

**Office of Science (SC) Information Management (IM) Board
Meeting Summary
January 23, 2003**

Agenda

10:00 - 10:10 Introduction

- Review agenda (Griffin)
- Review action items (Griffin)

10:10 - 10:40 CIO Consolidation of IT Services/eXCITE (Yockman)

10:40 – 11:00 SC Headquarters IM Services and Projects Report (Griffin)

11:00 – 11:14 IM Board Reports

- Customer Information Advisory Group (CIAG) Monthly Report (Griffin)
- Security Report (Lister)

Meeting Attendees

Name		Role	Organization	Contact #	Attendance
Griffin	Ted	Exec. Sec.	SC-40	3-4556	Local
Riches	Mike	Member	SC-70	3-3264	Local
Alleva	John	Member	SC-64	3-3512	Local
Baker	Melea	Member	ESMT	3-7486	Local
Beall	Jeanne	Attendee	SC-40	3-4587	Local
Buswell	Steve	Member	SC-7	6-9741	Phone
Centeno	Kathi	Attendee	SC-40	3-5472	Local
Eckstrand	Steve	Member	SC-55	3-5446	Local
Farrand	Sue	Attendee	SC-40	3-1884	Local
Flynn	Kelly	Attendee	SC-40	3-3193	Local
Forsythe	Todd	Attendee	SC-40	3-6409	Local
Morgan	Terri	Ex Officio Member	Chicago	630-252-2519	Phone
Ndousse-Fetter	Thomas	Member	SC-31	3-9960	Local
Oyler	Dean	Attendee	SC-22	3-6394	Local
Rice	Pat	Attendee	SC-40	3-4556	Local
Sier	Donna	Attendee	SC-22	3-4360	Local
Staffin	Robin	Acting Member	SC-20	3-2979	Local
Stodolsky	Marvin	Attendee	SC-72	3-4475	Local
Talamini	Karen	Member	SC-14	3-4563	Local
Yockman	Dick	Attendee	SC-40	3-3394	Local

Meeting Summary

Review Agenda and Action Items

Mr. Griffin reviewed the status of action items from the October meeting.

Action	Responsibility	Status
IM Board members who have questions about printer usage, would like statistical information about personal versus network printers, or have ideas on how best to implement the standard should email Ted Griffin	IM Board	Complete

Chief Information Officer (CIO) Consolidation of Information Management (IM) Services/eXCITE

Mr. Yockman provided an overview of the Extended Common Integrated Technology Environment (eXCITE) project, which is underway under the direction of the Office of the DOE Chief Information Officer (OCIO).

Facts

1. In Fiscal year (FY) 2004 \$7M has been zeroed out by Office of Management and Budget (OMB).
2. SC senior management seems to be going along with moving something to the OCIO.
3. The OCIO has drafted Service Level Agreements (SLAs) that include:
 - Helpdesk
 - Common operating environment – SC already consistent
 - Desktop refresh – 33 percent
 - Desktop support
 - File and print server services
 - Local Area Network/Wide Area Network (LAN/WAN)
 - Email
 - Moves, adds, changes, and new installs
4. CIO office has identified additional services that are optional (at additional cost).
 - Personal Digital Assistants (PDAs)
5. CIO's cost estimates = \$300-\$400/month/per user
6. SC-41 is fully funded for fiscal year (FY) 2003.

Assumptions

1. Some elements of eXCITE will be initiated in SC on or about 10/01/03.
2. Clarity on the what, when, and how (on initiating eXCITE in SC) will improve over time. SC-41 does not know enough today to develop a definitive plan.
3. SC management expects SC-41 to continue current level of operational services through FY 2003.
4. SC-41 staff (Federal and contractors) are to be provided an ongoing update/assessment of eXCITE in SC.
5. SC-41 will provide customers with an ongoing update/assessment of eXCITE in SC.
6. SC-41 will provide management with an ongoing update/assessment of eXCITE in SC.

Overall Approach

1. SC-41 should maintain a balanced, thoughtful, professional assessment of eXCITE in SC for staff, customers, and management.
2. Approach based on becoming increasingly better informed over time.
3. SC-41 will continue to provide products and services in the best possible manner and participate in the transition as a customer. A comparison will be prepared. It is the responsibility of the CIO to collect and react to SC requirements.

Three-Phase Approach

1. Near-term (present to mid-January)

- Revised Operating Plan developed
 - Communicate to staff, customers, and management
2. Mid-term (mid-January through May)
 - Get smarter
 - All activities (in revised plan) have an end-of-May go/no go assessment milestone
 3. Long-term (June through September)
 - Second revised Plan
 - Development and implementation of Transition Plan

Information on the eXCITE project can be found at <http://cio-ops.doe.gov/excite/>.

The comparison chart will be finalized this week and a meeting planned with Dr. Orbach in the near future. It is the IM Board position that SC should not switch any services until the OCIO can show the same level of performance that is currently provided by SC-41. Tracked and reported performance measures from the OCIO are critical.

SC Headquarters IM Services and Projects

Mr. Griffin provided an update to the Services and Project Reports.

- There has been no unscheduled downtime for 23 straight months.
- Rollout of Remote Access is planned for March 2003. Training is also planned.
- WordPerfect 10 issues have been resolved and rollout is planned for February 2003.
- The chargeback process is working well. Bills are sent to AD/ODs monthly.
- Execution Work Management 1.2 is on schedule; however, the project lacks a champion.
- Execution Work Management 2.0 functionality has been overtaken by iMANAGE.
- Abstract Tracking, Calendar and Scheduling, and Electronic Proposals are complete.

Performance measures for December were presented. The year to date user satisfaction is 82 percent. This number is expected to increase once the new remote access solution is in place. Hardware maintenance performance measures have been added to the report.

IM Board Reports

Ted Griffin provided information on the status of CD burners and printers purchased for the electronic proposal short-term solution.

- Ten individual CD burners have been received and installed.
- Six CD duplicators have been received and installed.
- Five high-speed printers have been installed.
- One mass duplicator has been received and installed in the Support Center.

Action Items

No actions.