

**Office of Science (SC) Information Technology Customer Group (ITCG)
Meeting Summary
July 14, 2004**

Agenda

- Previous Action Items (Murphy)
- Support Center Items (Toquinto/Campbell)
- June Performance Measures (Campbell)
- Products and Services Status (Centeno)
- P Drive Working Group (Eckstrand)
- Other

Previous Action Items	Status
Kevin Campbell reported that recent issues with Travel Manager had been resolved by the OCIO; however, Karen Talamini and Todd Harding explained that they were still experiencing problems with the system (including voucher payments). Talamini stated that she had made Lionel Carter aware that issues still remained. Kathi Centeno said that SC-41 would close the loop with Carter and report back to the ITCG at the next meeting.	Complete
Karen Talamini asked if it was possible to find out the schedule for monitor replacement, so that her organization would know whether or not to spend any available travel budget at the end of the fiscal year on new monitors. Centeno said that a schedule would be provided to the ITCG at the next meeting.	Complete

New Actions from the July 14 Meeting	Assigned To
None	

Previous Action Items (Murphy)

Carolyn Murphy explained that each of the previous action items from the June 23 meeting would be addressed as part of reports on agenda items later in the meeting; Travel Manager issues as part of the Support Center report and monitor replacement as part of Workstation Refresh in the Products and Services Status report.

Support Center Items (Toquinto/Campbell)

- The Exchange User List was provided.
- Jeff Toquinto reported that the regular monthly maintenance outage that took place on June 27 was successful in installing necessary security patches, etc.
- At the June 23 meeting, Karen Talamini and Todd Harding explained that they were still experiencing problems with the Travel Manager system (including voucher payments). Talamini stated that she had made Lionel Carter aware that issues remained. Kathi Centeno said that SC-41 would close the loop with Carter and report back to the ITCG at the next meeting (July 14). Kevin Campbell, at the July 14 meeting, reported that he worked these issues with Carter, which resulted in an e-mail that was sent from SCSC on June 23. The e-mail stated that the 8.2 Doc Prep Web Module was operational and available to users. Further, contact information was given in case users continued to experience problems; Lionel Carter or Don Clark for problems with system functionality

and the Capital Account Center Customer Service Helpline for the status of datalinked reimbursement voucher payments.

June Performance Measures (Campbell)

Kevin Campbell reported on the June Performance Measures, noting the following:

- Measures 1 and 4 (first call closure and Helpdesk “medium” call closure) each went down 1%; however, they remained consistent with past performance.
- Campbell highlighted the fact that Susan King was out for the month of June, so the Helpdesk did a good job of keeping the performance levels constant.

Products and Services Status (Centeno)

The FY04 IM Products and Services Status Summary Sheet was provided. Kathi Centeno highlighted the following items:

- There have been 43 continuous months with no unscheduled downtime
- Production implemented a critical Microsoft update to combat a “worm” that attacks vulnerabilities in Internet Explorer to infect systems. The update was tested with IMSC and everything is working well.
- A draft feasibility assessment has been developed for the RIMS retirement project. May initiate project planning because of a delay with FAS. Julie Stroud was introduced as the Fed lead for the RIMS project. She is working with SC-41 on a detail assignment.
- Carolyn Murphy reported on the status of security updates for permanently assigned laptop computers. She stated that there are 24 laptops assigned and that five still needed to be updated. Two were scheduled for 7/15 and two for 7/19. The user of the final laptop is out on leave. This practice will continue on a monthly basis.
- A project plan is under review for the Emergency Notification System (ENS) implementation. It was clarified that ENS is a DOE corporate application that will be applied to all SC workstations to notify users about physical security issues at their respective locations.
- Regarding Workstation Refresh, 50 additional LCD monitors have been purchased. 20 will be delivered to the Front Office and two will be delivered to SC-30 to complete the previous distribution. As for the remaining monitors, Centeno asked the program offices to identify any critical needs their staff may have and report them to Steve Tulo. An attempt would then be made to satisfy these requests. The schedule to replace boxes is still in question and will depend on budget concerns and input from the AD/ODs as part of the planning process.
- The MS.NET project is on schedule for rollout in late July. It was delayed a week at the request of Christie Ashton to allow for the receipt of solicitations. Other than improved performance, users will not experience any major change from the implementation of MS.NET; therefore, no formal user acceptance is planned. However, Centeno did invite members of the ITCG to assist with pilot testing if they are interested.
- An outage will take place on Thursday, July 15, from 8am to 2pm, to complete Remote Access Citrix upgrade and the project itself.
- The FAS project is delayed due to the availability of John Alleva to participate in Chicago coordination.
- Centeno briefed a peer review group on the proposed OneSC IT Environment. Comments will be incorporated into the proposal prior to a briefing to the AD/ODs by Walt Polansky.
- Mike Cardinale’s last day with the SCSC Deskside Support staff will be July 27.

P Drive Working Group (Eckstrand)

Steve Eckstrand reminded everyone that the P Drive Working Group had met one time and that notes from the meeting had been distributed at the June 23 ITCG meeting. He summarized the recommended short term solution that was developed, to include the following steps:

- To keep the S-1 and SC-1 folders as they exist
- To create a folder for each Program Office that would be managed by that office
- A 30 to 60 day period would be provided to migrate and/or delete files
- After such time, files more than 90 days old would be automatically deleted (perhaps a sub-folder could be created for long-term storage of documents)

Note: Jeff Toquinto agreed to talk with Steve Eckstrand outside of the meeting to further discuss how to best create the initial folder structure and perhaps provide specific create/delete rights to certain users.

Other

Reminder Regarding End-of-year Purchases of IT Equipment

Carolyn Murphy reminded the group that purchases of new IT equipment by the Program Offices needed to be submitted into the Applix system by September 6.

Name		Organization	Contact Information
Murphy	Carolyn	SC-40	3-2158
Centeno	Kathi	SC-41	3-5472
Toquinto	Jeff	SC-41	3-2391
Harding	Todd	SC-1	6-2086
Rivera	Ken	SC-5	6-2960
Koegel	David	SC-7	6-8831
Miller	Caryle	SC-82	3-8434
Allen	Denise	SC-63	3-5599
Eckstrand	Steve	SC-55	3-5546
Hiegel	Jane	SC-31	3-5800
Afzal	Shahida	SC-50	3-4941
Corcoran	Joanne	SC-72 (For Marvin Stodolsky)	3-6488
Lang	Donna	SC-20	3-4360
Talamini	Karen	SC-10	3-4563

Hanlin	Cathy	SC-90	3-1965
Racek	Penny	SC-67	3-3760
Stroud	Julie	SC-41	3-4704
Campbell	Kevin	SC-41	3-1215
Chewning	Rob	SC-41	3-1888
Tulo	Steve	SC-41	3-4379
Poling	Jeff	SC-41	3-4832
Knudsen	Adam	SC-41	3-0102
Pearce	Will	SC-41	3-3185