



A Word from the OIT Director & CIO-OD

As we experience the climatic change from summer to fall, we also experience the change from FY-2004 to FY-2005. Many of you are aware that IT in the OD and NCMHD has continued to experience changes. Previous newsletters have mentioned the FY-2004 NIH IT Consolidation and the impact on the OD and NCMHD. If you desire updates, visit [HTTP://arac.nih.gov](http://arac.nih.gov) and click on the *IT Consolidation* link in the left pane. Another change that was initiated in FY-2004 was the introduction of the *Capital Planning and Investment Control* (CPIC) process which OMB has directed federal agencies to implement. The first phase of the HHS/NIH introduction of CPIC dealt with the formulation of the FY-2006 IT budget for the OD. The next phase will involve OD system owners developing a business case for the *OD IT Investment Board* to review. OIT staff along with IC IT staffs have been working to address various IT issues associated with the transition to the new *Division of Extramural Administrative Services* (see article in the Newsletter below). We can be certain that additional IT changes will be implemented in FY-2005.

*"I do not believe you can do today's job with yesterday's methods
and be in business tomorrow."* Nelson Jackson

What's new in OD? Technology?

DEAS opens for business:

The *Division of Extramural Activities Support* (DEAS) will open for business on October 3, 2004. In its first year of operation, DEAS will have approximately 637 employees, making it the largest Division at NIH.

The DEAS work request and tracking system, called ECARES (*Extramural Customer Activities Request System*), was beta tested by several ICs. The system became operational on September 22; in time for the October 3 DEAS startup.

The DEAS management team has met with the Extramural staff in the ICs (i.e., DEAS customers) to introduce ECARES and demonstrate how work will be requested and tracked in the new system. ECARES is a web-based, easy-to-learn system that will allow customers to request work and track its status in real-time, and will help DEAS managers assign tasks and balance workloads among the staff.

DEAS customers (Extramural staff in the ICs) will receive orientation to ECARES, as well as, be offered training to familiarize themselves with the DEAS standard operating procedures. Visit: <http://extramuralmeo.nih.gov> for training schedule and other DEAS information.

OIT Completes Testing of Office 2004 for the Mac

Microsoft's Office 2004 is a Mac productivity suite with a strong and solid set of applications.

Pluses: OIT confirms that the application suite is stable and operates cleanly with other applications. There are no issues opening documents with complex style sheets or mixed format cells in Excel. PowerPoint and Word also operate cleanly without any issues. Once installed, the application takes a medium amount of time (~40 seconds) to start up and initialize the fonts. However, additional launches take as little as five to ten seconds.

Minuses: The suite includes Entourage, the Macintosh email client. However, Entourage does *not* support .PST files, *Public Folders*, or *Calendars* in our current Microsoft Exchange environment. Microsoft Corporation is fairly clear that these options should work in the future. If not, the site-license for Office 2004 will include "Virtual PC" for the Mac, allowing the real Exchange client to work within a Microsoft Windows' shell. All of the Mac desktops offered this solution seem to balk at the idea, but the resistance is largely philosophical. If you need Exchange to work on a Mac, then you need to use Outlook in "Virtual PC", not Entourage 2004 Mac.

If you are interested in using this new version, please submit a request to the [NIH Helpdesk](#) to have an OIT technician stop by to install.

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Have you heard?

You too can update Your own [NED](#) Information

What is NED? If you do not already know, NED is the NIH Enterprise Directory, a centralized directory that maintains current contact and organizational information for all NIH workers and people utilizing NIH services or facilities.

You can update some of your own information using the NED self-service-update web site. Other information on the site can only be updated by your Administrative Officer (AO) or, in the case of your AD domain\ *User Name*, the NIH Help Desk at <http://support.cit.nih.gov> or helpdesk@mail.nih.gov or at 301-496-4357

To update your information:

1. Search for your record at the NED public web site (<http://ned.nih.gov>).
If you are unable to find your record, please contact your AO to register in NED.
2. From the *Search Results* screen, click on your name to display the details of your record.
3. Appearing at the top of the details screen is a link, "Click here to update your record"; and, at the bottom of the page, an "Update" button. Click either to proceed.
4. You will now see the *NIH Login* screen. Enter your domain, user name, and password. Click on the "Log in" button. Direct your questions or problems with your NIH Login to the NIH Help Desk at <http://support.cit.nih.gov> or helpdesk@mail.nih.gov or at 301-496-4357).
5. Upon your successful log in, your "Personal Information" form is displayed, along with instructions for updating. Also displayed are tabs for "Services", "Work Information", and "Home Information" forms. Navigation between the forms is accomplished by clicking on the tabs.

6. When you finish making updates to your information on one or more forms, click on the "Submit Update" button appearing at the bottom of any form to complete the update process.

Note: Since Services information is only updated by your AO, the "Submit Update" button does not appear at the bottom of this form.

7. An on-screen confirmation displays when your update is successful.

Network Operations Team

Things are changing at NIH...

NIH now has a large group of folks who will be working in multiple IC's. This group, known as DEAS, and this trans-IC work presents some behind-the-scenes challenges to the IT support staff here at the OD. OIT Network Operations is currently working in conjunction with all IC's at NIH to create a computer environment for the new DEAS employees. Our hope is that, out of this project, we can build a single solution for all current and future NIH employees who need to cross "IC lines" to do their work. This will fit into the comfort zone of all NIH IT departments in terms of accessibility and security, and remain completely transparent to the computer user.

Security Awareness

Security Awareness (Passwords)

We have some of the most advanced technology protecting our network but it can all be rendered useless if a username and password have been compromised. With your username and password you are given rights to the NIH network which connects to various other trusted networks. So you have a very powerful role in the safety of the NIH in whole. Here are a few tips to help you when choosing a password.

1. **Never share your password.** The easiest way for a person to get your password is to ask you for it. If you share your password, you have defeated the whole purpose for having a password.
2. Choose a password that is difficult to guess. Don't use your username, first name, last name, children's name, pet's name, or car name.
3. Avoid using words that can be found in a dictionary. These can be cracked very easily using programs that attempt to gain access by just guessing every word in the dictionary.
4. A good way to test your password is the visit this site it will give you a rating on how strong your password is <http://www.securitystats.com/tools/password.php>

The CERT/CC (Computer Emergency Response Team / Coordination Center), a federally-funded organization based at Carnegie Mellon University, estimates that 80% of all network security problems are caused by bad passwords; therefore, **good passwords are the simplest, and most important part of information security.**

For more information, review the *NIH Security Awareness Training* site at <http://irtsectraining.nih.gov/>. There is plenty of information there about how you are the most important piece of security that we have.

Customer Relationship Management Team (CRM)

Need assistance from the NIH Help Desk?

What's the best method to get assistance when you need it? Below are descriptions of three processes to help you make the right choice when you need help.

- **Calling the NIH Help Desk at 301-496-4357** – When you need assistance quickly, calling is the most efficient way of contacting the NIH Help Desk. When you call the NIH Help Desk, a technician verifies your name, location, and phone number and creates a ticket in the Remedy system. The help desk and . The technician enters the exact description of your problem and clarifies with you many details that are often left out of emails and web submission requests.
 - The NIH Help Desk technician uses a set of instructions to try to resolve your problem on first contact. This is commonly known as “triaging” a ticket.
 - If the NIH Help Desk is not able to resolve your problem, there is a maximum delay of 30 minutes from the time you call in your request until the ticket must be sent to a Tier II technician for resolution. This 30 minute delay is specifically for the “triage” process.
- **Submitting a ticket via the CIT web page** – Using Internet Explorer, enter the following web page: <http://support.cit.nih.gov>. On the left side of the screen, access the selection: “Create a Service Request Online”. The next several screens are self-explanatory. When you are done, a service ticket is automatically created for you in the Remedy system. Your request is sent to a queue for validation and assignment. A technician will review your service ticket for accuracy and send it to the appropriate Tier II personnel for resolution.
 - The NIH Help Desk receives over 1000 requests for tickets daily, via email.
 - Your web-submitted requests have a 30 minute “triage” period starting when a technician first reviews your ticket. During high peak “call/email” volume, it may take several minutes to several hours for a technician to validate your ticket and process your request.
 - When time is not a factor, email is helpful for detailed requests; i.e., future moves, new employees and software/hardware installs.
 - When time delays are a critical factor, email is *not* the most effective process.
- **Requesting assistance via email from the NIH Help Desk** – When you email your request to the helpdesk@mail.nih.gov, it will be processed as soon as it arrives. A service ticket is created automatically created in the Remedy system and sent to a queue for further processing and validation checks. A technician will review your service ticket for accuracy and send it to the appropriate Tier II personnel for resolution.
 - Email requests have a 30 minute “triage” period starting when a technician first reviews your ticket. During high peak “call/email” volume, it could take several minutes to several hours for a technician to validate your ticket and process your request.
 - Where time is not a factor, email is very helpful for detailed requests; i.e., future moves, new employees and software/hardware installs.
 - Email is *not* the most effective process when time delays are a critical factor.

NOTE: *Whichever process you use, OIT technicians have two hours to respond once they receive your ticket to contact you and let you know when they will be able to assist.*

Tips N Tricks for Microsoft Word

Can I "Search and Replace" for formatting, special characters, and clipboard contents?

The answer is... "Yes, you can!"

Choose **Replace** from the **Edit** menu.

Click on the button **More**. At the bottom of the **Find and Replace** dialog box, you'll see a **Format** button and a **Special** button. The **Format** button allows you to replace formatting (e.g., one font for another, bold for italics); the **Special** button allows you to replace special characters (e.g., paragraph marks, note reference marks).

You can also use the contents of the **Clipboard** as a replacement. This is useful if you want to replace a short word or phrase with a longer phrase or paragraph. To use this feature, you must first create the replacement text somewhere, and then copy it to the **Clipboard**. When you use the **Special** button, as mentioned above, you will see **Clipboard Contents** as one of the choices (or use **^c**).

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

CIO-OD [David Wiszneauckas](#)

Acting OIT Director & CTO [William Kibby](#)

IT Policy/ITS Budget [Angela Murphy](#)

ISSO [Antoine Jones](#)

CRM Team Lead [Sue O'Boyle](#)

Desktop Team Lead [Marcelo Coelho](#)

Web & Dev Team Lead [Daniel Williams](#)

Network Team Lead [Minh Chau](#)