

**SC CUSTOMER INFORMATION ADVISORY GROUP  
MEETING SUMMARY  
November 29, 2000**

**Agenda Items**

- Status of Previous Action Items (Rice)
- Support Center Items (Griffin/Lynott)
- Status of Contractor Support for Videoconference Sessions (Griffin)
- Results/Status of Graphics Toolset Survey (Hughes/Kagan)
- Cyber Security – Anti-Virus Policy (Hughes/Jackson)

**Status of Previous Action Items**

The status of the previous Action Items were summarized as follows:

- *Send an e-mail message to users regarding removal of SCSC messages (Baker).* An e-mail was sent out on 11/17/00.
- *Provide the results of the Graphics Tool Set survey to the CIAG at the next CIAG meeting (Kagan).* Scheduled for today's discussion (see below for details).
- *Discuss hiring contractor support for videoconference sessions (Griffin).* Scheduled for today's discussion (see below for details).
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**Support Center Items**

As with previous meetings, an Outlook user list was provided. No further issues were discussed.

**Status on Contractor Support for Videoconference Sessions**

Ted Griffin reported that he has been getting positive feedback from users regarding the newly installed videoconference units. The only outstanding item is videoconference setup support for the new units (note that this would be particularly useful for multi-point conferences). Griffin said that he is still trying to get an accurate estimate of the current cost for supporting the older units here at Germantown and Forrestal. Griffin said that before setup support can be estimated for the new units, he needs to get an accurate cost for supporting the older units. He will report to the CIAG when these figures become available.

**Results/Status of Graphics Toolset Survey**

Gene Hughes and Andrew Kagan presented a draft version of the Graphics Toolset. The package, Kagan said, is broken down into three phases. The first Phase aims to provide an appropriately licensed set of basic graphics capabilities that would become part of the standard image for all users. Phase I would also provide additional capabilities that would be available on request. Phase II would offer users a more advanced set of graphics applications; and, Phase III would provide even more advanced outsourced support.

The discussion focused on Phases I and II. The CIAG had some concerns regarding the software proposed in these phases, especially regarding the adequacy of the iGgrafx package. The CIAG requested that Adobe PhotoShop be added to Phase 1 as a *standard* or *on request* application. One of the CIAG members also asked whether there is adequate training available for iGgrafx packages since it is not one of the "Big Three" graphics software companies.

Hughes noted these concerns and stressed that this is a draft I of the Graphics Toolset the 1<sup>st</sup> or 2<sup>nd</sup> week of January where users can view the software outlined in the package. This will allow users to get a better idea of how the programs operate and compare to their current set of graphics applications. Hughes noted that he will work with each of the Program Offices (through the CIAG) to ensure that their respective high-

end graphics support needs are met and that there would be additional discussions of the Toolset at upcoming CIAG meetings.

### **Cyber Security (Anti-Virus Policy)**

Gene Hughes and Tom Jackson provided an overview of the Anti-Virus Policy which addresses virus scanning requirements for SC servers, desktops, and e-mail. Hughes described the autoprotect feature of Norton Antivirus 2000, which is superior to periodic scanning because it scans for viruses every time a file is accessed. The impact on performance is very small. He noted that the product has been purchased and rolled out to servers. It will be provided to desktops with the Win2000 rollout. The goal, Hughes said, is to offer a solution that not only provides maximum protection, but also has minimal impact on the user.

### **Other Items**

- Steve Buswell requested an update on equipment for Flexiplace at next week's meeting.
- Dr. Willis requested that CIAG discuss the Travel Manager at an upcoming meeting.

### **Action Items**

- Provide the CIAG an update on Flexiplace equipment at a future meeting. (Griffin)
- Incorporate Adobe PhotoShop as an *on request* application to Phase I of the Graphics Toolset package. (Hughes)
- Discuss training options for iGgrafx applications as part of future Toolset discussions with CIAG. (Hughes)
- Explain to the CIAG the differences between MS Office [Professional] and MS. Office [Premium] (Hughes).
- Discuss Travel Manager issues at an upcoming meeting (Griffin).

### **Proposed 12/6/00 Meeting Agenda**

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- Status of Previous Action Items (Rice)
- Support Center Items (Baker)
- Performance Measures Update (Griffin)
- Continue Graphics Toolset Discussion—include items 2, 3, & 4 from the Action Items list above (Hughes/Kagan)
- Travel Manager Discussion (Willis)
- Flexiplace Equipment Discussion/Demo (Griffin/Baker)

### **Meeting Attendees**

Name		Organization	Contact Information
John	Willis – Chair	SC-55	3-4095
Greg	Dilworth – Alt Chair	SC-17	3-2873
Pat	Rice – Exec. Sec	SC-621	3-4556
Peggy	Burris	SC-1 & 5	6-7265
Steve	Buswell	SC-7	6-9741
Dean	Oyler	SC-22	3-6394
Cathy	Hanlin	SC-23	3-1965
Jane	Hiegel	SC-30	3-5800
Shahida	Afzal	SC-50 (ESMT)	3-4941
Steve	Eckstrand	SC-55	6-5428
Marvin	Stodolsky	SC-72	3-4475

Paul	Arveson	SC-621	3-1893
Jeanne	Beall	SC-621	3-4587
Gene	Hughes	SC-621	3-5409
Jason	Kruse	SC-621	3-6592
Kevin	Tunks	SC-621	3-6409
Lynott	Michael	SC-621	3-7643
Joanna	Martin	SC-621	3-5730
Anne	Priebe	SC-621	3-2449
Ted	Griffin	SC-621	3-4602
Kathi	Centeno	SC-621	3-5472
Tom	Jackson	SC-621	3-9139
Andrew	Kagan	SC-621	3-9522
Jeff	Toquinto	SC-621	3-0049
Dick	Yockman	SC-621	3-3394