

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
March 15, 2000**

Meeting Agenda

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

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.

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

The current status of the Mac's has not changed. They will continue to be supported on a case by case basis.

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

The Group was presented an interview schedule (including program representatives). They were asked to review the list and provide feedback.

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

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 provide appropriate names from their respective programs to be interviewed in support of this update. The IM Team will solicit these names by email.

Meeting Attendees

Name		Organization	Contact Information
John	Willis – Chair	SC-55	3-4095
Pat	Rice – Exec. Sec	SC-621	3-4556
Peggy	Burris	SC-4	6-9741 (Conference Call Attendance)
Steve	Buswell	SC-7	6-9741 (Conference Call Attendance)
Dean	Oyler	SC-22	3-6394
Cathy	Hanlin	SC-23	3-1965
Steve	Eckstrand	SC-55	6-5428(Conference Call Attendance)
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
Sue	Borda	SC-621	3-1310
Mike	Gercken	SC-621	3-5253
Robbie	Green	SC-621	3-6578
Michael	Lynott	SC-621	3-6409
David	Wigtil	SC-621	3-5730
Dick	Yockman	SC-621	3-3394

Action Items

- Provide representatives to Mike Gercken (via email by COB 3/17) who will support the Business Model update. (CIAG)
- 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 3/22/00 Meeting Agenda

- Review action items and agenda (Griffin)
- 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)