



A Word from the OIT Director & CIO-OD

The next phase of the IT Consolidation at NIH was recently announced. The NIH network infrastructure (“bandwidth to the wall plate”) will be centralized. The ICs who have their own network structure (know as Active Directory) will migrate to the NIH Active Directory. Remote access and video conferencing will also be centralized. OIT will represent the OD and NCMHD on consolidation workgroups for the network infrastructure and Active Directory. We will keep you informed as the plans for accomplishing these IT consolidations are formed and implemented.

HHS has decided to also consolidate all HHS email systems into one central system which will be operated by a contractor. You will be receiving information on this activity also.

“Always do your best. What you plant now, you will harvest later.”

O.G. Mandino

Customer Relationship Management Team (CRM)

Are you planning an *Office Move*?

CRM has developed the OIT Move Coordination Guide/Workbook to help you organize and coordinate your office moves, but we need your help to make this work. More importantly, we need to be notified as early as possible!

We can help —

- ✓ Document your requirements;
- ✓ Identify points-of-contact for all phases of the move;
- ✓ Coordinate and evaluate the need for new network connections;
- ✓ Make sure that network accounts are updated;
- ✓ Schedule IT staff to disconnect, move, and reconnect workstations, if applicable;
- ✓ Follow up with employees after the move to make sure IT equipment is working properly.

As we believe this guide/workbook will be continuously updated, please send us any comments, suggestions, lessons learned that you would like to contribute to the next group of *Movers*!

To receive your copy, please call or email the NIH Helpdesk (phone: 301-594-3278 or e-mail: Helpdesk@nih.gov) and submit your requests to the OIT CRM Team. We look forward to hearing from you!

Security Awareness

SPAM DETECTOR IS FINALLY HERE!

Who doesn't believe that Spam is a major problem? Of course we all do. It robs us of disk resources, floods our email boxes, uses bandwidth, and wastes our time with reading, forwarding, and deleting this junk more times that we care to mention. OIT is constantly receiving requests to stop Spam from getting into users' email boxes. Unfortunately OIT isn't managing the mail servers, so there was little we could do outside of helping users set up MS Outlook junk mail filters. This did little to nothing in combating the ever changing delivery source of Spam mail. The problem was how best do we block incoming mail suspected of being Spam and at the same time allow users to continue to receive legitimate email? Well, we think a workable solution is at hand.

CIT will start tagging suspected email with the identifier "Potential Spam". If you're sure that the subject lines are in fact Spam, you can set your rules to automatically quarantine and delete the email on delivery and never have to open the mail at all.

The second phase of the rollout will be blocking known Spam sites altogether. Given the ingenuity of the spammers, we suspect they'll continue to try to avoid detection. But at least now we have a chance. Please be patient with the implementation. It will require some adjusting as we move forward; but hopefully when it's all said and done, we'll have a force shield around our network.

Desktop Support Team

Here's a very good reason to keep your files on the h drive.

\$100,000 bounty offered for stolen PC

[Reuters](#)

November 24, 2003, 5:08 AM PT

URL: <http://zdnet.com.com/2100-1105-5110830.html>

SAN FRANCISCO--Wells Fargo said on Friday it had offered a \$100,000 reward for information leading to the arrest and conviction of the burglar who stole a bank consultant's computer that had sensitive customer information on it.

The computer was one of several stolen earlier this month from the office of an analyst for the bank in Concord, California, the bank said. The stolen PC contained names, addresses, bank account numbers and social security numbers for customers who had taken out personal lines of credit that are used for consumer loans and overdraft protection, according to Wells Fargo.

No passwords or personal identification numbers were among the stolen data and no other Wells Fargo customers were affected, the bank said.

Under a California law enacted earlier this year aimed at curtailing identity theft, companies are required to notify customers when their computerized personal information is believed to have been stolen.

Citing the ongoing police investigation, Lynn Greenwood, senior vice president of Wells Fargo's home and consumer finance group she could not say how many customers might be affected.

"There is absolutely no indication anybody is misusing this information," she said. "We really, really regret this and are doing everything we possibly can to protect our customers." The bank alerted affected customers this week, she said.

Greenwood said the bank was also monitoring customer accounts, changing account numbers and paying for a year's subscription to a credit monitoring service.

The company, which set up a tip hotline at +1-800-782-7463, said it would ensure that customers are not affected financially by any unauthorized activity on their accounts.

The San Francisco-based bank has about 22 million customers in 22 states, but only a "small percentage" of those were affected, she said.

Network Operations Team **Editing your Global Address Book Information**

Have you ever needed to change your address or phone number in the GAL but didn't know how to do it? Fortunately, you don't need to go through the help desk to do this. You can do it all yourself using a handy CIT web form.

- Go to <http://www.mail.nih.gov>
- Click on the **Email and Domain Account Management** link. *You will need to answer yes to any security dialog boxes that appear from this point forward.*
- Click on the **Modify CES Mailbox** link;
- Enter your email address;
- Click the **Log On** button;
- Enter your network logon information in the following format:
- **Username:** OD*Username*;
- **Password:** *NetworkPassword*;
- Verify that the correct mailbox appears in the dropdown list;
- Click the **Edit User Info** button:
- Make any necessary changes to your address or phone number;
- Click the **Modify User Info** button, and you're done!

You may need to allow a few minutes for the GAL to show the changes you made, but that's all it takes!

Web & Development Team **OIT Web Team Unveils IP Track**

The OIT Web Team debuts its latest application: IP Track. IP Track was created to simplify OIT's process of organizing and tracking thousands of IP Addresses (*Unique numerical identifiers given to each Internet connection. The IP address is how data finds its way from a web site back to your computer.*)

The web based application lets the user create custom categories, fields, reports and searches. It includes various features such as password encryption, the ability to ping, custom Excel reports, and user history records. It is also accessible through the blackberry browser.

Developer Mark Perry said this application is not just for OIT. "We built this application with the idea that everyone at NIH can use it to track and store the IP information." This application was built using the latest in Microsoft technology including ASP.NET, C#, SQL server and COM.

OIT will use IP Track to maintain IP addresses, DNS and security information and server locations. If you have questions or would like further information about IP Track please contact us at oitweb@od.nih.gov.



If a Packet Hits a pocket on a socket on a port
and the bus is interrupted as a very last resort
and the address of the memory makes your floppy disk abort
then the socket packet pocket has an error to report.

If your cursor finds a menu item followed by a dash
and the double-clicking icon puts your window in the trash
and your data is corrupted 'cause the index doesn't hash
then the situation's hopeless and your systems gonna crash!

If the label on the cable on the table at your house
says the network is connected to the button on your mouse
but your packets want to tunnel on another protocol
that's repeatedly rejected by the printer down the hall
and your screen is all distorted by the side effects of gauss
so your icons in the window are as wavy as a souse
then you may as well reboot and go out with a bang
'cause as sure as I'm a poet, the systems gonna hang!

When the copy of your floppy's getting sloppy on the disk
and the microcode instructions cause unnecessary risk
then you have to flash your memory and you'll want to RAM
your ROM

Don't turn off your computer and don't bother telling Mom,
you need an OIT Tech to run a simple test
so quickly submit a ticket to the NIH Help Desk!

Happy Holidays from OIT to you and your families!

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 & OIT Director	David Wiszneauckas	Desktop Team Lead	Marcelo Coelho
Chief Technology Officer	William Kibby	Web & Dev Team Lead	Daniel Williams
IT Policy/ITS Budget	Angela Murphy	Network Team Lead	Minh Chau
ISSO	Antoine Jones		