



The Customer Relationship Management Team (CRM)

OIT is in the process of completing a customer guide for all of our current and new OD customers to help familiarize you with information that is available to you and quick web links and tips to help you get what you need quickly. The customer guide briefly explains OIT's mission, gives information about standards and guidelines within OD and information about available classroom and online training. The guide also has several *Frequently Asked Questions* to assist new personnel when they arrive on Campus.

The customer guide is expected to be circulated to our customers in the beginning of FY03. We hope you find the information beneficial, and we look forward to hearing your opinions.

Also, we want to thank our customers who have responded to the **OIT Customer Satisfaction Survey**; your feedback is important to OIT. This quarter we received 197 survey responses from our customers. If you have not responded to a survey sent to you, please take a moment to do so now.

Quote of the Season: ***"If we don't know about a problem, we can't resolve it."***

Desktop Support Team

Why Password Security is important to you.

You should consider your password as being the same as the key to your front door. Would you leave your house keys lying around to be picked up by anybody that walks by? Of course not...but many people write down their password on a post-it note and leave it in a desk drawer, under their keyboard or posted on their computer or desk. According to some analysts, more than a million passwords have been stolen to date.

Once someone has your password and account name, they have the keys to access your files, email messages, funds, and personal information. Any information on your computer can be compromised, altered or deleted. In addition, once an intruder gains access to your computer, they can monitor other computers on the network and have gained a doorway into the rest of the NIH network.

What can you do to make your password more secure?

1. Do not share your password with anyone.
2. Never write your password down and leave it in, on, or around your work area.
3. Choose a password that is easy for you to remember but difficult for others to guess – never choose a password that can be found in a dictionary. Don't choose family member names or other personal information that others could guess about you.
4. Use a combination of letters, numbers, and special characters to make up your password.
5. Change your password regularly and never let anyone see you type your password.

Network Operations Team

Easy E-Mailbox Management Tips

Did you know that whenever you choose to delete an email from your inbox, your mail doesn't actually get deleted? Mail is simply moved from your **Inbox** (or wherever it was) into your **Deleted Items** folder, where it stays until you go in and delete it again.

One of the simplest ways to keep your mailbox running at top performance is to regularly empty your **Deleted Items** folder of unneeded email. [**TIP:** To empty the **Deleted Items** folder, Select **Tools** > Empty "Deleted Items" Folder] Not only does this keep your mailbox smaller, it increases performance and can also drastically reduce the time it takes for us to restore your email, should you accidentally delete something important. A good practice is to empty your deleted items that are older than 30 days - this seems to be enough time for most of us to determine whether we'll ever need that mail again.

Don't forget to look in your **Sent Items** folder for unneeded items as well, as this is another place that can be easily overlooked when cleaning up a mailbox.

Next time, we'll look at the benefit of saving attachments to your home directory, instead of keeping them in email...

Web & Development Team

The OIT Web and Development Team has been working diligently to help our customers with ensuring their websites are compliant with government regulations for accessibility, specifically Section 508 requirements. (Section 508, an amendment to the Workforce Rehabilitation Act of 1973, requires electronic and information technology developed by the Federal Government to be accessible by people with disabilities)

While the OD is tasked with making sure all sites are compliant, the website managers are responsible for making them compliant. To assist the website managers with ensuring that their websites comply with Section 508 requirements, Dave Wiszneauckas, CIO and Director of OIT, has tasked OIT's Web and Development Team with performing Section 508 compliance tests on existing OD websites.

Testing was performed during the month of April, 2002. Reports were run on more than 75 OD websites in all. Out of more than 20,000 pages scanned, OIT found a total of 135,844 errors.

All website/application development projects awarded in contracts after June 1, 2001 are required to be Section 508 compliant; therefore, it is recommended that language be included in all subsequent contracts to provide for 508 compliance development.

Additional information and resources on Section 508 compliance and evaluation resources may be found at <http://508.nih.gov> and <http://www.usability.gov/accessibility/index.html>.

Committee News

OD ITF

The ITF is working on software architectural standards for the OD.

At the June meeting, the ITF elected new officers-Bill Kibby (Chair); Sue O'Boyle (Vice Chair); Traci Sergeant (Executive Secretary).

Special thanks to Gary Barbarash for his outstanding leadership as the ITF Chair.

OD ITIRB

OD Senior Management has requested input on OD IT funding decisions from the OD ITIRB. The ITIRB will be meeting over the summer to review OD IT funding requests.

Helpful Tips N Tricks

Did you know you could read attachments that are sent via email on your BlackBerry? All you need to do is "Forward" the email that contains the attachment on your BlackBerry to Text@nih.gov. The system will convert your email attachment into a new email message from "Conversion, Text (Email)". When you open the email, you will be able to read your attachment.

You can also look up someone's email address on the GAL. To search against an HHS address list, enter at least the last name of the person, or the entire name in this format:
firstname lastname

Examples:

Jonathan (this will send back multiple addresses)
Jonathan Thomas

Entries in either the Subject Line or the Body of the message will work. Send the email from your BlackBerry to: gallookup@mail.nih.gov. If you have any problems with these tips, please contact TASC for assistance.

How Are We Doing?

Listed below are our performance measures for the Customer Satisfaction Survey. 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)549-3272	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	John Deermer
IT Policy/ITS Budget	Angela Murphy	Network Team Lead	Minh Chau
ISSO, Acting	Marcelo Coelho		