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## **A Word from the OIT Director & CIO-OD**

The OIT Staff continue to be busy as we provide IT support to you and your co-workers. Across NIH there are several IT related activities that you may interest you. The Office of the Secretary/HHS has requested that HHS OPDIVs consolidate IT services. At NIH, the following IT services are to be consolidated this Fiscal Year: Email, Tier-1 Help Desk, Wireless Networking, and Security. IC and CIT project teams are being formed to implement the consolidation. The OD and NCMHD staff will experience little impact from this consolidation, since we already use the NIH Help Desk as the consolidated help desk and the email is presently being migrated to CIT. As project plans become finalized, they will be shared with the OD-ITMC and OD-ITF.

NIH has also started a process to define the NIH Enterprise IT Architecture. Several OD staff are presently serving on several workgroups. The workgroups are developing IC baseline data as the first step in the process to define the NIH IT Architecture. You will be kept informed as this process continues.

### **Murphy's Laws of Computing**

**First Law of Systems Planning:** Anything that can be changed will be changed until there is not time left to change anything.

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## **The Customer Relationship Management Team (CRM)**

It's here! The Guide to OD Computing has arrived!

OIT has been working very hard over the last few months to complete a 36 page guide to help our current and new OD customers get a better understanding of the OD computing world. The guide has information about the IT Standards and Guidelines, Training Resources, NIH Enterprise Systems and the OIT organization. The guide opens with important campus phone numbers, email addresses and web sites all located in one handy place for the convenience of our customers. We've even included the Campus Shuttle bus web address and a page for you to store your own important numbers and addresses.

This handy guide also contains a section with Frequently Asked Questions like "Where should I call for computer help?" and Tips n Tricks like "How do I look up someone's email address on my Blackberry?" complete with instructions!

The CRM team has been handing these guides out to the OD Administrative Officers for distribution. If you have not received a copy, please contact your AO first; if they are all out, send an email to: [OITCustomerFeedback@od.nih.gov](mailto:OITCustomerFeedback@od.nih.gov). We will get a copy out to you as soon as possible. As with any printed document some of the information will quickly become obsolete, OIT is working on putting the Guide to OD Computing on our web site to ensure the most up to date information for your review.

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## **Security Awareness**

### **INTERNET ACCESS**

#### **How Do We Manage the Un-Manageable?**

Internet access has become a way of life in business and at home. It allows us to quickly gather information from multiple sources near and far instantaneously. We can send electronic mail worldwide in seconds. We advertise and sell products to millions with the push of a key. It is as ingrained in our daily routine as talking on the telephone, and how we ever functioned without it is beyond imagination.

What is the proper role of Internet access in the work place? Should users be allowed to visit non-work related sites? Probably! What if those sites are hate or pornographic related, or clog the Internet use for others, or generate virus and or spam attacks? Should users still be allowed to visit those sites using government owned equipment? If not, then how do we manage Internet access?

Should we block all access - of course not! Should we have employees keep a log of their Internet visits – we don't think so. But what we can do is inform our user community that there are Rules of Behavior, and we can take a proactive approach in blocking known offensive and pornographic sites by identifying the URL of such sites and blocking outbound access at the firewall. This is the desired approach at NIH using a tool call Websense. Websense is an Internet Management tool that will match output requests with an unauthorized access database. If a match occurs, it will automatically initiate an email alert to the requester identifying the site as unauthorized and access denied. If it turns out that the site and visit is of a business nature, access to the site will be granted.

Our dependency on Internet access is now part of our culture. Protecting the integrity, confidentiality, and availability of information within NIH and transmitted via the Internet, is our collective concern. Tools such as Websense, offers one additional level of protection in our security efforts.

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## **Desktop Support Team**

### **What's New in Technology?**

#### **Latest in Mobile Storage**

Technology has been moving at a rapid rate in the last few years making it difficult to keep up with all the latest gadgets that are available to make our lives easier. Ever wonder how to transport your files from your computer at work to the meeting down the street or across the country without dragging a large computer or laptop? How about looking into one of the latest and greatest in mobile storage devices? These devices range in price from approximately \$29.99

for 32MB's, \$99.99 for a 256MB up to approximately \$240.00 for a 512MB device!  
Remember you should always keep a copy of important files on your home drive on the network to ensure they are backed up at regular times.

Let's take a closer look at one of the ultimate "storage on the go" devices in the world! They carry a huge amount of data with you right in your pocket, in your purse or on your key chain, with one of these USB hard drives. Each is smaller than a pack of gum and virtually weightless! The USB flash drive has a Compact Design for easy transport of personal computer data files, image files, video and audio between homes, offices or any other location where one would want to transfer, files and information. USB flash drives are available in a variety of sizes ranging from 64 Meg to 1 Gig of space and best of all for our OIT customers they are supported by our OIT technicians!



#### **Features Include:**

- USB Interface - True "Plug & Play" connection supports hot swapping function.
- Power Supply - Get powered directly from USB port; no external power or batteries.
- Systems Support - No driver required for Windows ME, Windows 2000, Mac OS 8.6, and Linux 2.4.0 or higher. Driver is only needed for Windows 95 OSR 2 with USB support, Windows 98, Windows 98 SE.
- Data Transferability and Reliability -  
Transfer rate is up to 12Mbits/sec at "Full Speed".  
Data retention up to 10 years  
Erase cycles: 1,000,000 times  
Shock resistance: 1000 G (maximum)
- Security includes a write-protect switch and password protection depending on the brand and model.

**If you need assistance with this technology or have questions about these devices, please contact The NIH Help Desk and submit a request for a technician to contact you.**

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### **Network Operations Team**

#### **E-Mail Migration Continues**

OIT continues to work on the migration of approximately 2000 mailboxes to NIH central mail servers. OIT has migrated 366 mailboxes over the past 3 months including the following organizations: NCMHD, OHR and EO. A new migration schedule is currently located on our Web site for the remaining organizations and will be distributed in the very near future. OIT will contact and meet with your organizations' AO's and ITF members beginning three weeks prior to migration. If you have any questions or concerns about the migration of your mailbox, please contact your AO for assistance or call the NIH Help Desk and request a ticket be created so someone from OIT can get with you to further explain e-mail migration issues.

Frequently asked e-mail migration questions:

<http://oit.od.nih.gov/pubs/CTO/FAQ%20E-Mail%20Migration.htm>

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## Web & Development Team

### Internet Explorer Keyboard Shortcuts

Go to next page	ALT + Right Arrow
Go to previous page	ALT + Left Arrow
Open a new window	CTRL + N
Open link target in new window	SHIFT + CTRL + Link Click
Find on this page	CTRL + F
Add the current page to your favorites	CTRL + D

More tips to follow in our Summer newsletter!

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## Committee News

### **OD ITMC Membership News**

Steven Berkowitz, the OD ITMC Chair, presented a certificate of appreciation to Karen Senkel for her service on the OD ITMC. Karen's membership ended in January 2003.

The OD ITMC has four new members: Zoe-Ann Copeland, Diane Frasier, K.P. Murphy, and Tom Turley.

Please visit <http://www1.od.nih.gov/itmc/> for more information.

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## Helpful Tips N Tricks-

### **How do I protect my computer?**

- Use a surge protector and if possible an Uninterruptible Power Supply (UPS).
- Keep a backup of your data files on your H: drive, an external drive, or on floppy disks.
- Use antivirus software. If your workstation has been set up by OIT, McAfee's VirusScan software is already installed. Otherwise, contact the NIH Help Desk and request that it be installed.
- Use a password for access to your computer. To prevent unauthorized use of your computer, do not share this password.
- Whenever you leave your desk for short periods for time, lock your computer.
- Shut Down your computer or use a password-protected screen saver when you leave at the end of the day to prevent access to it by hackers.
- In the window that pops up, enter your username

### **What do I do if I forget my password?**

Contact the NIH Help Desk at 301-496-4357 and submit a request to have your password changed.

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## How Are We Doing?

Listed below are our performance measures for the Customer Satisfaction Survey that began April 24<sup>th</sup>, 2002. If our performance falls below a 😊, an explanation of the steps being taken to improve will be provided.

Network Support..... 😊  
 Desktop support..... 😊  
 Web/Application support..... 😊  
 Overall OD/OIT support..... 😊

😊 = available when I need it and/or exceeded service level agreement for call resolution.

☹️ = not available when I need it and/or did not meet service level agreement.

Your feedback is very important to us. It helps identify areas needing improvement and acknowledges superior service.

### ***Customer Support Points of Contact***

#### Levels Of Escalation:

TASC	(301) 594-3278	CRM Team Lead	<a href="#">Sue O'Boyle</a>
CIO-OD & OIT Director	<a href="#">David Wiszneauckas</a>	Desktop Team Lead	<a href="#">Marcelo Coelho</a>
Chief Technology Officer	<a href="#">William Kibby</a>	Web & Dev Team Lead	<a href="#">John Deermer</a>
IT Policy/ITS Budget	<a href="#">Angela Murphy</a>	Network Team Lead	<a href="#">Minh Chau</a>
ISSO	<a href="#">Antoine Jones</a>		