

**SC CUSTOMER INFORMATION ADVISORY GROUP  
MEETING SUMMARY  
November 1, 2000**

**Agenda Items**

- Support Center Items (Baker)
- Video Conference Unit Update (Griffin)
- IMSC Update (Hughes)
- Graphics Toolset Update (Hughes/Kagan)
- Cyber Security Policy Discussion on SC Process for Handling Security Alerts (Hughes/Jackson)

**Support Center Items**

Brent Baker provided the CIAG with an updated Outlook user list. In response to a request from Dean Oyler, Baker said he would suggest some potential titles for the list to identify it so that it could be posted within various offices for wider review. Baker reminded the CIAG of the 500 megabyte limit, e.g., if one's inbox reaches 500 megabytes worth of mail, in total, he/she will not be able to send/receive mail. The group wanted to know what was an acceptable number of megabytes to retain (e.g., 200 or 300 megabytes). In response, Baker said he would provide information at the next meeting on the average size of SC mail accounts. He also noted that attachments greater than 10 megabytes will not be delivered outside of SC, but that it was not yet productive or necessary to impose that requirement on mail being sent within SC.

**Video Conference Unit Update**

Ted Griffin reported that wiring for the video conference units has been completed. Installation plans are as follows:

- E-243--Installation was completed yesterday.
- G-436--Installation scheduled for this afternoon.
- G-258--Installation is scheduled to be completed by noon today.

At the next CIAG meeting, Griffin would like CIAG members to provide the names of two people from their respective organizations who could be available for training on the video conference units.

**IMSC Status Update**

Gene Hughes offered an update on the IMSC rollout. At close of business tomorrow, 11/02/00, IPS will be shut down and the conversion of data to IMSC will begin. On Tuesday morning, 11/7/00, individuals identified by the Organization Administrators (OAs) as needing access to IMSC, will receive an e-mail message from SCSC containing their ID number and password so that they can logon to IMSC. CIAG members asked how SCSC knows which individuals need access to IMSC. Hughes said that the OA determines who needs access based on their roles. Specifically, Peggy Burris and Steve Buswell wanted to know who in their organization will receive access. Hughes agreed to follow up with Burris and Buswell via e-mail with specifics. (Burris also requested that Hughes copy Bill Valdez on the e-mail). Hughes said that if an individual does not receive access to the system because the OA has not identified the need for access, he/she should let SCSC know. SCSC can then request that the OA grant access for that individual.

**Graphics Toolset Discussion**

Andrew Kagan and Gene Hughes provided the CIAG with the preliminary findings from the Graphics Toolset Survey that was handed out at the 10/18/00 CIAG meeting. Hughes said that Systems Engineering (SE) would like to receive more responses and that individuals will have two more weeks to respond and then SE will formulate the final set of findings. In addition to the survey results, SE will scan individual

desktops for installed applications. The results of the scan will then be included with the final survey results.

Once the findings are gathered, SE will develop a draft containing a suite of graphics applications for the CIAG to review and approve. Hughes said that he would like to get approval from the CIAG by December so that the new toolset can be implemented in January.

### **Cyber Security Policy Discussion on SC Process for Handling Security Alerts (Hughes/Jackson)**

Gene Hughes reported that at the October 26 IM Board meeting, the Board requested that the CIAG review cyber security policies and implementation plans from a customer impact standpoint before those policies are presented to the Board for approval. Hughes indicated that he had told the Board that he would request the CIAG to review at least one policy a week for the next 14 or so weeks. Hughes said that he hopes to obtain ad hoc approval from the IM Board as policies are reviewed by the CIAG.

Hughes and Tom Jackson presented the first policy on the CIAG's agenda--the Computer Incident Advisory Capability (CIAC) policy. This policy, Hughes said, addresses the process for processing security alerts from the CIAC (e.g., re viruses, hackers, etc.) and notices from vendors about problems in existing applications. Hughes said that he would e-mail a graphic of the CIAC procedure to the CIAG for review and request comments/input at the next CIAG meeting.

The CIAG inquired about the status of the password policy. Hughes said that he was planning to bring this policy to next week's meeting. Dr. Willis noted that this policy had been previously discussed and that, he thought, it had been approved by the CIAG. Hughes said that he would bring the status on that policy to the next meeting. Once the CIAG decides that SC should proceed with both policies, Hughes will ask the IM Board for approval so that implementation can begin.

### **Other Items**

Dr. Willis, and other CIAG members, inquired about the status of Worksheet Exchange. Gene Hughes said that the IM team would be demonstrating a version of Worksheet Exchange for HEP this afternoon and invited members to the demonstration. Hughes also offered to arrange individual demonstrations for members if needed. Hughes will work offline with these members to arrange a date and time.

### **Action Items**

- Provide title/s for Outlook Users List (Baker)
- Provide information at the next CIAG meeting on the average size of Outlook users' accounts. (Baker)
- Send Peggy Burris and Steve Buswell an e-mail (with a cc to Bill Valdez) identifying individuals in their organizations who will receive access to IMSC. (Hughes)
- Provide the status on password policy implementation to the CIAG at the 11/08/00 meeting. (Hughes)
- Provide two names from each involved organization to Ted Griffin for the video conference unit training (CIAG)
- Send the CIAC policy/graphic to CIAG members (Hughes)
- Schedule follow-up discussion at the 11/08/00 meeting to obtain CIAG input on the CIAC policy. (Rice/CIAG)
- Schedule Worksheet Exchange demonstrations with identified CIAG members, including John Willis and Peggy Burris (Hughes)

### **Proposed 11/8/00 Meeting Agenda**

- Status of Previous Action Items (Rice)
- Support Center Items (Baker)

- Videoconferencing Update (Griffin)
- Report on Performance Measure Results for October (Griffin)
- Cyber Security
  - Status of Password Policy Implementation
  - Customer Group Input on Computer Incident Advisory Capability (CIAC) Process

### Meeting Attendees

Name		Organization	Contact Information
<b>John</b>	<b>Willis – Chair</b>	<b>SC-55</b>	<b>3-4095</b>
<b>Pat</b>	<b>Rice – Exec. Sec</b>	<b>SC-621</b>	<b>3-4556</b>
Peggy	Burris	SC-4	6-7265
Brian	O'Donnell	SC-5	6-7399
Jane	Hiegel	SC-30	3-5800
Shahida	Afzal	SC-50 (ESMT)	3-4941
Steve	Eckstrand	SC-55	6-5428
Caryle	Miller	SC-82	3-8434
Brent	Baker	SC-621	3-2345
Gene	Hughes	SC-621	3-5409
Julie	Kizer	SC-621	3-8883
Joanna	Martin	SC-621	3-5730
Anne	Priebe	SC-621	3-2449
Ted	Griffin	SC-621	3-4602
Tom	Jackson	SC-621	3-9139
Andrew	Kagan	SC-621	3-9522
Bill	Burrier	SC-64	3-4946
Kathi	Centeno	SC-621	3-5472