

IM BOARD MEETING SUMMARY

May 25, 2000

Meeting Agenda

- Review agenda and 4/27/00 meeting action items. (Rice)
- Discuss plan to leverage SC Laboratory IM capabilities by Expanding IM Board to include field representatives (Valdez / Members)
- Present IM development status. (Hughes)
- Brief June – Sept activities to develop the FY2001 SC HQ IM Operating Plan (Yockman)
- Brief Support Center Enhancement (Green)
- Brief SC621 response to “I Love You” virus and effect on SC HQ (Green)

Meeting Attendees

Name	Role	Organization	Contact #	Attendance
Bill Valdez	Chair	SC-5	6-9942	Local
Ted Griffin	Exec. Sec.	SC-621	3-4602	Local
Melea Baker	Member	SC-30	3-7489	Local
MaryAnn Scott	Member	SC-31	3-6368	Local
John Willis	Member	SC-55	3-4095	Local
Myrna Vallette	Member	SC-62	3-3444	Local
Belman Woodson	Guest	SC-70	3-3264	Local
Mike Riches	Member	SC-70	3-3264	Local
Barry Parks	Member	SC-83	3-9649	Local
Pat Flannery		SC-621	3-9002	Local
Robbie Green		SC-621	3-5015	Local
Pat Rice		SC-621	3-4556	Local
Gene Hughes		SC-621	3-5409	Local
Michael Lynott		SC-621	3-6409	Local
Dick Yockman		SC-621	3-3394	Local
Anne Priebe		SC-621	3-2449	Local
David Wigtil		SC-621	3-5730	Local
Dean Pianta		SC-621	3-9002	Local

Meeting Summary

Discuss plan to leverage SC Laboratory IM capabilities by expanding IM Board to include field representatives

As a starting point the SC Operations Offices and the Chairman of the Lab CIO group (SLCC – the System of Laboratory Computer Coordinating Committee) will be asked to participate by phone as ex officio members of the SC IM Board. The expanded SC IM Board should bring a broader IM corporate view to IM activities in SC that will ultimately result in a more collaborative environment where organizational successes can be leveraged.

Present IM development status

Gene Hughes presented an overview of IM development efforts. He noted that Execution Work Management 1.0 is in nearing completion and is expected to be available to users in early August. A one-month pilot has just been successfully completed with a subset of users. An IMSC team meeting will be conducted to address current and any additional system incidents. Formal training will take place starting in mid-June and will continue through July.

The customer test group has accepted Worksheet Exchange Beta 1 (screen captures and graphic artwork); and a functional prototype (Beta 2) is scheduled for June 30, 2000. The pre-production module (Beta 3) that provides real user data for testing is planned for September 4.

The SC Intranet Portal will allow users to establish a personalized Web-based view of the information needed to carry out business functions. Users will also be able to search multiple sites and repositories with a single query; and, ultimately, will be able to move official business information electronically among all SC Federal locations. A paper prototype (Beta 1) for the initial, personalized view has been developed for user review. The Beta 2 working version is expected to be ready for review by the end of July.

Brief June – Sept activities to develop FY2001 SC HQ IM Operating Plan

Ted Griffin presented the following schedule for updating the SC IM Strategic Plan, formulating the FY01 IM budget, and developing the annual Operating Plan.

1. Strategic Plan Update
 - a. Brief draft FY01-05 IM Strategic Plan to CIAG 6/14
 - b. Brief draft FY01-05 IM Strategic Plan to IM Board 6/19–23
 - c. Obtain IM Board approval of FY01-05 IM Strategic Plan 6/29
 - d. Brief IM Board approved FY01-05 IM Strategic Plan to ESC 7/21

2. FY01 Budget Formulation (Level / Reduced / Enhanced)
 - a. Develop draft FY01 IM budget 6/23–7/14
 - b. Brief draft FY01 IM budget to IM Board 7/17–7/21
 - c. Obtain IM Board approval of FY01 budget 7/27
 - d. IM Board obtains ESC approval of FY01 IM budget 8/25

3. FY01 Operating Plan Development
 - a. Develop FY01 IM Operating Plan 8/28–9/22
 - b. Brief IM Board on FY01 IM Operating Plan 09/28

Brief Support Center Enhancements

Robbie Green gave an overview of the current and enhanced services and processes. The remote Support Center, using Lockheed Martin's "proven solution center service," has four phone analysts dedicated to supporting SC. This approach provides SC with improved backup coverage, better after-hours support, and better tracking of calls to resolution. Their phone analysts have been able to resolve approximately 85% of the calls they receive during the initial call, a significantly better percentage than we were able to achieve with in-house phone analysts. If there is a problem outside core hours, the call will be picked up by other (i.e., non SC-dedicated) phone analysts so that the problem can be addressed. Call times will be reviewed on an ongoing basis to determine if there needs to be a core hour change. The SCSC will be switching to an 800 number (1-877-45DOESC). This will allow the support center to utilize an organizing feature known as Automated Call Distribution (ACD). Keeping the current 5-digit number and forwarding it to the 800 number would require a costly infrastructure upgrade.

It should be noted that, while the phone analysts are operating remotely, we continue to maintain on-site support for maintaining applications, LAN operations, and desk side support as necessary.

Brief SC621 response to “I Love You” virus and effect on SC HQ

The effect of the “I love you” virus on SC HQ was also discussed. E-mail services were shut down for a four-day period beginning May 11 due to the virus. SC HQ experienced less than 20 actual virus infections due to the rapid response by the Support Center. This virus is rated an 8.5 on a scale of 1 to 10, 10 being the most dangerous. Over the next several weeks, there will be continual updates to the virus software, which will result in periodic slower system performance.

Action Items

- Prepare a memo to be signed by Dr. Decker/Bill Valdez and to be sent to the SC Operations Offices and the SLCC chair that invites them to be on the IM Board. (Yockman)
- Brief the IM Board on the draft update of the SC HQ IM Strategic Plan per the schedule outlined above. (Griffin)
- Arrange with PNNL to hold the June 29 IM Board meeting at their facility. (Griffin)
- Arrange with PNNL to brief the IM Board at the June 29 meeting on IM tools in use at their facility. (Griffin)
- Brief Bill Valdez on the CIO’s IM services consolidation effort. (Yockman)

Next scheduled IM Board Meeting / Agenda

- June 29, 2000 at the Pacific Northwest National Lab facilities in Washington, D.C.