

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
March 08, 2000**

Meeting Agenda

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

The status of all action items was given. A schedule for completing the outstanding action items will be presented by Robbie Green at the next meeting. The agenda was then reviewed.

- **Review Business Model Update plan (Griffin)**

The plan to update the Business Model in support of the development of the FY2001-2005 IM Strategic Plan was given. Those business activities to be supported by near term development efforts will be given the most attention during this update. The Group agreed to providing appropriate names from their respective programs to be interviewed in support of this update. The IM Team will solicit these names by email. The Group suggested that an entire meeting be dedicated to reviewing the Business Model to ensure that it encompasses all of the business activities within SC HQ. The IM Team will send out the Business Model documentation to the Group in advance of this meeting.

- **Review Technology Architecture Update plan (Griffin)**

The plan to update the Technology Architecture in support of the development of the FY2001-2005 IM Strategic Plan was given. The Group wanted to be more involved in this process and agreed to identifying the specific technology areas (e Technology Position Statements) to participate in and the associated names from their respective program areas to be interviewed. The IM Team will hold both individual and group interviews in support of this update. The IM Team will solicit the technology areas and names by email.

- **Complete discussion on policy covering individuals who use Mac's to access legacy data for graphics capabilities and policy covering Mac laptops**

This discussion did not take place due to lack of time and will be put on next week's agenda.

Meeting Attendees

Name		Organization	Contact Information
John	Willis – Chair	SC-55	3-4095
Ted	Griffin – Exec. Sec	SC-621	3-4602
Peggy	Burris	SC-4	6-9741 (Conference Call Attendance)
Steve	Buswell	SC-7	6-9741 (Conference Call Attendance)
Marvin	Stodolsky	SC-72	3-4475
Steve	Eckstrand	SC-55	3-5546
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
Anne	Priebe	SC-621	3-2449
Pat	Rice	SC-621	3-4556
Dick	Yockman	SC-621	3-3394

Action Items

- Send out an email to CIAG members: (1) Requesting names from each of the program areas to be interviewed in support of the update of the Business Model update and the Technology Architecture, (2) Providing the Business Model, and (3) Providing the Technology Position Statements. (Griffin)
- Set aside an entire meeting dedicated to the review of the Business Model. (Griffin)
- Provide a schedule for completing the following action items: (Green)

- 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.
- Provide the instructions and location for FTP.
- 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.).

Proposed 03/15/00 Meeting Agenda

- 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)
- Present preliminary information on Business Model: To provide information in support of next meeting's Business Model discussion. (Griffin)

Proposed 3/22/00 Meeting Agenda

Present and discuss the Business Model: To obtain feedback on the completeness of the business activities. (Griffin)

Proposed 3/29/00 Meeting Agenda

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

Proposed 04/05/00 Meeting Agenda

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

Proposed 04/12/00 Meeting Agenda

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

Proposed 04/12/00 Meeting Agenda

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