

**SC CUSTOMER INFORMATION ADVISORY GROUP  
MEETING SUMMARY  
JUNE 21, 2000**

**Agenda Items**

- Proposed SC Data Retention Policy
- Proposed SC Password Policy

**Proposed SC Data Retention Policy**

Robbie Green summarized the problems caused by the increasingly large amount of data retained on the LAN P:, Q:, and N:drives. Green noted that SC does not have electronic records management policies or solutions in place and, therefore, retains all electronic data indefinitely. It takes so long to back up the volume of data that is retained by users, including non-business data, that soon we may not be able to back up all data in a 24 hour period. Green noted that it is now necessary to back up about 80 gigabytes of data daily. He said that we cannot continue to maintain the current volume of data without seriously degrading LAN performance.

Three alternatives were discussed:

1. Request all users to clean up their respective data files in all drives.
2. Provide a Document Management/Records Management solution for SC.
3. Provide a "stop-gap" solution by backing up all data that is more than one-year old on all drives. Retain that "old data" on backup tapes available to users only by requesting them from the Support Center.

The Group decided that a combination of all three alternatives provided the best solution. They recommended that an e-mail be sent to users giving them a month to clean out unnecessary files in the P: and Q: drives (Alternative 1). They asked that the e-mail include reports identifying file ownership. The e-mail should explain that after a month, all files older than one-year on the P: and Q:drives will be moved to backup tape and will be available only by requesting them (by file name, date, or subject matter) from the Support Center (Alternative 2). It was noted that the third alternative, a Document Management/Records Management solution, is slated for FY02 in the SC IM Strategic Plan. Finally, the Group decided that the CIAG members would be their organizations' points of contact for information on the above changes.

Based on the above guidance, Green will develop a draft e-mail to SC users for the Group to review at the next meeting.

**Proposed Password Policy**

Robbie Green described the change in password policy required by DOE Notice 205.3, "Password Generation, Protection and Use," noting that this requirement is the first of

many changes that will be required by the current emphasis on cyber security. He will provide a briefing to the CIAG in the next two-three weeks on the status and implications of the new cyber security environment.

The new passwords must contain at least eight characters with a combination of letters, numbers and at least one special character. Passwords will need to be changed every 90-120 days. SC users will be informed by e-mail and the change will take place on a Program by Program basis.

The Group discussed the significant inconvenience that will be caused by this change as well as the fact that new technology (e.g., smart cards) ultimately will reduce that inconvenience.

Robbie Green will develop an e-mail to SC users for CIAG review at the next meeting.

### **Action Items**

- Prepare a draft e-mail for CIAG discussion explaining the new data retention policy for the P: and Q:drives as summarized in the meeting notes . (Green)
- Prepare a draft e-mail on the new password policy for discussion at the next CIAG meeting..
- Schedule a presentation to the CIAG on the status and implications of Cyber Security requirements in the next two to three weeks. (Rice/Green)

### **Proposed 06/28/00 Meeting Agenda**

- Review of E-mail on Data Retention Policy
- Review of E-mail on Password Policy

### **Proposed Future Agenda Items**

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

### **Meeting Attendees**

<b>Name</b>		<b>Organization</b>	<b>Contact Information</b>
<b>Greg</b>	<b>Dilworth – Alt Chair</b>	<b>SC-17</b>	<b>3-2873</b>
<b>Patricia</b>	<b>Rice – Exec. Sec</b>	<b>SC-621</b>	<b>3-4556</b>
Steve	Eckstrand	SC-55	3-5546
Sharon	Betson	SC-73	3-3213
Dean	Oyler	SC-22	3-6394
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
Brent	Baker	SC-621	3-2345
Robbie	Green	SC-621	3-6578

Jeanne	Beall	SC-621	3-4587
Ted	Griffin	SC-621	3-4602
Todd	Forsythe	SC-621	3-5253
Kathi	Centeno	SC-621	3-5472
Dick	Yockman	SC-621	3-3394