

**SC CUSTOMER INFORMATION ADVISORY GROUP**  
**MEETING SUMMARY**  
**June 7, 2000**

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**Meeting Agenda**

- CIO Total Cost of Ownership Stakeholder Survey

The entire meeting was devoted to a survey of SC customers carried out informally by Mr. Neal Shelley, a consultant for Harris Corporation, as part of the CIO's three-year phased approach to centralizing many IM services. The survey was aimed at determining the quality and methods by which services are currently being provided by individual DOE program organizations.

Mr. Shelley seemed particularly interested in the following aspects of IM support within SC which were discussed during the survey:

- Uniform use of Outlook Exchange
- SC Operations Offices moving to Outlook Exchange
- Program shadow systems being retired in favor of IMSC, an SC corporate system
- Availability of pool of laptops, cell phone and Blackberry's
- Single Support Center (one stop shop for all customer requests, problems, questions)
- Adequate flexibility on the standard image to serve program business needs
- Use of Applix system to track reporting and resolution of requests to Support Center
- Existence of centralized SC budgeting for IM
- Products and services based on SC HQ IM Strategic Plan and annual Operating Plan
- Performance measures in the process of being developed
- Existence of CIAG and IM Board actively representing SC users in IM planning, development and delivery

In response to Mr. Shelley's question as to whether there were any problems, the Group noted that the size limitation on e-mail attachments interferes with their ability to work efficiently. The learning curve being experienced by the relatively new remote help desk service was also mentioned as a problem.

Future concerns included the impact of cyber security requirements and the need for, and impact of, electronic records management policy.

Mr. Shelley also asked the CIAG what SC needs from the Department. The Group responded that the Department should:

- provide better, proactive anti-virus protection,
- provide a "work-around" to current limits on transmitting large files, and
- provide a global directory service instead of the HQ-limited service now available.

In closing, Shelley volunteered that, based on his experience, SC is "doing everything right" in the way it plans, budgets and manages its products and services collaboratively with its customers. Shelley stated that he believes SC is "best in class" in the Department and is also far ahead of most of the Federal government. In response to that positive statement, the Group noted that SC needs the customized service that is currently available in order to achieve its business goals and, in the process, be an IM leader. It is concerned about the impact of centralization of IM services (one size fits all) on what is clearly a successful approach to using IM to support business functions and people.

## Action Items

- Copies of the SC Business Model, the five-year rollout plan and the IM policies developed to date will be sent to Neal Shelley, Harris Corporation. (Griffin)

## Proposed 06/14/00 Meeting Agenda

- Briefing on SC HQ IM Strategic Plan

## Proposed Future Agenda Items

- Final Selection of Performance Measures
- Summary Presentation on Cyber Security
- Support Center roles and responsibilities with regard to IM Training (Green)

## Meeting Attendees

Name		Organization	Contact Information
John	Willis – Chairman	SC-55	3-4095
Greg	Dilworth – Alt Chair	SC-17	3-2873
Patricia	Rice – Exec. Sec	SC-621	3-4556
Peggy	Burris	SC-4	6-7265 (Conference Call Attendance)
Brian	O'Donnell	SC-5	6-7399 (Conference Call Attendance)
Steve	Buswell	SC-7	6-9741 (Conference Call Attendance)
Dean	Oyler	SC-22	3-6394
Jane	Hiegel	SC-30	3-5800
Shahida	Afzal	ESMT	3-4941
Marvin	Stodolsky	SC-72	3-4475
Cathy	Hanlin	SC-23	3-3613
Emily	Knouse	SC-622	3-1577
Mike	Gercken	SC-621	3-5253
Kirk	Harrison	SC-621	3-5253
David	Wigtil	SC-621	3-5730
Jason	Kruse	SC-621	3-6592
Jeanne	Beall	SC-621	3-4587
Ted	Griffin	SC-621	3-4602
Gene	Hughes	SC-621	3-5409
Kathi	Centeno	SC-621	
Dick	Yockman	SC-621	3-3394