

**Office of Science (SC) Information Technology Customer Group (ITCG)
Meeting Summary
July 28, 2004**

Agenda

- Previous Action Items (Oyler)
- Support Center Items (Toquinto/Campbell)
 - Planned Outages
 - Monitor Distribution Update
- Remote Access Rollout Update (Centeno)
- OneSC IT Environment Peer Review Briefing Summary (Oyler)
- P Drive Working Group (Eckstrand)
- Other

Previous Action Items	Status
None	

New Actions from the July 28 Meeting	Assigned To
None	

Previous Action Items (Oyler)

Dean Oyler reported that there were no previous action items from the July 14 meeting.

Support Center Items (Toquinto/Campbell)

The Exchange User List was provided.

Jeff Toquinto reported that the following network outages were planned to take place:

- A network services upgrade on July 28 from 10pm to 2am
- Implementation of MS.NET on July 29 from 4pm to 6am
- Regular monthly maintenance on July 31

Toquinto also explained that the OCIO planned to implement a new anti-spam service by Monday, August 1. The service will send users an e-mail notification including e-mail messages that have been quarantined as potential spam (a handout from the OCIO including a summary of the service and screen shots was provided). Regarding the anti-spam service, Toquinto highlighted the following:

- Users will have the ability to release quarantined e-mail to their inbox, but will not have the ability to delete spam from the quarantine area. Spam will stay in quarantine for 21 days before being automatically deleted.
- A URL link will be provided to allow users to view all quarantined e-mail messages in addition to the message(s) they may receive on a particular day.
- Messages held in the quarantine area will not affect the size of users' Outlook mailboxes.
- Users may contact SCSC for any help they need or questions they have regarding the service. Also, SCSC may be contacted if a user continues to receive the same spam e-mail message. In this case, SCSC will work with e-mail services to try to correct the situation.

NOTE: *On August 3, SCSC sent an e-mail to the SC HQ user community to inform them that the OCIO had cancelled the implementation of the anti-spam product, Personal Quarantine Manager (PQM), which was originally scheduled to take place August 1st. The e-mail also noted that further guidance regarding the service would be in the form of a DOECAST message to all DOE users.*

Kevin Campbell reminded the group that at the July 14 meeting the members were asked to submit requests for flat screen monitors to fulfill "critical" needs. Campbell stated that most of the monitors had been delivered in response to these requests and that deliveries to SC-20 would begin this week. In response to a concern raised, Campbell also said he would work to expedite the removal of old monitors from the hallways.

Remote Access Rollout Update (Centeno)

Kathi Centeno reported that last week's outage associated with Remote Access completed the Citrix upgrade and that everything is working well. Centeno said the one piece that is not done is to cluster the servers. Previously, software problems have delayed this process. This piece will remain open until a new version of the software to be used is tested.

Jeff Toquinto explained that some problems with Remote Access were experienced last Friday because the link between Forrestal and Germantown went down. Because it was an AWS day, Toquinto said a lot of people were on Remote Access and that SCSC received a flood of calls when the connection was lost. He apologized for the inconvenience, but stated that the connection was restored quickly.

OneSC IT Environment Peer Review Briefing Summary (Oyler)

Dean Oyler informed the group that the OneSC IT Environment Peer Review Group was briefed on the initial proposal that was developed. Oyler explained that the peer review group was made up of people from throughout DOE. Further, he stated that the proposal included different options that ranged from \$7 million to \$26million over a three year period. Oyler expressed his belief that is unknown whether or not the project could be done because of factors including A-76, eXCITE and if the "new" money required to complete the project would be available.

P Drive Working Group (Eckstrand)

Steve Eckstrand stated that before implementing the initial P drive re-organization a logical set of sub-directories needed to be looked at, as well as how to name the sub-directories. Regarding the names Eckstrand said his preference would be to include not only the program office code, but also a short abbreviation (i.e. BER). Shahida Afzal asked that the ESMT folders stay as they are currently in addition to the SC-1 folder, which had been decided previously. Eckstrand said that by the August 11 meeting he would develop a draft message to the program offices outlining the new P drive policy and the steps to take to implement it. The draft message would be distributed to the ITCG for review.

Other

Possible Increase of E-mail Size (Murphy)

Carolyn Murphy reported that an e-mail was received from the OCIO to ask about a potential increase in the size of e-mails from 15mb to 25mb. To this end, Murphy asked the members of the ITCG if they would be able to provide external contacts to help conduct testing.

In response, Joanne Corcoran said that often 25mb is not large enough and that the SC FTP site works fine.

Jeff Toquinto stated that his concern with an increase to a 25mb e-mail size limit would be how it would relate to the limitation in place for the size of users' Outlook mailboxes. Kathi Centeno agreed, using the example of a large file bouncing back via e-mail. Toquinto stated that incoming e-mail is the key as opposed to outgoing and that caution would have to be exercised when managing Outlook mailboxes.

Toquinto also expressed his belief that a need for the FTP site would still remain. Further, he stated that even though the FTP site is isolated it may be beneficial to change the password every so often to discontinue access to those to whom the password was given.

It was agreed that any external contacts for testing would be forwarded to Jeff Toquinto, and that testing would involve sending and receiving e-mail messages more than 15mb and less than 25mb.

Annual Customer Survey (Murphy)

Carolyn Murphy reminded the group that the annual customer survey will be distributed in October. Further, prior to distribution, an internal review of the survey will take place and that the ITCG will be asked for feedback as well.

Items for Next Meeting (Murphy)

Carolyn Murphy informed the group that two documents would be sent to them for review for and comments at future meetings. The first is a password reset policy in case a user forgets his or her password and requests a new one. The second is a policy for regular maintenance on permanently assigned laptops so latest security updates may be installed.

Name		Organization	Contact Information
Oyler	Dean	SC-20	3-6394
Murphy	Carolyn	SC-40	3-2158
Centeno	Kathi	SC-41	3-5472
Toquinto	Jeff	SC-41	3-2391
Stodolsky	Marvin	SC-72	3-4475
James	Larry	SC-32	3-7481
Koegel	David	SC-7	6-8831

Miller	Caryle	SC-82	3-8434
Allen	Denise	SC-63	3-5599
Eckstrand	Steve	SC-55	3-5546
Afzal	Shahida	SC-50	3-4941
Corcoran	Joanne	SC-72	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
Tulo	Steve	SC-41	3-4379
Poling	Jeff	SC-41	3-4832