center sponsored training (IMSC, Outlook, etc.). (Green)

Proposed 03/08/00 Meeting Agenda

- Present plan to update Business Model: To obtain feedback on the plan prior to its implementation (Griffin)
- Present plan to update Technology Architecture: To obtain feedback on the plan prior to its implementation (Griffin)

- Complete discussion on policy covering individuals who use Macs to access legacy data for graphics capabilities and policy covering Mac laptops: To obtain feedback for input to IM Board review. (Willis)

Proposed 03/15/00 Meeting Agenda

- Present Office 2000 rollout plan (Green)
- Present Applix notification options (Green)
- Present auto-archiving implementation plan (Green)

Proposed 3/22/00 Meeting Agenda

- Brief firewall implementation (Green)
- Present potential system retirements (Green)

Proposed 3/29/00 Meeting Agenda

- Present Standard Desktop rollout plan (Green)
- Present customer satisfaction strawman (Griffin)

Proposed 04/05/00 Meeting Agenda

- Discuss how training is offered (Green)
- Revisit Support Center (Green)