

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
October 18, 2000**

Agenda Items

- Support Center Items (Baker)
- IMSC Update (Rice)
- BES Abstract Tracking System (Griffin)
- Graphics Toolset Discussion (Kagan)
- Application Integration and Management (AIM) Policy Discussion (Centeno)

Support Center Items

- Brent Baker provided the CIAG with an updated Outlook user list. Baker said that the list is growing and that a few of the heaviest users remain on the list.
- Baker sought and received the CIAG's approval to change the URL for Outlook Web Access (OWA) from <http://owa.sc.doe.gov> to <https://owa.sc.doe.gov> (note that this change adds an "s" after http). This change, Baker said, will *not* affect Remote Access. The change, according to Baker, will add a 128 bit encryption to increase security. Users will be notified of this change both electronically and in the upcoming issue of *IM Today*.
- Baker requested to be placed on next week's agenda to discuss how large e-mail attachments should be handled.

IMSC Status Update

Pat Rice provided the CIAG with an update on IMSC. The number of incidents, according to Rice, has decreased from 13 to 8. Rice said that IMSC is scheduled to go live on 11/07/00; there have been no changes to the rollout schedule (see the 10/11/00 CIAG summary for details).

BES Tracking System

Ted Griffin reported to the CIAG that, at the last IM Board meeting, Bill Millman requested that the IM Board approve an update to the BES tracking system. Although this would be a change to the FY '01 Operating Plan, Bill Valdez feels that updating the system should be a high priority. This issue will be discussed further at the next IM Board meeting. Griffin will follow up with the CIAG when a decision is made.

Graphics Toolset Discussion

Andrew Kagan provided the CIAG with a Graphics Toolset survey [note that this is a follow up discussion from the 10/11/00 CIAG meeting]. The survey, with an introduction, will be e-mailed to CIAG members this week. Kagan reviewed each section of the survey, providing specific instructions to CIAG members on how to complete it. The group agreed to complete the survey within one week of receiving it electronically. The results of the survey will be brought back to the CIAG for further discussion.

AIM Policy Discussion

Kathi Centeno sought and received approval for the revised AIM Policy. The revisions, Centeno explained, include the following: placing training manuals online and adding text on the role of the customer in product rollout. Centeno noted that SC-621 has been working on a document that includes the roles and responsibilities of customers/groups in the IM Team Lifecycle. This will incorporate the customer into the Lifecycle process on a broader level.

Other Items Not on the Agenda

Ted Griffin noted that the video conference units will be placed in rooms G-436, G-258 and E-243. Griffin said that GTE will begin wiring on 10/27/00 and asked that the conference room owners make those rooms available on that day. Griffin said that he will provide further information concerning the installation schedule when it is available. The CIAG discussed the possible need for assistance with setting up the video conferences, especially for multi-point conferences. John Willis noted that, while it is important for the involved programs to manage routine conference setup, there would clearly be times when assistance is needed.

Action Items

- Schedule a discussion on how to handle large e-mail attachments at the next CIAG meeting (Rice/Baker).
- Conference rooms that will be wired for videoconferencing must be made available for that work on October 27, 2000. (Appropriate CIAG Members)
- Coordinate program input on Graphics Toolset Survey. (CIAG Members)

Proposed 10/18/00 Meeting Agenda

- Status of Previous Action Items (Rice)
- Support Center Items, including the e-mail attachment discussion (Baker)
- IMSC Status Update (Hughes)
- Graphics Toolset Survey Update (Kagan)

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-4	6-7265
Brian	O'Donnell	SC-5	6-7399
Dean	Oyler	SC-22	3-6394
Shahida	Afzal	SC-50 (ESMT)	3-4941
Marvin	Stodolsky	SC-72	3-4475
Brent	Baker	SC-621	3-2345
Jeanne	Beall	SC-621	3-4587
Joanna	Martin	SC-621	3-5730
Ted	Griffin	SC-621	3-4602
Kathi	Centeno	SC-621	3-5472
Andrew	Kagan	SC-621	3-9522