



Communications Customer Council

Meeting Notes

March 17, 2008

2:30-4 p.m.

State Police Academy, Room 219

7700 Midlothian Turnpike

Richmond, VA 23235

Attendance

Name	Agency	Attendee
Bernstein, Dorothy	VSP	Yes
Dixon, Julia	DGIF	
Dunn, Cheryl	VITA	Yes
Giddings, Ron	DMV	
Goheen, Pam	DMV	
Grimes, Julie	DOE	
Madison, Debbie	DOC	Yes
Neale, Tamara	Booz	
Powers, Diane	VDH	
Pyle, Charles	DOE	
Pyle, Rex	VDEM	Yes
Salster, Mike	DHRM	Yes
Williams, Greg	DCE	
Williamson, Marcella	VITA	Yes

Also attending as guests:

Ceperich, Colin – Booz, Allen, Hamilton

Hope, Ed- VSP AITR

Williams, David- VITA

Welcome

The meeting opened at 2:30 p.m.

Audio/Data Conferencing

David Williams provided an overview presentation about VITA's new audio and data conferencing services. A question was raised about whether Telco Service Requests (TSR) to get initial access for audio/data had to go through eVA. Williams said he would follow up.

One-Page Fact Sheet for Front-line employees

Members received a draft of the one-pager explaining the partnership to front-line employees, and provided input to VITA staff to consider. The fact sheet will be circulated to the group before distribution. The distribution timing and method still need to be determined.

AITR Responsibilities

At the next monthly Agency Information Technology Resource (AITR meeting, CIO Lem Stewart will emphasize the importance of AITRs sharing information with their communications staff for help in distributing information to staff regarding transformation. An AITR attending a recent Communications Customer Council meeting noted that he did not think about and had not shared information with the communications staff at his agency.

Communications Role of Booz, Allen, Hamilton

Colin Ceperich began to discuss the role of Booz with the partnership. The conversation strayed off topic, and the meeting ended before he finished this discussion.

Other Comments

Concern was expressed about:

- AITRs and agency communications staff not working together; worried about publishing contradictory information
- Uncertainty about PC refresh dates
- Accuracy of Altiris to properly capture assets
- VITA Web site being difficult to use- too much information; remove outdated documents from search results (Cheryl asked group to provide specifics when they notice issues)
- VITA's credibility- conflicting information provided by different VITA and Northrop Grumman staff members
- Have heard that e-mailbox sizes will be shrinking, but also heard that Library of Virginia has stepped in regarding this issue from a records management perspective; group would like to know what's happening with this

The audio/data handout and presentation will be provided to council members, and VITA will have the handout posted on its Web site.

Follow-up at AITR meeting on March 25:

- Presentation given regarding asset reconciliation
- CIO Lem Stewart suggested that AITRs reach out to communications staff within their agencies to ensure messages are being delivered to users.