

INTER FACE



Center for Information Technology
National Institutes of Health
Department of Health and Human Services



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<http://www.nih.gov> is one of the most frequently visited federal government web sites.

	<i>April</i>	<i>May</i>	<i>June</i>
Total hits for the month	45,562,565	44,737,774	43,998,731
Hits per day	1,518,752	1,443,154	1,466,624
Number of different individuals	531,629	932,466	1,106,661

The server has been up 100% of the time* during June.

* *Server uptime is independent of network accessibility*

Articles

CIT Has Installed Anti-Spam Enhancements to E-Mail

Do you think that you have been getting less spam recently? It isn't your imagination; you *have* been getting less spam since CIT installed the NIH anti-spam service in front of the NIH Central Email Service (CES). CIT's CES staff spent several months evaluating various options, selected IronPort Systems in January 2004 as the best solution for NIH, began a pilot project in February, and by April 15 had the IronPort solution in production.

The NIH anti-spam service quarantines spam before it reaches the e-mail system, so it never enters e-mail servers or reaches users. This frees up network resources for work related to NIH's mission and saves everyone the time spent coping with spam. (Spam is described on the CIT anti-spam web page [<http://antispam.nih.gov/instructions.htm>].)

Already spam has been drastically reduced. One NIH Webmaster, who was the unfortunate recipient of 30-to-40 spams a day, noticed that the flow had stopped almost immediately. On a recent day CES blocked over 600,000 connections from known spammers. The anti-spam service then removed an additional 70,000 (10% of incoming e-mails), as they were positively identified as spam, thus saving NIH staff the time to delete them. Processing spam can reach an estimated \$4 billion a year in lost productivity according to the Yankee Group, a global networking research and consulting firm.

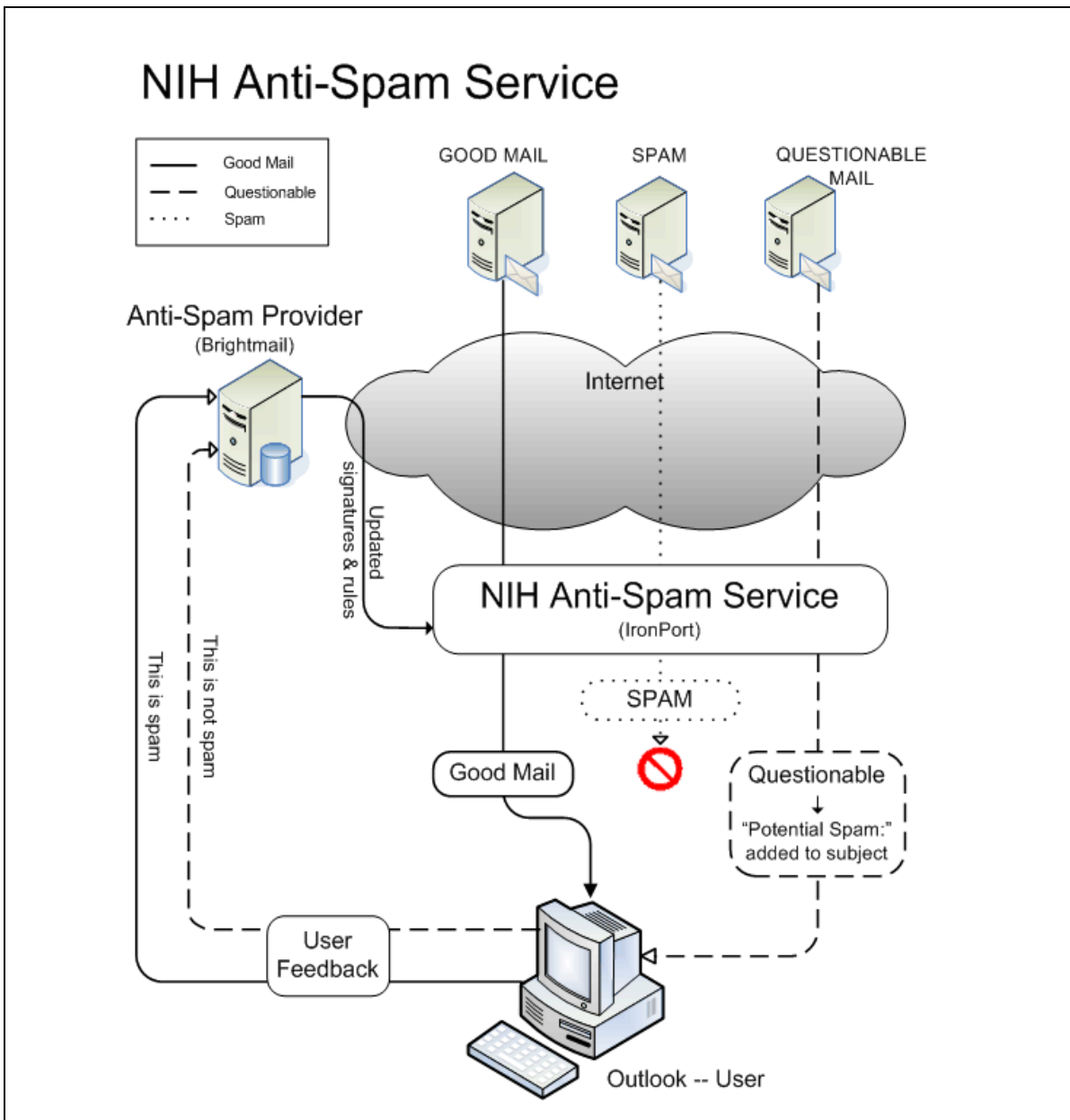
How the NIH Anti-Spam Service Works

Three IronPort C60 hardware appliances sit in front of the NIH mail servers. With an average of 300,000 e-mail messages per appliance, the anti-spam detection software (Brightmail) on the appliances is searching almost a million e-mail messages a day.

- **SMTP Throttling and Blocking**—Ironport appliances can throttle (rate limit) or outright block inbound e-mail flow based upon the SenderBase [www.senderbase.org] reputation score or manual configuration. Hosts with bad scores are automatically throttled, as are abusive and 100% spam domains.
- **E-mail with a signature**—Brightmail scans all e-mail with "signatures" created from known spam. This technology works very similarly to anti-virus signatures in that there must be a positive match for the e-mail to be identified as spam. This prevents spam being delivered to you. Brightmail has an extremely low false positive rate—less than 0.1% of legitimate e-mail is quarantined.
- **E-mail without a signature**—Brightmail uses additional "heuristic" scans (of headers, body, html, hyperlinks) to catch more spam that doesn't yet match a signature, but which could be spam. E-mail that triggers the heuristic scan receives a tag "**Potential Spam:**" in the subject line, and is delivered to your Outlook inbox. For example, an e-mail with the subject line "You win \$1 billion!"

will become "Potential SPAM: You win \$1 billion!" This will not prevent any e-mail from being delivered.

- *Spam that gets through*—E-mail—that *actually is spam* but gets through to your Outlook inbox—can be forwarded to Brightmail, which uses your feedback to improve the ability of the system to curb spam without affecting the flow of legitimate e-mail. See the next section.



How the anti-spam service works

You Can Help By Reporting Spam

CIT provides a mechanism—via a special “menu bar” in Outlook—that allows you to report spam that gets through or legitimate e-mail flagged as potential spam. Details are available on CIT’s anti-spam web site [<http://antispam.nih.gov/>]. Included are instructions for the two necessary steps:

- 1) creating an Outlook “rule” for processing spam, and
- 2) downloading a Brightmail plug-in that puts the spam menu bar in Outlook.

Please follow the instructions carefully.

The plug-in can only be used for Microsoft Windows and Outlook (2000 or later). If you are not an Outlook user or have a Macintosh, you will find instructions for reporting spam on the web page under “How do I report e-mail?” [<http://antispam.nih.gov/instructions.htm>].

You should also understand the kinds of e-mail to report and *not* report.

- **E-mail to Report— and *NOT* Report**

You should only *report e-mail* if it matches one of the following criteria:

- e-mail incorrectly labeled as spam or “Potential Spam:”
- e-mail that should have been labeled as spam but wasn’t
- e-mail with federally-prohibited subject matter (inappropriate or illegal)
See the description on-line [<http://antispam.nih.gov/inappropriate.htm>].

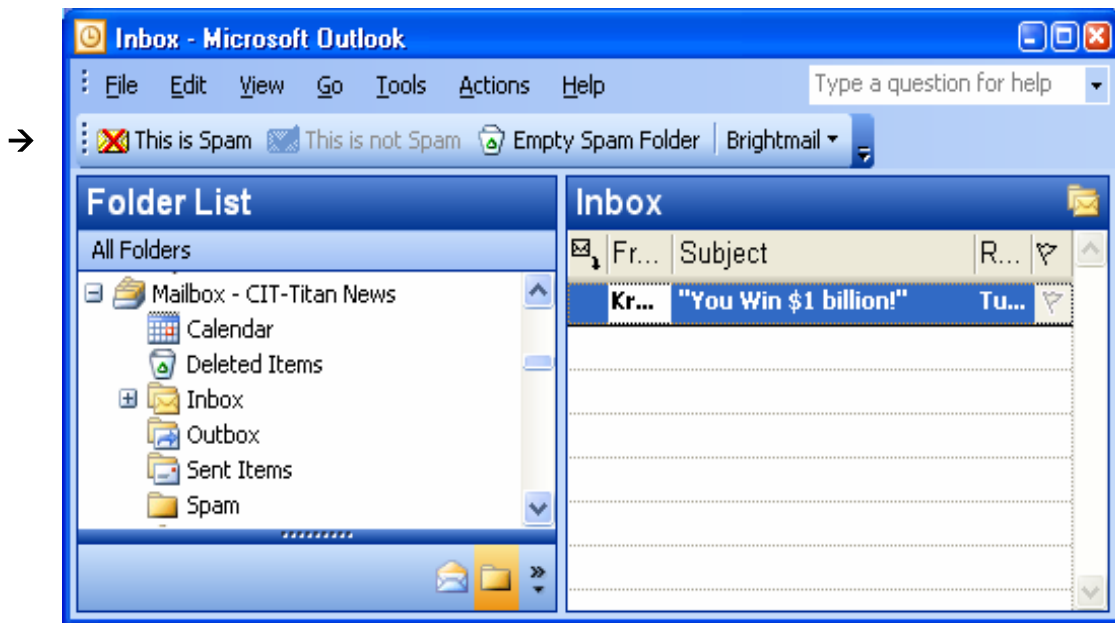
Do *NOT report e-mail*— if it is:

- e-mail that is in fact spam but comes tagged in the subject as “Potential Spam:”
It has already been processed by Brightmail. Just delete it.

To keep “Potential Spam:” e-mail from showing up in your inbox, create a rule in Outlook. Instructions are on the anti-spam web site.

- **Outlook Menu Bar for Reporting**

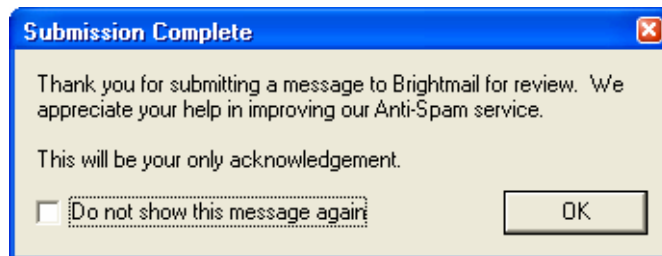
After you have installed the Brightmail plug-in (and rebooted your computer), you will see a special menu bar in Outlook:



Only one of the buttons is active at any one time. Each button has a different function:

- | | |
|--------------------------------|--|
| <p>This is Spam</p> | <p>- Use this button for <i>e-mail in your INBOX</i> – NOT in the “Spam” folder. Pressing this button will package the spam inside another e-mail to Brightmail, which will use it to create new spam signatures.</p> |
| <p>This is not Spam</p> | <p>- Use this button <i>ONLY</i> for <i>e-mail in the “SPAM” FOLDER</i>. Pressing this button will package the e-mail inside another e-mail to Brightmail, which will use it to revise current detection mechanisms.</p> |

After using either button, you will get this dialog box, and a message will be sent to your “Sent Items” folder.



- | | |
|---------------------------------|---|
| <p>Empty Spam Folder</p> | <p>- This button will move all e-mail in the “Spam” folder to your “Deleted Items” folder. You do not have to be in your “Deleted Items” folder to do this.</p> |
|---------------------------------|---|

More Information

If you have questions, call the NIH Help Desk at 301-496-4357. Or send e-mail to helpdesk@nih.gov.



Enterprise Architecture at NIH

You may have heard some buzz about enterprise architecture (EA) through your own work, from colleagues, or elsewhere. Given the relative infancy of the field and the complexity of the subject, many may not know what it is. We would like to provide an overview of enterprise architecture, explain why it's important to NIH, and show how you can help.

Overview of EA

“Enterprise architecture” is the design that determines how information technology (IT) supports the business of the enterprise. An analogy for enterprise architecture is city planning. Imagine all of the functions that the city of Washington D.C. fulfills: government, transportation of goods, trash removal and disposal, emergency response, and energy delivery services – just to name a few. These functions are the “business model” for the city.

The “city plan” specifies building codes, prescribes land use, and specifies road patterns to support the city’s business functions. The zoning laws and codes ensure that innumerable contractors, home-owners, businesses, and other entities can operate in and contribute to the overall success of the city. Similar to a “city plan,” the NIH Enterprise Architecture ensures an effectively planned IT infrastructure to support the business requirements of NIH and all of its employees, contractors, partners, and volunteers. The EA provides the over-arching plan for individual systems and infrastructure architecture as the city plan does for individual buildings and infrastructure.

Benefits of EA to NIH

Many benefits can be derived from an enterprise architecture design, but the most important benefit for NIH is the ability to integrate systems more effectively. We will realize this benefit across all of NIH by implementing common logical and physical systems designs, developing a common understanding of data at NIH, and adopting a set of shared, sound IT architecture principles.

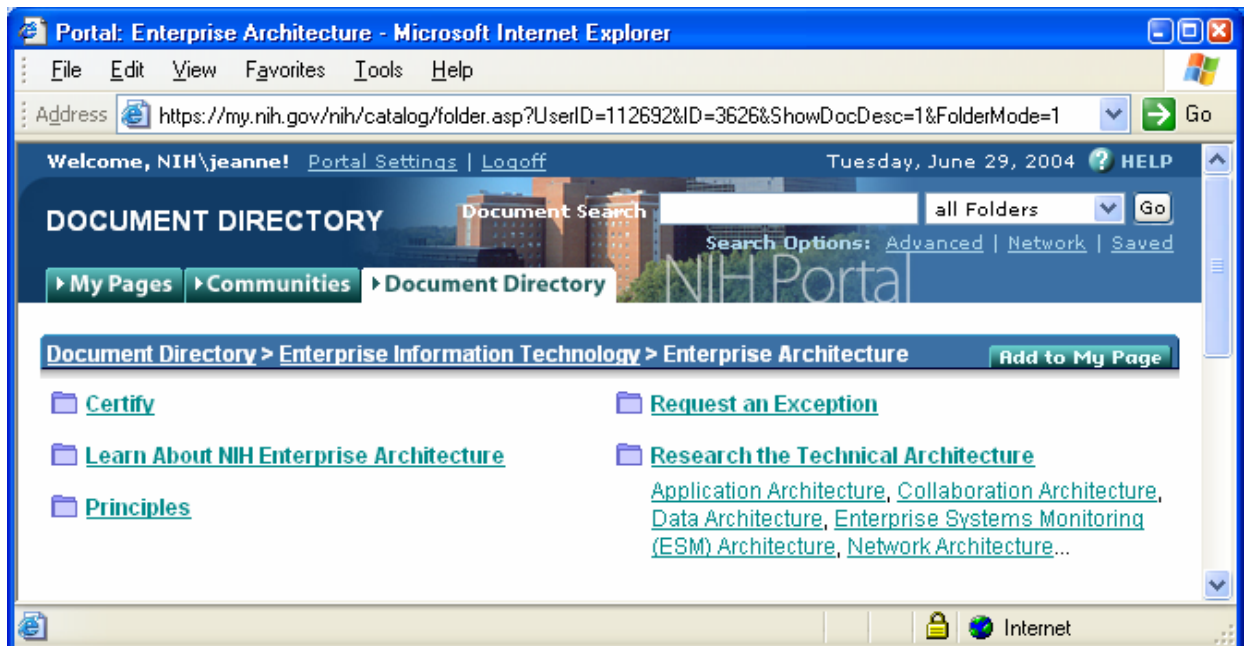
In addition, federal statutes and a series of Office of Management and Budget (OMB) IT directives require that NIH develop, implement, and comply with an NIH Enterprise Architecture.

A Collaborative Approach

We have adopted a collaborative approach to enterprise architecture. Although the NIH Office of the Chief IT Architect (OCITA) leads the activities for developing and maintaining the NIH Enterprise Architecture—and for increasing awareness of it—all of NIH’s ICs contribute to the process.

- **Domain teams** form the backbone of the NIH enterprise architecture program. These teams, with members from all ICs, meet on a recurring basis to document common designs, to recommend technology solutions, and to review architecture principles. Domain teams have already met and defined the architecture for data, networking, applications, application integration, security, collaboration, and enterprise systems monitoring.
- **Individuals** at the NIH can contribute to EA through the NIH Request for Comments (NRFC) process. This process enables an individual or an organization to recommend an architecture standard, to recommend a best practice, or to provide important information to the NIH IT architecture community. To learn more about the NRFC process, send e-mail to EnterpriseArchitecture@mail.nih.gov.

Regardless of your role in IT, the NIH Enterprise Architecture impacts you and your job in some way. The principal NIH Enterprise Architecture principle states that “. . . the NIH Enterprise Architecture applies to all aspects of NIH information technology.” All NIH organizations must follow it so that we can provide a consistent and measurable level of IT quality to everyone.



NIH Portal – Document Directory for Enterprise Architecture



More Information

As we continue to develop and implement the NIH Enterprise Architecture, we will continue our efforts to increase awareness of this critical component of IT at NIH. If you have any questions about enterprise architecture, NIH's program, or the NRFC process, please send e-mail to the Office of the Chief IT Architect at EnterpriseArchitecture@mail.nih.gov, or visit us on the NIH Portal [<https://my.nih.gov/nih/ea.html>].



NIH on Track with IT Consolidation—Phase II

The IT staff at your IC shares a goal with CIT – to make IT Consolidation at the NIH as smooth and transparent as possible. We are committed to eliminating unnecessary duplication of functions and infrastructure.

Through outstanding collaborative efforts, NIH has successfully met the goals for Phase I of the IT Consolidation. Building upon this success, we have moved forward as scheduled into Phase II.



As proposed by the NIH Administrative Restructuring Advisory Committee (ARAC) – and agreed upon by NIH and the Office of the Secretary, HHS – NIH must complete this next phase of IT consolidation by October 31, 2004. Effective implementation of Phase II will meet the expectations of the NIH Restructuring Plan prepared by the ARAC, as well as those of the HHS Enterprise IT Strategic Plan.

What Does Phase II Cover?

Areas of implementation in Phase II include:

- **Active Directory**
 - consolidate all NIH Active Directory user accounts into the single NIH.GOV domain

- **Networking, including Remote Access**
 - consolidate network management and monitoring
 - consolidate dial-up and virtual private network (VPN) Remote Access Services

-
- provide NIH enterprise network infrastructure in new and renovated buildings in Montgomery County Maryland
 - establish standards to govern future network equipment replacements and upgrades, leading to unification of network architecture
- **Video Teleconferencing**
 - restructure videoconferencing services so that CIT provides technology and infrastructure support (design, acquisition, installation, maintenance) while the NIH Office of Research Support (ORS) provides event planning, operational support, and content capture.

How Will Phase II of the IT Consolidation Affect Me?

IT Consolidation Phase II deals primarily with underlying IT infrastructure. Therefore, most changes will involve the interaction between CIT staff and IT personnel within the ICs, and will have little direct effect on users. All users whose Login ID's must change will receive separate and specific instructions.

When Will These Changes Take Place?

In some ICs certain areas of the consolidation have already been finalized. All major changes across all ICs are scheduled for completion by October 31, 2004. NIH will continue to refine systems and processes after the October 2004 deadline.

Whom May I Contact If I Have Questions or Concerns?

Further information is available on the NIH IT Consolidation web site [<http://ITConsolidation.nih.gov>]. If you have questions, please contact your IC IT support staff. In addition, you may call Susan Chaffee, the NIH IT Consolidation Project Communications Lead, at 301-594-9501, or send e-mail to Susan_Chaffee@nih.gov.



iSDP Has Significantly Expanded Offerings

CIT's Information Systems Designated Procurement (iSDP) acquires and delivers brand-name software, hardware, and services to NIH and HHS personnel. iSDP takes advantage of large volume purchasing agreements to provide significantly discounted prices. The agreements also eliminate the need for customers to search for the best information systems deals.

iSDP has significantly expanded its offerings since the program began in 1999. iSDP now has over 25 large volume purchasing agreements in place. iSDP provides major software titles, hardware and services to more than 54,000 customers, including all of NIH and 84% of HHS personnel. New offerings include:

- **Software**

iSDP has recently assumed responsibility for the HHS Enterprise Licensing Agreements for Oracle and SAS.

- **Hardware**

Blackberry offerings now include agreements with AT&T, Cingular, and T-Mobile.

- **Services**

iSDP offers AppleCare, a technical support solution including phone and e-mail support for advanced server operation, migration, and integration issues. Apple products covered under AppleCare plans include Mac OS X Server, Mac OS 9 and Mac OS X, WebObjects, QuickTime Streaming Server, QuickTime Broadcaster, and Apple Remote Desktop.

- **Other Agreements**

Also available through the iSDP are:

<i>statistical software</i>	including SPSS, Insightful (S-Plus), Mathematica, and MacVector
<i>services</i>	including iDefense, Gartner, and SAIC/CDW-G
<i>other software</i>	including Absolute, Adobe, BindView, Citrix, Computer Associates, Macromedia, Microsoft, and Peregrine

More Information

We recommend a visit to the iSDP web site [<http://isdp.cit.nih.gov/>]. You will find the complete listing of licensing agreements – as well as information on vendor agreements, catalogs, and a list of iSDP contacts for each agency or NIH IC.

For additional information, call the NIH Help Desk at 301-496-4357. Or send e-mail to helpdesk@nih.gov.



nVision Travel—New Ad-Hoc Query Tool

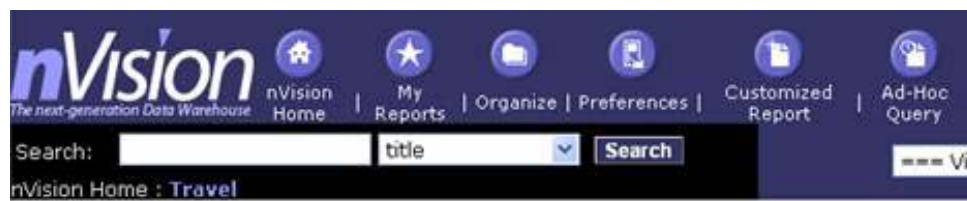
A more robust “ad-hoc query tool” has been added to nVision Travel, in response to numerous requests. This new tool allows you to create your own reports using any of the travel attributes that are available in nVision. With the ad-hoc query tool, you can select from a greater number of attributes and custom reports by filtering, grouping, and sorting the information.

To access the ad-hoc query tool, go to the NIH Portal’s “Communities” web page for nVision. In the nVision Launch Pad in the upper-left corner, click on “nVision Reports.” Then:

- click on **Travel** under the Business Areas menu



- click on the **Ad-Hoc Query** button in the top right corner of your screen



Using the Ad-Hoc Query Tool

You have the option of creating reports from scratch or starting with a query that you can modify. Twelve queries are available as an aid in creating reports. These queries can be modified to offer a quick start and cover popular topics such as travel itineraries and travel summaries (by patient protocol, by project (CAN), by sponsor, and by traveler).

Assistance in using the tool is available on Portal’s nVision Community page. Look under “nVision Training” for the link to **nVision Job Aids**, reference guides for using nVision. Then select:

-
- **Travel Ad-Hoc Modifiable Query Descriptions** – which contains information about how to choose a modifiable query.
 - **Travel Ad-Hoc Folder Descriptions** – which explains which attributes (data fields) are contained in each folder.

More Information

You can keep informed on enhancements to nVision as they are announced in “News & Updates” [<http://nvision.nih.gov/news/>]. The NIH Business Intelligence team welcomes questions and comments. Please send them to the NIH Help Desk at helpdesk@nih.gov, or call 301-496-4357.



The NIH Telephone and Services Directory Is Available On-Line

If you found the white, printed NIH Telephone and Service Directory (TSD) very handy, you will find the on-line version – eTSD – even more so [<http://teledirectory.nih.gov>]. Everything you found in the printed version is here. The eTSD is an important resource for employees, new staff members, and visitors since it provides immediate and easy access to pertinent information on basic topics. Moreover, the electronic version can be updated more frequently than the hardcopy version, which is printed semi-annually.

The eTSD has a comprehensive compilation of information and phone numbers, including:

- **personnel** locate an employee in the NIH Enterprise Directory (NED) – an alphabetical personnel listing for the entire NIH community (on and off campus)
- **organizations** learn about each NIH IC, including abbreviations and acronyms
- **health information** search for a topic, or browse for it alphabetically
- **services** locate a service by name, organization, or search for it
- **staff meetings** confirm meeting times and membership of NIH-wide meetings

The eTSD also includes “Quick Links” to Emergency Services, the NIH Transshare program, and more.



How Is the eTSD Maintained?

Organizational information on services and committee meeting schedules is supplied by individual ICs. Personnel information is provided by a link to the NED. This is the same information that is used to prepare the hardcopy telephone book (which will continue to be printed) and the NIH Telephone Operator's information system.

More Information

Answers to "Frequently Asked Questions" and additional information can be found on the eTSD web page [<http://teledirectory.nih.gov>].

If you cannot find the answer to your question on-line, please call the NIH Help Desk at 301-496-4357. Or send e-mail to helpdesk@nih.gov.



SAS Software Version 9 Is Now Available for Windows

The new SAS software (version 9.1.2) is available to the NIH and HHS through CIT's software distribution web site, iSDP [<http://isdp.nih.gov>].

What Are the New Features?

Version 9 provides significant changes from the previous version—the system is faster, more efficient and easier to use, and provides improved data access.

- **Language Features**
These enhanced features facilitate easier data access, greater data management, more robust analysis, and better data presentations.
- **Output Delivery System**
The ODS feature has been expanded to allow more controlled formatting of all SAS procedure output.
- **Base SAS 9 Procedures**
Enhancements are designed to increase the functionality, performance and usability of the software.

More details on the new features of SAS 9.1.2 are available from the SAS Support Center [<http://support.sas.com>]—use the link to “Documentation.” If SAS 9.1.2 is already installed on your system, go to the SAS main menu—select Help, then “SAS Help and Documentation” from the pull down menu.

How Do I Get Version 9?

Requests for SAS 9.1.2 software for Windows should go through the iSDP contact for your NIH IC or agency. A list of contacts can be found on the iSPD home page under the heading “Information” [http://isdp.nih.gov/information/contact_lookup.asp].

If you have questions, call the NIH Help Desk at 301-496-4357. Or send e-mail to helpdesk@nih.gov.



NIH Portal Adds Gadget for Web Sponsor

NIH portal users now can quickly get to Web Sponsor [<http://websponsor.cit.nih.gov>] via its own “gadget.”

Interface has published numerous articles on the NIH Portal. You can find them using the search facility on the *Interface* web page [<http://datacenter.cit.nih.gov/interface>].



If you have questions, contact the NIH Help Desk at 301-496-4357. Or send e-mail to helpdesk@nih.gov.



“Just Ask”—About BlackBerry Handheld Devices

The NIH Help Desk receives many calls each day from customers who are experiencing similar problems. “Just Ask” articles present frequently asked questions, along with answers and helpful tips. We hope you find this information useful.

Q Where can I find information on purchasing BlackBerries here at NIH?

A The iSDP Webpage contains an excellent FAQ site that answers many common questions about the BlackBerry, including acquisition inquiries. You will find it on the iSDP web page under “Hardware.” [<http://isdpcit.nih.gov/>].

Q I get a lot of e-mail on my BlackBerry and don’t want to be notified each time by a buzz or a beep. Can I set it up to notify me only for urgent messages?

A Yes, you can set up filters in the BlackBerry software to use different criteria to determine if a message notifies you when it arrives on your BlackBerry handheld device. Go to the Filter tab on the Redirector settings in the BlackBerry Desktop Manager on your computer to set up filters.

- **7200 and 7700 Series (Recommended)**

You can use a filter to distinguish your urgent e-mail (based on who is the sender or keywords in the Subject, for example) for the Redirector to “forward with Level 1 Notification.” Then go to

your device and edit your Profile so that only Level 1 Notification messages alert you. Do this by editing the Message Options in the Profile to Mute and the Level 1 Messages to alert in whatever fashion (Vibrate, Tone, or both) you choose.

- **Model 957**

You can use a filter to designate that all e-mail marked with the Importance "High" be forwarded with Level 1 Notification. Then go to your device and edit your Profile so that only Level 1 Notification messages alert you. Do this by selecting "Notify" under Options. When you set "Level 1 Notify Only" to "Yes," you can choose how you want to be alerted (vibrate, tone, or both).

Q My BlackBerry doesn't receive any e-mail. Is there anything I can do to resolve the issue myself?

A There certainly is. Before calling the NIH Help Desk, you can perform a little troubleshooting yourself without risking any loss of data or other complications. BlackBerry has compiled a wonderful on-line document outlining these steps. Go to the BlackBerry web site [<http://www.blackberry.com/>], under the "Popular Links" click on "Technical Knowledge Center," and select "Top 10 BlackBerry Troubleshooting Tips."

Of course, if you are still experiencing difficulty after attempting these steps, please call the NIH Help Desk and a consultant will assist you.

Q I have seen people carrying around BlackBerry devices that are blue, not black. Are they Blueberries? Is there a difference between the devices?

A Though we have heard some people affectionately refer to the blue devices as "Blueberries," the answer is no, they are still referred to as BlackBerry devices. The basic difference between those models used to be that the displays on the blue devices were in color and the black devices were monochrome. This is no longer true, as some carriers (e.g., 7700 series) have introduced color displays on black devices.

Q Who can I call for assistance, if I need help using my BlackBerry?

A If you have any questions regarding BlackBerry devices, please call the NIH Help Desk at 301-496-4357 and a consultant will be happy to help you.

We welcome your ideas about topics to cover in future editions of "Just Ask." Please send suggestions to helpdesk@nih.gov.



Disaster Recovery Planning—Training Course Will Be Held in September

Learn about developing a disaster recovery plan at the course being offered September 15, 2004, by the CIT Training Program. The course provides an introduction to disaster recovery planning and an overview of the disaster recovery program at the NIH Computer Center. It will cover such topics as:

- **basic steps** in developing and implementing a disaster recovery plan
- **recovery strategies** for various computer environments including client/server and central processing configurations
- **topics to include** in a disaster recovery plan
- **testing** a disaster recovery plan

Register for the course on-line via the CIT Training web page [<http://training.cit.nih.gov>]. Or call the CIT Training Program at 301-594-6248.



NIDB 2004 Annual Report Season Is About to Begin

Summer is traditionally the busy season for the NIH Intramural Database (NIDB) project. Beginning in early August 2004, NIH ICs will enter their annual reports—summaries of each researcher's intramural research activities—into the NIDB.

As usual, the NIDB Annual Report application is expected to open for business in the first week of August. Principal and Lead Investigators may request new Z01 numbers at any time by going to the NIDB Annual Reports web page [<http://intramural.nih.gov/reports/>]. Annual report season ends in mid- to late September—the exact date is determined by each IC.

Training Available

This year, training will be offered by members of the NIDB team with emphasis on the bibliography function. A training session is being offered in early August in Bethesda, Maryland (to be available for video teleconferencing).

Additional training sessions can be arranged upon request. For more information, contact Dr. Dale Graham, NIDB Technical Manager, at degraham@mail.nih.gov.



Do You Access Data via the Oracle Transparent Gateway?

CIT upgraded the Oracle Transparent Gateway for DB2 on Titan to version 9.2.0.5 in June 2004. The upgrade was made for three DB2 subsystems – development (DSND), production (DSNP), and the NIH Data Warehouse (DSNW). The Oracle gateway is used primarily by non-mainframe users who want to access DB2 data on Titan (OS/390). At the same time, CIT also upgraded the Oracle client software on Titan to version 9.2.0.5.

The upgrade to the Oracle gateway should have been transparent to users, who received e-mail notification in advance of the June upgrade. However, if you access your data via the Oracle gateway, and are experiencing problems, please call the NIH Help Desk at 301-496-4357 and ask to speak with CIT's database technologies staff.



New Edition of the *Titan User's Guide* Is Available

The June 2004 edition of the *Titan User's Guide* is now available through the CIT publication service. This edition is current through *Interface* issue 229 (March 2004) and the June 1, 2004 issue of *Titan News*.

The transition to Titan is now complete, so the only CIT mainframe user's guide you need is the *Titan User's Guide*. Titan users who submit batch jobs will also require the *Titan Batch Processing* manual. Both manuals are available from the CIT publication web page [<http://publications.cit.nih.gov>].

What's New

Updates to the *Titan User's Guide* include the following:

- Web Sponsor changes (Section 2.3)
- charges for former South-only Services (Section 3.1)
- access to billing information for account officials (Section 3.2)
- updated security information (Section 4)
- additional TSO commands (Section 7.2.1)
- former South system services that are now on Titan (e.g., DB2, SILK customized servers and other facilities) (Section 7.5)

If you still need information concerning the transition from the South system to Titan, refer to the Titan Transition web page [<http://silk.nih.gov/silk/titan>].

How to Get a Copy

To view the updated *Titan User's Guide* in PDF format or to print a hardcopy (on central printers), go to the CIT publication web page [<http://publications.cit.nih.gov>] and look for it under the category "NIH Computer Center User's Guides." The printed version is available to users with a Titan USERid, or a Unix username/login. Copies can be placed in your output box, mailed, or held for pickup at CIT.

If you need help ordering any CIT publications, please call the NIH Help Desk at 301-496-4357. Or send e-mail to helpdesk@nih.gov.

Stay Up to Date

We strongly recommend that all users of CIT's mainframe services subscribe to the e-mail lists that announce new issues of *Titan News* [<http://datacenter.cit.nih.gov/titannews>] and *Interface* [<http://datacenter.cit.nih.gov/interface>]. Subscribing is easy from the web pages.

In addition, CIT only distributes updates of publications when they are specifically requested. You can subscribe to an e-mail list "CIT-Doc-Renew" that sends you e-mail notification whenever a new manual is available. Subscribe via Listserv web page [<http://list.nih.gov/archives/cit-doc-renew.html>].



CIT Computer Training Available in Summer Term

The summer 2004 term began on June 20 in the CIT Computer Training Program. We are continuing to meet the demands of employees eager to gain new knowledge and skills. Many existing courses are being updated, and more than 30 new subjects will be presented. As always, classes are available free-of-charge to NIH staff. Sign-up and course descriptions are available on-line [<http://training.cit.nih.gov>].

New Classes

- **Personal Computing**
 - "How to Get the Most Out of Outlook 2003" is an updated course highlighting the most efficient use of Outlook 2003.
 - "Introduction to Quark Express" introduces some of the basic commands and processes of this desktop publishing program.
 - "Mac OS X for Migrating Users" gives users of Windows and Unix an understanding of how to use and administer OS X.
 - "Security Features of Microsoft Desktop Programs" will discuss how to customize security settings in Microsoft desktop programs.

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- **Web Development**
 - Microsoft will present "Programming with the Microsoft .NET Framework (Microsoft Visual C# .NET)." This hands-on class will help application developers understand the Microsoft .NET Framework.
 - "Advanced CSS / XHTML" will discuss developing modern, standards-compliant sites that separate content from presentation for clean code and maximum portability.
 - "Usability for Developers," will cover web interfaces, the basics of usability, and some techniques for improving usability.
 - "ASP.NET Quick Start Using C#" is an intermediate overview of ASP.NET for developers using Visual Studio .NET.

 - **Personal Digital Assistants (PDAs)**
 - The NIH Library will present two seminars. "PDAs: Introduction" will demonstrate the features and functions a PDA such as the Palm Tungsten C and "PDAs: Advanced Applications for Clinical Use" will explore how to add health-related applications from the Web to the device.
 - Dr. Mohammad Al-Ubaydli of NLM, author of "Handheld Computers for Doctors," will present "Palm Powered 101 (Handhelds for Doctors)." This class will include discussion of software and usage habits that are appropriate for biomedical researchers.

 - **Statistics**
 - The SAS Institute will be bringing two brief seminars. "SAS Data Mining" will discuss the functionality and capabilities of SAS' data mining products, SAS Enterprise Miner and SAS Text Miner. "What's New in SAS (r)9," will discuss the functionality of what SAS calls "the most significant release in its 28-year history."
 - Statsoft will be offering a new course on "STATISTICA and STATISTICA Data Miner for Analyzing and Finding Hidden Information in Messy Medical Data Sets."
 - Dr. David Luckenbaugh of NIMH will offer "SPSS: General Use and Analysis." This class will cover topics from opening spreadsheets and defining defaults to finding the right statistic and presenting the results.

 - **Database**
 - Microsoft will be presenting "Microsoft SQL Server Report Services" that will cover a technical overview of Microsoft SQL Server Reporting Services, the reporting lifecycle, and the product architecture.
 - "Advanced Queries and Reporting in Remedy" will focus on various methods of querying ticket data from Remedy. Direct methods include advanced searches and reporting within Remedy.

 - **Grants**
 - "Advanced QVR for Roadmap" will discuss the use and purpose of the Standard Reports as they relate to retrieval and analysis of information relating to the NIH Roadmap, as well as, generating Pivot Table reports and manipulating the data in these special tables.

- **Other Seminars for Scientists.**

- Dr. Medha Bhagwat is adding “NCBI’s Identification and Correlation of Disease Genes to Phenotypes” to her growing list of courses. This course deals with the identification of a disease gene using NCBI’s human genome assembly.
- Partek Pro returns to CIT to present two additional seminars. “Partek Pro for Gene Expression Analysis” is an expanded introductory course. “Cluster Analysis: Unsupervised Classification for High Dimensional Gene Expression Data with Partek Pro” uses the Partek Pro toolkit to analyze data.
- Mathworks will be returning to give a course on “MATLAB – What’s New in R14.” This seminar will explore new advanced features in the latest release.
- Two new Photoshop classes are being offered are “Intermediate Photoshop” and “Using Photoshop to Design a Poster.”
- Accelrys will present “MacVector and DS Gene – Easy-to-Use Sequence Analysis Solutions for Windows and Macintosh.” This seminar will cover the bioinformatics tools, DS Gene and MacVector. These can be used for day-to-day sequence analysis and documentation in a single easy-to-use application.

The largest growth in the CIT Training program this semester is in Seminars for Scientists. Many thanks to the instructors who volunteer their time to bring these informative sessions to the program.

Register for Classes

All classes in the CIT program are offered free of charge to NIH staff to help you in your work at NIH. You can read course descriptions and register on the CIT training web page [<http://training.cit.nih.gov>]. Or call the CIT Training Program at 301-594-6248.



Training Calendar—Summer 2004

August

744B	Web Query Tool (Web QT)	8/3
940	Fundamentals of Unix	8/3 - 5
301	Relational Database Overview	8/3
410	Statistical Analysis of Microarray Data	8/4 - 5
832B	Save Your Time - Learn How to Manage Email	8/4
263	Statistical Analysis with R	8/5
377	Remote Access: VPN, Parachute and More	8/5
744C	Web Query Tool (Web QT)	8/6
753	Analytical Use of ProSight	8/9
877	Mac OS X for Migrating Users	8/9, 16, 23
793	Write to the Point for IT Professionals	8/10 - 11
823B	Creating Presentations with PowerPoint 2003 for the PC	8/12
221	SAS Data Mining	8/12
220	What's New in SAS(r)9?	8/12
875	Intermediate FileMaker Pro	8/16
914	Intermediate Photoshop	8/17
729B	Understanding the Grants Process	8/17
479	MacVector and DS Gene - Easy-to-Use Sequence Analysis Solutions for Windows and Macintosh	8/17
423	Statistical Analysis of Microarray Data using The MSCL Analyst's Toolbox and JMP	8/17
967	PDAs: Introduction	8/18
968	PDAs: Advanced Applications for Clinical Use	8/18
846	Polish Your Images with Photoshop Elements	8/18
750	Expediting Your Request for Telephone Services at the NIH	8/18
264	Statistical Graphics in R	8/19
915	Using Photoshop to Design a Poster	8/19
676	ASP.NET Quick Start Using C#	8/19
730B	Introduction to the QVR System	8/19
744D	Web Query Tool (Web QT)	8/24
411C	Introduction to mAdb	8/24
215	Bringing Data Files into SAS	8/24
824	PowerPoint Topics: Graphs, Links and More	8/24
820	What's New in Microsoft Office 2003?	8/25
308	Using SQL to Retrieve DB2 and Oracle Data	8/25 - 26
744E	Web Query Tool (Web QT)	8/25
442	Partek Pro for Gene Expression Analysis	8/25
444	Advanced Statistical Analysis of Microarray Data Using ANOVA for Multifactor and Unbalanced Experiments with Partek	8/26
446	Cluster Analysis: Unsupervised Classification for High Dimensional Gene Expression Data with Partek Pro	8/26
445	Building & Deploying Diagnostic Models Using Microarray Data in Partek Pro	8/26
831B	How to Get the Most out of Outlook 2003	8/26
236	SPSS: Basics	8/30 - 31
350	Advanced Queries and Reporting in Remedy	8/31
734A	Advanced QVR Training	8/31
611	Seeking Information on the Web	8/31

September

200	Introduction to Statistics	9/1, 8, 15
467	Browsing Genomes with the UCSC Genome Project	9/1
854	Security Features of Microsoft Desktop Programs	9/1

108	Introduction to ISPF	9/1
982	NCBI's Identification and Correlation of Disease Genes to Phenotypes	9/2
791	Using Edison Report-Lite to Verify Extramural Invention and Patent Reporting	9/2
373	LISTSERV Electronic Mailing Lists: Hands-On Workshop for General Users	9/8
374	LISTSERV Electronic Mailing Lists: Hands-On Workshop for List Owners	9/9
420	MatchMiner and GoMiner: Software Resources for Analysis of Microarray Data	9/10
270	STATISTICA and STATISTICA Data Miner for Analyzing and Finding Hidden Information in Messy Medical Data Sets	9/13
714	Public Key Infrastructure (PKI) 101	9/14
412B	Analyzing Microarray Data using the mAdb System	9/14 - 15
636	Introduction to FrontPage 2002	9/14
718	Disaster Recovery	9/15
963B	Social Sciences Resources	9/15
873	OS X Tips and Tricks	9/16
981	NCBI's Making Sense of DNA and Protein Sequences	9/16
876	Advanced FileMaker Pro	9/21
677	Programming with the Microsoft .NET Framework (Microsoft Visual C# .NET)	9/22 - 23
411D	Introduction to mAdb	9/28

On-line Training and Independent Study Courses are listed on the CIT training web page [<http://training.cit.nih.gov>].



Publications

The following documents have become available since the last issue of *Interface* and can be obtained from the CIT publications web page [<http://publications.cit.nih.gov/>]. Publications are provided in hardcopy, on-line, or PDF versions under the "View/Print on Demand" (VPOD) system.

To be notified when new or updated documentation that has been added to the VPOD system, join the Listserv list, "CIT-doc-renew" [<http://list.nih.gov/>].

Titan (IBM OS/390 Servers)

Updated

Titan User's Guide (June 2004)

Network Access to the Titan System (June 2004)

EOS (Unix Servers)

Updated

EOS User's Guide (May 2004)



Dates to Remember

Now . . .

- A recently-installed anti-spam enhancement for the NIH Central Email Service has drastically reduced spam [<http://antispam.nih.gov/>].
- New SAS software (version 9.1.2) for Windows is available to the NIH and HHS staff through CIT's software distribution web site, iSDP [<http://isdpcit.nih.gov/>].
- nVision Travel offers a new, robust "ad-hoc query tool" for creating reports [<http://nvision.nih.gov/>].
- NIH Portal has a new gadget available for Web Sponsor [<http://websponsor.cit.nih.gov/>].
- New user's guides are available: *EOS User's Guide*, *Network Access to the Titan System*, and *Titan User's Guide*. Get them from the CIT publications web page [<http://publications.cit.nih.gov/>]. ^{E T}

Coming . . .

- | | |
|--------------|---|
| Early August | • NIDB staff training – primarily the bibliography function – on the NIH campus in Bethesda (to be available for video teleconferencing). [http://intramural.nih.gov/reports/] |
| September 15 | • Disaster recovery training class. ^{E T} [http://training.cit.nih.gov/] |
| October 31 | • NIH IT Consolidation Phase II to be complete. |
| December 7 | • Disaster recovery off-site test. ^{E T} |

E EOS (Unix System)
T Titan (OS/390 System)

Articles in other issues of *Interface* appear in brackets [].

Subscribe to the "Interface" list via Listserv to receive notification of new issues as soon as they are available on the Web [<http://list.nih.gov/archives/interface.html>].



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