



A Word from the OIT Director & CIO-OD

I have noticed that the sound of the cicadas have departed both on the campus & at various off campus locations where the OD & NCMHD have staff. Unlike the cicadas, the reliance of OD & NCMHD organizations on Information Technology (IT) is not decreasing. Several organizations have started to reengineer existing applications or develop completely new applications in response to new activities/functions. For OIT to be able to provide the required support, I have initiated a process to develop a revised vision for the IT in OD. I expect to share this vision with you in the Fall 2004 newsletter.

Some of you already have received an email concerning the OD & NCMHD migration to the NIH Active Directory. This migration is part of the FY-2004 NIH IT Consolidation. The major impact on each of you will be that each time you login on your computer or at the NIH Portal, you will login to NIH not OD.

“There are many ways of going forward, but only one way of standing still.” Franklin D. Roosevelt

What's new in Technology

The OD Executive Secretariat announces its new system!

The OD Executive Secretariat in partnership with HHS is pleased to announce they have selected **National Micrographics Systems Inc. (NMS)** as the integration vendor for the System for Enterprise Records and Correspondence Handling (SERCH). SERCH will be an integration of commercial off-the-shelf products from two vendors:

- NMS for workflow (eFlow), tracking (Tracker), imaging (eFlow Capture), and searches and reports (Reporter)
- “**Documentum**” for records management (Records Manager) and document management (Application Xtender)

The contractors will be on board by the end of June to begin work on this important project. Contact Star Kline, HHS SERCH Program Manager; phone: 301.496.3974 or Email: klines@od.nih.gov directly, if you would like more information or are interested in joining the project.

Network Operations Team?

Virus holes? Critical Updates? Security Updates? What does it all mean?

By now, most of us have had a computer that has been infected with a virus. One of the ways these nasty bugs strike is through vulnerabilities in the Windows operating system software. When someone finds a hole in Windows' defenses, it becomes a race between Microsoft and the hackers – Microsoft quickly working on a way to fix the hole, and the hackers quickly working to find a way into that hole. Even after Microsoft creates a patch, that patch still must be installed on a computer for it to prevent malicious attacks. Anti-virus software can usually find and eliminate these viruses, but they cannot patch the hole in Windows, so we cannot rely solely on these products.

Microsoft Software Update Service (SUS) is an add-in component for Windows 2000 & XP that is designed to greatly simplify the process of keeping Windows workstations up to date with the latest critical updates, security updates, and service packs.

OIT has finished the installation and testing of three SUS servers and configured all workstations in the OD domain to connect to one of the OD servers daily to check for the latest patches.

Your workstation will connect to the SUS server either at 11:00 a.m. or 1:00 p.m. (depending on location) and check to see if it has all the current updates. If it doesn't, updates will automatically be downloaded and installed to your workstation. Some updates may not take effect until your workstation is restarted – if needed, you will be prompted for a restart – please do this as early as possible.

This won't eliminate all potential attacks on your computer, but it will work to greatly reduce the number of computers that become infected on our network the next time a Windows vulnerability is exploited.

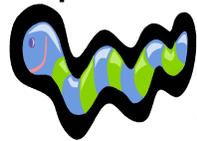
OIT recommends that you shutdown your workstation(s) each day before you leave. This will allow:

- Critical patches to be properly installed
- Prevent wide-spread virus/worm outbreaks from occurring during non-business hours
- Ensure that data files are closed and more accurately backed up
- Save electricity & extends machine life.

If you have any questions regarding this effort, please feel free to contact us.

Security Awareness

Helpful Hints: Protecting your Personal Computer from Viruses



Computer viruses can be mystifying, in the public eye's. When you listen to the news, you hear about many different forms of electronic infection. The definitions of the most common infections are:

- **Viruses** - A virus is a small piece of software that piggybacks on real programs, e.g., MS Word, Word Perfect, Excel, etc. For example, a virus might attach itself to a spreadsheet program like MS Excel. Each time the spreadsheet program runs, the virus runs too, and it has the chance to attach to other programs.
- **Email viruses** - An email virus moves around in email messages, and usually replicates itself by automatically mailing itself to dozens of people in the victim's email address book.
- **Worms** - A worm is a small piece of software that uses computer networks and security holes to replicate itself. A copy of the worm scans the network for another machine that has a specific security hole. It copies itself to the new machine using the security hole, and then starts replicating from there as well.
- **Trojan Horses** - A Trojan horse is simply a normal computer program. The program claims to do one thing: it claims to be a game. Instead, it does damage when you run it.



As mentioned in the previous article, OIT is centrally managing patch updates and antivirus protection for the OD network environment; in addition, we would also like to offer the following 5 steps that you can use on your **HOME** computers that will help prevent malicious attacks:

Five (5) Steps:

Step One: Use Windows Update every week or so to get the most recent security updates and patches. The Windows Update process is mostly trouble-free.

Step Two: Pay attention! Don't open attachments that you're not expecting.

Step Three: Use Virus protection software such as Symantec's Norton and Network Associates' McAfee. You can buy it at many office supply stores.

Step Four: The best virus protection software can be worthless if you don't update it. It's easy and inexpensive! New viruses are discovered almost daily, and while they may not be a threat right now, in six months they could be.

Step Five: Install a personal firewall, especially if you have a constant Internet connection at home like DSL or a cable modem. You may never know that you needed a firewall until it's too late, and since they're being packaged with anti-virus software, it makes sense to install one.

Follow the 5-step program and you'll be 99.9 percent protected against PC viruses.

Web & Development Team

Meet the Web Team – Janene Borandi – Web Content Administrator A couple of suggested edits or requests for clarification..

The web team's newest member, Janene Borandi, is responsible for updating and maintaining the content of many of the websites that are hosted by OIT. She also prepares the *WebTrends* web statistical reports for the OD & NCMHD, and ensures that the reports are sent out each month.

While much of her time is spent updating OD & NCMHD sites, she frequently participates in web development activities within OIT; and, responds to Web update requests that come from Remedy tickets and from email to the OIT Web mailbox. Some of her most recent tasks have included: several database conversion projects, creation and implementation of stored procedures using SQL Server, and development and debugging of web applications in Visual Studio.NET. She has also been asked for her feedback and advice about sites being developed outside of OIT.

On the creative side of things, Janene has been called on to create custom graphics; and change the appearance or composition of existing photos and images using Macromedia Fireworks, Adobe Photoshop CS and Corel Painter 8.

Janene enjoys her work very much. She loves the hands-on experience she receives using new technologies which OIT provides to its teams and customers, and embraces the changes that come with each new tool. Every day presents a new challenge and a new opportunity to learn.

If you have questions or need assistance from Janene, contact the [NIH Help Desk](#).

Next season we'll have an article about another member of the Web team!

Customer Relationship Management Team (CRM) Customer Notification and Satisfaction

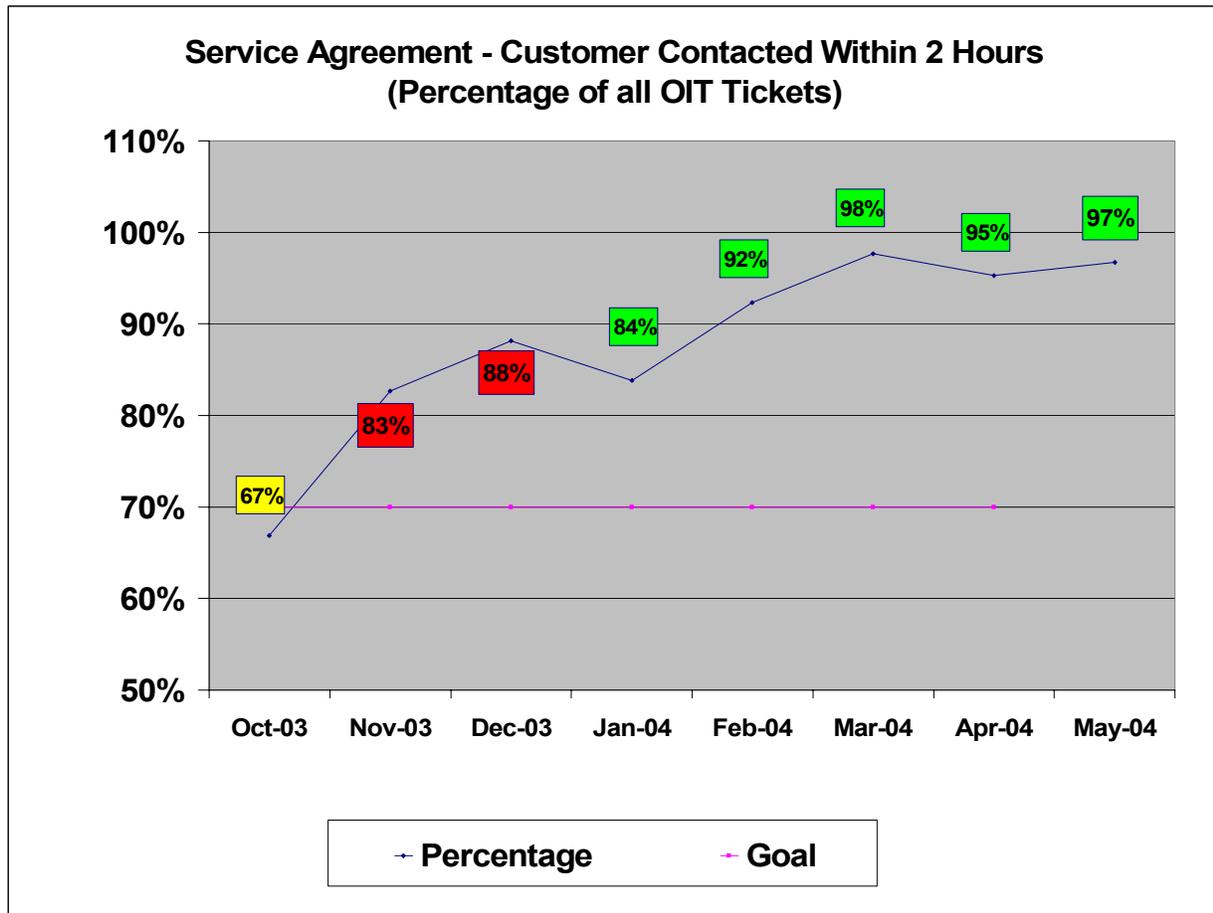
It's always good to announce positive things that improve and enhance the way OIT provides IT support and service to its OD & NCMHD Network customers. OIT along with the ICs, are working with the NIH Help Desk Advisory Group to supply more information to NIH customers when they request IT services and support via the NIH Help Desk, i.e. Remedy. Once this enhancement has been completed - for OD & NCMHD network customers, when OIT completes your service request, the system will notify you, via email, that your service ticket has been closed and you will be provided with the description of the:

- Original problem,
- Technician's name that worked on your problem, and the
- Resolution to your problem.

You will also have the ability to:

- reopen your ticket and add comments; and
- complete a customer satisfaction survey.

If you have not already done so, visit the <http://support.nih.gov> and add it as one of your favorite OIT Bookmarks!



Useful links for OD & NCMHD Users – From the Desktop Team

Remote access: <http://remoteaccess.nih.gov/>
 Antivirus: <http://antivirus.nih.gov/>
 Customer Support: <http://support.cit.nih.gov/>
 Training: <http://training.cit.nih.gov/>
 E-Mail: <http://www.mail.nih.gov/>
 Web E-mail Access: <https://owa.nih.gov/exchange/logonS.asp>

Tips N Tricks

Did you know you could send a FAX from Exchange or Outlook Mail?

1. Open your Exchange or Outlook mail client and click the New Message toolbar button. The Send dialog box appears.
2. In the To: text box, enter the fax address in the format: **[FAX:name@faxnumber]**. Be sure to include the brackets where name is the name of your fax recipient and fax number is your fax recipient's fax number, e.g., To: **[FAX: JSmith@9-301-123-4567]** **Note:** You must use "9" when faxing outside of NIH.
3. Enter a subject and comments if necessary--you can also include file attachments in the message body if you want.
4. Click Send. The fax is routed to the Fax Server for processing. You will receive a Fax transmission report via email.

To learn more about the Central Fax Service, please visit the following web site at <http://www.fax.nih.gov>

How Are We Doing?

Listed below are our performance measures for the Customer Satisfaction Survey that began April 24th, 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:

NIH Help Desk	(301) 594-3278	CRM Team Lead	Sue O'Boyle
CIO-OD	David Wiszneauckas	Desktop Team Lead	Marcelo Coelho
Acting OIT Director & CTO	William Kibby	Web & Dev Team Lead	Daniel Williams
IT Policy/ITS Budget	Angela Murphy	Network Team Lead	Minh Chau
ISSO	Antoine Jones		