

**SC CUSTOMER INFORMATION ADVISORY GROUP  
MEETING SUMMARY  
November 8, 2000**

**Agenda Items**

- Status of Previous Action Items (Rice)
- Support Center Items (Baker)
- Videoconferencing Update (Griffin)
- Report on Performance Measure Results for October (Griffin)
- Cyber Security (Hughes/Baker)
  - Status of Password Policy Implementation
  - Customer Group Input on Computer Incident Advisory Capability (CIAC) Process

**Status of Previous Action Items**

With the exception of scheduling Worksheet Exchange (WSX) demonstrations for CIAG members, including John Willis and Peggy Burris, Pat Rice reported that the all of the action items from last week's Action Item list have either been completed, or will be completed at today's meeting.

With regard to the outstanding action item mentioned above, Gene Hughes briefly discussed the status of the Worksheet Exchange project, noting that it is frequently difficult to get Financial Management Division (FMD) participation due to budget office workload. The CIAG agreed that if this issue continues to affect the Project, it should be discussed with the IM Board and, if necessary, the Executive Steering Committee. Gene Hughes stressed that both FMD and the programs must be involved in the development process for the product to be successful. CIAG members were interested in whether the WSX capabilities developed to date could be made available to all programs but generally agreed that each Program Office handles their budget somewhat differently. Hughes indicated that testing will continue with HENP and BES. As the CIAG's request, Hughes agreed that to schedule a JAD session next week involving the programs and representatives from FMD if they are available.

**Support Center Items**

As with previous meetings, Brent Baker provided the CIAG with an updated Outlook user list. He also noted that the first set of DOECAST messages have been removed from users' inboxes which has helped reduce the volume of mail that is backed up on the network daily. Lastly, Baker sought the CIAG's approval for removing SCSC messages greater than 90 days old. The CIAG unanimously approved this effort. Baker will provide the CIAG with a date and time that this will occur at the next CIAG meeting.

**Videoconferencing Update**

Ted Griffin reported that the installation of the lines and equipment for the videoconference units has been completed. The next step is training users on the equipment. Griffin reported that training sessions will begin tomorrow morning. A morning and afternoon session will be held to accommodate users' schedules.

**Report on Performance Measure Results for October**

Ted Griffin reviewed the outcomes for the performance measures for the month of October (*these outcomes only include items measured monthly—two items that are measured annually are not included in this table*). The October outcomes were summarized as follows:

<i>Performance Measure</i>	<i>How the Outcome was Determined</i>	<i>Outcome for October 2000</i>
1. % of Support Center calls resolved by first phone analyst before end of call.	# of calls resolved by first phone analyst before end of call divided by the total # of calls divided by 60%.	<b>78% (313/668/.6)</b>
2. % of Support Center calls the customer receives the phone analyst within 30 seconds.	# of calls the customer receives the phone analyst within 30 seconds divided by the total # calls (Also provide average).	<b>96% (677/707) Avg = 10 sec</b>
3. % of Support Center "Helpdesk-Medium" calls resolved within 4 hours.	# of Support Center "Helpdesk-Medium" calls resolved within 4 hours divided by the total # of Support Center "Helpdesk-Medium" calls (Also provide average).	<b>72% (425/590) Avg = 10.02 hrs</b>
4. % of time that e-mail is operational.	Unplanned e-mail downtime within SC621 responsibility divided by planned e-mail uptime.	<b>99% (44625min/ 44640min )</b>
5. % of common suite of software and corporate systems available to the desktop that is also available through remote access.	# available through remote access divided by the # available through desktop.	<b>40%</b>
6. % of CIAG action items assigned to SC621 resolved by due dates.	# of CIAG action items assigned to SC621 resolved by due dates divided by the total # of CIAG action items assigned to SC621.	<b>89% (8/9)</b>
<b>7. Customer Satisfaction</b>		<b>79%</b>

Ted Griffin reported that it was difficult to measure item #6 due to the fact that many of the action items are not assigned due dates. Griffin proposed that when an action item is assigned, an automatic due date for the following week will be assigned unless otherwise specified in the meeting. The CIAG agreed to this proposal.

### **Cyber Security (Status of Password Policy Implementation and Customer Group Input on Computer Incident Advisory Capability (CIAC) Process)**

#### ***Password Policy Implementation:***

Brent Baker reported that he will send an e-mail to all of the CIAG members addressing how the password policy implementation will be handled. The e-mail will include a proposed schedule for when changes are to be made to users' passwords. This is a minimal cost option which the CIAG is in favor of. Baker will provide the draft e-mail on the new password policy and schedule prior to next week's meeting so that the CIAG has a chance to review it. There will be a brief discussion at the next meeting.

#### ***Customer Group Input on Computer Incident Advisory Capability (CIAC) Process:***

The CIAG unanimously agreed that it should be implemented.

Based on the discussions above, Gene Hughes will report to the IM Board, at its next meeting on 11/16/00, that the CIAG has recommended that both of the above policies be implemented.

### **Action Items**

- Schedule a JAD session for Worksheet Exchange with SC programs (Hughes)
- Provide the CIAG with a date/ time for when SCSC messages, greater than 90 days old, will be removed (Baker)
- Send the CIAG an e-mail announcing the new password policy and implementation schedule (Baker)

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

- Status of Previous Action Items (Rice)
- Support Center Items (Baker)
- Continuation of the Worksheet Exchange Discussion from the 11/08/00 meeting (Hughes)

- Cyber Security Discussion (Audit Policy)

## Meeting Attendees

Name		Organization	Contact Information
<b>John</b>	<b>Willis – Chair</b>	<b>SC-55</b>	<b>3-4095</b>
<b>Greg</b>	<b>Dilworth – Alt Chair</b>	<b>SC-17</b>	<b>3-2873</b>
<b>Pat</b>	<b>Rice – Exec. Sec</b>	<b>SC-621</b>	<b>3-4556</b>
Peggy	Burris	SC-1 & 5	6-7265
Steve	Buswell	SC-7	6-9741
Dean	Oyler	SC-22	3-6394
Jane	Hiegel	SC-30	3-5800
Brent	Baker	SC-621	3-2345
Jeanne	Beall	SC-621	3-4587
Gene	Hughes	SC-621	3-5409
Jason	Kruse	SC-621	3-6592
Joanna	Martin	SC-621	3-5730
Anne	Priebe	SC-621	3-2449
Kathi	Centeno	SC-621	3-5472
Sue	Farrand	SC-621	3-1884
Tom	Jackson	SC-621	3-9139
Dick	Yockman	SC-621	3-3394