

**Social Security Advisory Board
Minutes
Board Trip to Durham, North Carolina
May 3, 2010**

Location: Durham Support Center
4105 Hopson Road
Durham, North Carolina 27709

Durham Field Office
3004 Tower Blvd
Durham, North Carolina 27707

Time: 8:00 a.m. to 2:30 p.m.

SSAB Members: Barbara Kennelly, Acting Chair
Dana Bilyeu
Jagadeesh Gokhale
Dorcas Hardy
Marsha Katz
Mark Warshawsky

Participants: **Morning Session**
Phil Becker, Associate Commissioner, Office of Telecommunications and
Systems Operations
Marti Eckert, Assistant Associate Commissioner, Enterprise IT Operations and
Security
John Garrigues, Director, Durham Data Center

Afternoon Session
Virginia Jarmond, Assistant Area Director, North Carolina
Steve Phillips, District Manager, Durham Field Office
Mary Williams, Assistant District Manager
Randy Howell, Operations Supervisor

SSAB Staff: Katherine Thornton, Staff Director
Debi Sullivan, Deputy Staff Director

The Board traveled to the Durham Support Center (DSC) to meet with the management team in charge of data center operations for SSA. Phil Becker led a discussion that addressed the Board's questions regarding the mission of the DSC, its relationship to the national data center, workloads and current and future capacity of the center. Mr. Becker described the planning and evaluation steps that went into the selection of the Durham site as well continuing plans for expanding the capacity of the operation.

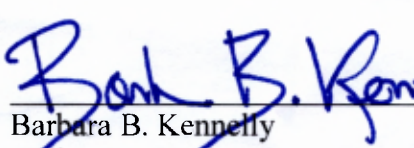
In response to questions from several of the members, Mr. Becker discussed the agency's backup and recovery strategy and how the Durham Support Center plays an integral part in that strategy. However, he stressed that the support center is a fully functional operation and processes certain parts of the agency's workloads on an ongoing basis.

The Board members then toured the facility. Mr. Garrigues provided an overview of the building's unique features and responded to questions about ongoing expansion activity.

During a visit to the Durham field office (FO), the Board met with members of FO management staff and a representative from the North Carolina Area Director's office.

The focus of this session was on the challenges that the Durham field office faces. Topics included the representative payee program, telephone coverage, and the online disability application process. This office has benefited from the agency's focus on hiring; currently 25 percent of the claims representatives and service representatives have been hired in 2009/2010.

I certify that the minutes written for May 3, 2010 meeting of the Social Security Advisory Board are correct.


Barbara B. Kennelly

Acting Chair

Social Security Advisory Board


Date

June 11, 2010