

**Office of Science (SC) Information Technology Customer Group (ITCG)
Meeting Summary
June 9, 2004**

Agenda

- Previous Action Items (Murphy)
- Support Center Items (Baker)
- May Performance Measures (Murphy)
- Products and Services Status (Murphy/Baker)
- P Drive Working Group (Eckstrand)
- Revised Statement of Purpose (Oyler)
- Other

Previous Action Items	Status
None	

New Actions from the June 9 Meeting	Assigned To
Karen Talamini raised concern over a proposed August 6 end date for end of-year prepayments on IT equipment, because at that time offices would not be sure how much remaining travel budget would be available to apply toward new IT equipment purchases. She suggested early September instead. Carolyn Murphy said she would report back on this.	Carolyn Murphy

Previous Action Items (Murphy)

Carolyn Murphy reported that there were no previous action items from the May 26 meeting.

Support Center Items (Baker)

- The Exchange User List was provided.
- Baker noted that no outages were planned until the regular monthly maintenance outage at the end of the month.
- In response to a question raised by Dean Oyler about occasional slow internet service (which many in the group echoed), Baker recommended that members call SCSC to allow them to identify if a large concern exists.
- Baker reminded the group that the e-mail regarding the removal of instant messaging services by users had been sent. To this end, he offered the assistance of SCSC for anyone who may need it.
- Finally, it was noted that Baker's last day would be Friday, June 18, and that a luncheon for him would be held Thursday, June 17.

May Performance Measures (Murphy)

Regarding the May Performance Measures, Murphy noted the following:

- The percentage of Support Center calls resolved by first phone analyst before the end of call had decreased from 91% in April to 86% in May, but that it was still in line with the normal percentage. April was an especially good month.
- There was no major change in the percentage of Support Center "medium" calls resolved within 4 hours (75% in April to 76% in May; average length increased from 6 to 7 hours).

- The percentage of common suite of software and corporate systems available through remote access will be kept at 68% until the Remote Access 3 project is fully complete. All of the new applications are currently available; however, additional enhancements are still being worked.

Products and Services Status (Murphy/Baker)

The following items were highlighted as part of the products and services status update:

- As of the June, there have been 41 continuous months with no unscheduled downtime.
- The Microsoft Exchange 2003 Update is now scheduled for rollout mid to late August.
- The RIMS and Procurement 2.1 projects have been postponed for this fiscal year.
- Work is beginning to update the SC-41 five-year strategic plan.
- Certification and accreditation for cyber security is complete; work is being done on an executive summary and recommendations.
- The initial delivery of LCD monitors for the Workstation Refresh project continues. Timeline for the project is TBD.
- An MOU was signed with the OCIO in relation to the SC HQ Continuity of Operations Plan.
- End-of-year prepayments for IT equipment will be arranged for June, July and August. Karen Talamini raised concern over an August 6 end date; because at that time offices would not be sure how much remaining travel budget would be available to apply toward the purchase of new IT equipment. She suggested early September instead. Carolyn Murphy said she would report back on this.
- Enhancements are being made for the completion of the Remote Access 3 project; timing TBD.
- An independent review of the OneSC IT environment proposal took place June 3. The proposal will be complete June 21.

P Drive Working Group (Eckstrand)

Eckstrand explained that he had reviewed documents housed on the P drive and that many dated back to 2001. Further, he stated that organizational and procedural ideas related to the P drive would be discussed at the June 10 meeting of working group established to address this issue. Eckstrand stated that the ITCG would be updated on the results of the meeting.

Revised Statement of Purpose (Oyler)

Based on input received, Dean Oyler introduced the final version of a revised statement of purpose for the group. In addition, he noted that the new name for the CIAG would be the Information Technology Customer Group (ITCG). Oyler encouraged the members to read through the ITCG Statement of Purpose and make themselves aware of the new roles and responsibilities of the group, especially looking forward to OneSC.

Other

Revised Loaner Pool Signature Sheet

A copy of a revised Loaner Pool signature sheet was provided. Murphy noted that borrowers would now be able to authorize another SC HQ employee to sign the sheet upon return of the equipment in his or her absence. This is to help facilitate the timely return of equipment.

New Tape Retention Policy

A copy of a draft e-mail to the SC HQ user community regarding a new policy for the retention/storage of network data tapes was provided. A summary of the policy (as provided in the e-mail) is as follows:

- Daily tapes will be retained for the most recent week
- Weekly and monthly tapes will be retained for the current year, beginning and ending in January
- Monthly tapes will be retained for data that is 1 - 2 years old
- Annual tapes will be retained for data 3 – 6 years old
- All tapes older than 6 years will be destroyed or reused if possible

Name		Organization	Contact Information
Oyler	Dean	SC-20	3-6394
Murphy	Carolyn	SC-40	3-2158
Centeno	Kathi	SC-40	3-5472
Rivera	Ken	SC-5	6-2960
Baker	Brent	SC-41	3-2345
Harding	Todd	SC-1	6-2086
Stodolsky	Marvin	SC-72	3-4475
Lang	Donna	SC-20	3-4360
Talamini	Karen	SC-10	3-4563
Hanlin	Cathy	SC-90	3-1965
Hiegel	Jane	SC-31	3-5800
Afzal	Shahida	SC-50	3-4941
Allen	Denise	SC-63	3-5599
Eckstrand	Steve	SC-55	3-5546
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