

**IM BOARD MEETING SUMMARY**  
**November 29, 2001**

**Meeting Agenda**

10:00 - 10:05 Introduction

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

10:05 - 10:30 IM Services Reports (Griffin)

- Status
- Performance Measures
- Entrust
- FY02 Budget
- CIO Centralization/Consolidation of Services

10:30 - 10:55 IM Project Reports

- Status (Griffin/Hughes/Centeno)
- OA Report on IMSC (Talamini)
- Champions' Report on IMSC (Alleva/Stodolsky)
- SCIP 1.0 Rollout Approval Vote (IM Board)

10:55 - 11:15 IM Board Reports

- CIAG Monthly Report (Dilworth)
- Security Report (Toy)

11:15 - 11:30 Charters/Process Review (Yockman)

11:30 - 11:45 PME Status (Rasar)

**Meeting Attendees**

| <b>Name</b>    | <b>Role</b> | <b>Organization</b>         | <b>Contact #</b> | <b>Attendance</b> |              |
|----------------|-------------|-----------------------------|------------------|-------------------|--------------|
| <b>Valdez</b>  | <b>Bill</b> | <b>Chair</b>                | <b>SC-5</b>      | <b>6-9942</b>     | <b>Local</b> |
| <b>Griffin</b> | <b>Ted</b>  | <b>Exec. Sec.</b>           | <b>SC-65</b>     | <b>3-4556</b>     | <b>Local</b> |
| Baker          | Melea       | Member                      | ESMT             | 3-7486            | Local        |
| Beall          | Jeanne      | Attendee                    | SC-65            | 3-4587            | Local        |
| Burks          | Dru         | Ex Officio Member<br>Backup | OAK              | 510-637-1738      | Phone        |
| Burris         | Peggy       | Member                      | SC-4             | 6-7265            | Phone        |
| Dilworth       | Greg        | Member                      | SC-17            | 3-2873            | Local        |
| Forsythe       | Todd        | Attendee                    | SC-65            | 3-6409            | Local        |
| Frietsch       | David       | Ex Officio Member<br>Backup | CH               | 630-252-2178      | Phone        |
| Hughes         | Gene        | Attendee                    | SC-65            | 3-5409            | Local        |
| Nay            | Bill        | Security Advisor            | SC-80            | 3-6576            | Local        |
| Oyler          | Dean        | Attendee                    | SC-22            | 3-6394            | Local        |
| Rice           | Pat         | Attendee                    | SC-65            | 3-4556            | Local        |
| Scott          | Mary-Anne   | Member                      | SC-31            | 3-6368            | Local        |
| Stodolsky      | Marvin      | Attendee                    | SC-72            | 3-4475            | Local        |
| Talamini       | Karen       | Member                      | SC-14            | 3-4563            | Local        |
| Toy            | Stacy       | Security Advisor            | SC-80            | 3-9548            | Local        |

|       |       |                   |          |              |       |
|-------|-------|-------------------|----------|--------------|-------|
|       |       | Backup            |          |              |       |
| Vann  | Larry | Ex Officio Member | CH       | 630-252-2875 | Phone |
| Wiley | Joe   | Ex Officio Member | Richland | 509-372-4493 | Phone |
| Woods | Bob   | Member            | SC-22    | 3-4801       | Local |

**Meeting Summary**

**Review agenda and action items**

Mr. Griffin reported that the next IM Board meeting is scheduled for January 24, 2002. The action items from the September meeting were reviewed:

?? Develop schedule for providing homepage redesign support to organizations requesting this service. (Griffin)

Mr. Griffin stated that SC-65 has developed the timeline and cost (\$5,800) for SC-5’s homepage redesign, but is still working with SC-5 to fit it into their schedule. Upon completion of this effort, SC-65 will develop a timeline and cost for the other organizations (SC7, SC10) that requested this service. Mr. Griffin also stated that funding for these three efforts is not currently in the IM Operating Plan, but will address this with the IM Board at a later date.

?? Provide a breakdown of costs for Flexi-place support to Bill Valdez. (Griffin)

Mr. Griffin presented the costs to Mr. Valdez on October 26, 2001 as follows: \$205 per user per month, at 6 users, for a total of \$14,760 annually. Mr. Valdez requested that Mr. Griffin present these costs to Dr. Decker and Dr. Johnson.

**FY 02 IM Services Reports**

Informational reports on the each of the IM Services, the FY 2002 budget, and the CIO Centralization/Consolidation of Services were made with no actions.

Mr. Griffin gave an informational report on the IM performance measures. Mr. Valdez stated that for Measure 4, “% of Support Center calls the customer received the phone analyst within 30 seconds,” 100% might not be an accurate measurement, because there have been instances when it has taken longer than 30 seconds for a customer to be connected with an analyst. Mr. Griffin stated that this was true, but that most are caused by the call management system that is under the control of the CIO organization. As agreed to by the CIAG when the measures were developed, delays caused by interfaces with organizations outside of SC-65, and hence out of SC-65’s control, would not included in the measurement. Mr. Griffin agreed to use the original language developed for the performance measures and not the summary versions. In regards to Measure 6, “% of time that e-mail is operational,” Mary-Anne Scott asked for a clarification of its meaning, because the 100% measurement doesn’t coincide with e-mail downtime that her organization has experienced. Mr. Griffin again explained that downtime caused by organizations outside of SC65, and hence outside of SC-65’s control, would not be included in the measurement. Mr. Griffin also agreed to identify the cause of the problem and report back to the Board.

Mr. Griffin reported on Entrust and stated that one request had been received so far in FY 2002.

### **FY 02 IM Project Reports**

Ted Griffin reviewed the schedule for all FY 2002 projects. He noted that (1) the toolset portion of the Configuration Management project was removed and consolidated with the IM Lifecycle Toolset project, (2) the Configuration Management project is complete well ahead of schedule, and (3) the IM Lifecycle Toolset project will take one month longer to complete.

During discussion of the Cyber security project, Ms. Burris stated that in changing her system password, she had been prompted for a twelve-character password, but understood that the requirement was for an eight-character password. Mr. Griffin agreed to look into this.

Informational reports on IMSC were made with no actions.

Mr. Hughes presented the status of the SC Intranet Portal (SCIP) rollout. He said that the rollout is currently scheduled for the weekend of December 8, 2001, pending the ability to take FMIS offline to effect the interface with SCIP.

The Board voted to approve the rollout of SCIP on the weekend of December 8, 2001, pending the ability to take FMIS offline to effect the interface with SCIP.

### **IM Board Reports**

Informational reports on CIAG and Security were made with no actions.

### **Charters/Process Review**

Mr. Griffin reported on a current effort by SC-65 to more clearly define the roles and responsibilities on the various customer groups (with which it interfaces) for the purpose of improving the rollout of IM products and services on schedule. The Board agreed to provide their comments to Mr. Griffin by December 27, 2001.

### **PME Status (Rasar)**

Ms. Rasar was unavailable. Therefore, this report was rescheduled for the next IM Board meeting.

### **Action Items**

- ?? Present Flexi-place costs to Dr. Johnson and Dr. Decker. (Griffin)
- ?? Use the original language developed for the performance measures and not the summary versions. (Griffin)
- ?? Identify the cause of e-mail downtime in SC-31 as reported by Ms. Scott. (Griffin)

- ?? Identify the requirement for the number of characters in a system password. (Griffin)
- ?? Provide comments on the Charters/Process review to Ted Griffin by December 27, 2001. (Board Members)