



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>October</i>	<i>November</i>
Total hits for the month	53,369,653	47,344,745
Hits per day	1,721,601	1,578,158
Number of different individuals	436,212	430,564

The server has been up 100% for 894\* consecutive days (as of December 20, 2002).  
 \* Server uptime does not include network accessibility.

# Articles

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## Transatlantic Demonstration of CIT Technology Signals Huge Leap in Scientific Collaboration

Alan S. Graeff, Director, CIT

CIT computer scientists have been collaborating with scientists at NCI for several years to develop technology that permits long distance transmission of medical-quality images and promotes collaboration by scientists at widely separated geographic locations.

On November 13, 2002, a three-way TeleSynergy® conference was held between Cancer Centers in Dublin and Belfast, and the National Cancer Institute in Bethesda, MD. Scientists at NCI, along with their counterparts in Dublin and Belfast, used the TeleSynergy® technology to seamlessly transmit medical data and images simultaneously between these centers, allowing the participants to collaborate on three separate clinical case presentations.

A large U.S. delegation—including DHHS and NIH dignitaries, industry executives, and members of academia—was present for the demonstration in Dublin. Although DHHS Secretary Tommy Thompson had to cancel at the last minute, NIH Director Dr. Elias Zerhouni and NCI Director Dr. Andrew von Eschenbach were on hand to witness and participate in this highly successful display of technological and medical collaboration.



## New Online Computer Security Awareness Course

We are quick to start using the latest, greatest gadgetry and software, but forever seem to play a game of catch-up trying to cover all the security concerns. It's time to start changing that.

A convenient way to begin changing attitudes is at hand with a new *mandatory* computer security awareness course. All users of NIH computer resources must take the course prior to March 30, 2003. Before you heave a big sigh, there are lots of good reasons why this requirement is in both NIH's and your best interest. Besides being required by law (Government Information Security Reform Act, among others), the NIH mission is highly dependent on secure IT resources. When NIH employees use outdated anti-virus software, unpatched and vulnerable systems, and poor or no password protection, their systems are vulnerable to the increasing number of Internet hacker attacks. Moreover portable devices (laptop computers, Blackberries, Palm Pilots and other personal digital assistants, and wireless technologies) are becoming indispensable, and many are without sufficient protection. This is an opportunity to learn how to protect your IT resources.

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## Where to Find the Online Course

The new online training is located on the Web [<http://irtsectraining.nih.gov/>]—NIH users must submit log-in information for tracking purposes. The training course consists of seven modules and requires approximately 30-40 minutes to complete—depending on how many links you visit. It contains lots of useful information, is easy to navigate, and can be used as a resource. When you've completed the course, you'll have a better understanding of the NIH IT security program, your IT responsibilities and where to get assistance. More important, you will become aware of easily adoptable practices that help ensure a safe computing environment in the office, at home, and while traveling.

Remember, security is everyone's responsibility. Your security is affected by everyone who shares a network connection with your computer, everyone who can enter your office space, anyone who knows or can easily guess your password, and anything you leave behind unlocked (including what's in your trashcan). Take the course, change your perceptions and your habits.

If you have questions about the training, contact your IC's Information Systems Security Officer (ISSO). The ISSO contact list is located on the Web [<http://irm.cit.nih.gov/nihsecurity/scroster.html>].



## NIH Portal—A Single Web Site for Accessing NIH Information

The NIH Portal is a Web-based application that provides a single point of access to the data, documents, processes, and services available at NIH. CIT has developed the NIH Portal to enable NIH institutes, centers, and offices easy access to the vast amount of NIH data and documents in many systems. The NIH portal enables employees to bring together *in one site* the links to NIH data and documents needed every day (internal databases, forms, training resources, meetings, directories) and external information (scientific journals, medical news, search engines, media coverage).

### NIH Applications to Be Accessible from the Portal

Available to the NIH community since June 2001, the NIH Portal will become much more valuable to the NIH community with the introduction of enterprise authentication (EA) early next year. With EA, you will be able to safely and securely log in just once to the Portal and then access other NIH-wide applications without logging in again. (See an article on enterprise authentication in this issue.)

The NIH Portal will be the first system to be protected under enterprise authentication (EA), being provided by the Netegrity SiteMinder® software. When you log in to the NIH Portal and your identity has been authenticated, the system then passes on your authentication when you link to other

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applications also protected by the system. This means that once you log in to the NIH Portal, you will not need to log in again to other protected systems. Just click on the link to the application you want, and you're in – automatically.

After the Portal, the next applications to be protected under EA – ITAS, and NBS applications for Travel, General Ledger and Budget – will have their own gadgets. (See a discussion of NBRSS below under “Communities.”)

## Logging In

New users (or users not logged in) to the NIH Portal [<http://my.nih.gov>] will first get the Portal login page (below). To log in, you will need to enter the user name, password and “authentication domain” – the ones you use to log in to your desktop computer on the network. If you don't know your domain, or if you are unable to log in, please contact the TASC help desk.

**NIH Enterprise Login**

1 Select your authentication domain: NIH

2 User name:

Password:

**Log in**

**Warning Notice**

This is a U.S. Government computer system, which may be accessed and used only for authorized Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action.

All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigations. Such information includes sensitive data encrypted to comply with confidentiality and privacy requirements. Access or use of this computer system by any person, whether authorized or unauthorized, constitutes consent to these terms. There is no right of privacy in this system.

*NIH Portal – NIH Enterprise Login Page*

The NIH Portal brings together in one place a wide variety of “gadgets” – mini-applications that open up to give access to NIH resources, applications and systems. The NIH Portal offers three powerful facilities for managing your daily access to NIH information and applications – “My Pages,” “Communities,” and “Document Directory.”

## “My Pages”

The following example of a Portal page shows how it can be customized with “gadgets” for weather, Portal Training Tour, NIH Calendar of Events. Notice the horizontal dark-blue bar that heads each gadget and the list of “Enterprise Applications” connected to the EA system (upper left-hand corner).

The screenshot displays the NIH Portal interface with a dark blue header. The main content area is titled "MY PAGES" and includes a navigation bar with "My Pages", "Communities", and "Document Directory". A search bar is located in the top right. The page is populated with several gadgets:

- Enterprise Applications:** A list of links including "Travel System Sandbox", "NBS Finance", and "NIH DataWarehouse: nVision".
- Weather for Bethesda, MD:** A weather widget showing "Mostly Cloudy" with a temperature of 48°F/9°C, humidity of 83%, and a "Click for Forecast" button.
- Portal Training Tour:** A banner with the text "How do I use the NIH Portal? Click here to take the tour" and a note "(Requires Macromedia Flash Player)".
- NIH Shuttle Schedule:** A widget with dropdown menus for "From: Federal Bldg." and "To: Bldg. 12", radio buttons for "Morning" and "Afternoon", and a "Show Schedule" button.
- NIH Calendar of Events:** A calendar widget titled "NIH Calendar of Events (Yellow Sheet)" showing "Today's Events (Wednesday, November 20)". It lists several events with times and locations, such as "Introduction to Perl for Biologists; Building 12A, B51" at 10:00 AM.
- Information for Employees:** A widget with a search bar and a list of topics (A-Z).

*An example of the Portal when enterprise authentication is operating*

Portal users create their own “My Pages” by adding just the gadgets they want. This customization allows NIH employees to focus on the applications and information critical to their work and to filter out the overwhelming amount of peripheral information bombarding them every day.

You can choose from almost 150 gadgets, position them anywhere on your page, and further customize the pages at any time by adding, deleting, or rearranging gadgets. Also, you can create multiple pages (up to six) for grouping items on special topics.

- **Customize Your Pages**

A menu bar at the top of the NIH Portal helps you configure your pages:

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**Login****Portal Settings** - time zone, location, language, mobile device login, accessibility**Change Page Name** - replace the default (NIH Portal Page) with a name of your choosing**Choose Gadgets** - browse and preview 150 gadgets in 29 categories**Change Layout** - columns (1, 2, or 3), position of *each* gadget**Logoff**

If you are a new user, we recommend you take the online “NIH Portal Training Tour” found in the folder, “Portal Tools.” This tour clearly shows each step to take. Any questions you may still have are easily answered by online—you will find HELP and  buttons in the upper right hand corner of the Portal. Or you can call the TASC help desk.

- **Add Gadgets from a Growing List**

The Portal now offers almost 150 gadgets that provide access to a variety of internal NIH tools (PubMed, Calendar of Events, shuttle bus schedule) and external tools (internet news feeds, weather forecasts, search engines). Some gadgets are merely links, while others allow customization that enables in-depth access to applications. You will see only those that are open to you, since Portal security limits access to gadgets. The list of gadgets currently includes:

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Airport Delays	Exchange Calendar/Mail	NED	PubMed
AOL Instant Messenger	FEGLI Calculator	NIH Calendar	Search Multiple ICs
Backtrack University	Genetics News	<i>NIH Catalyst</i>	Security Updates
Index	Google Web Search	NIH in the News	Shared Resources
Biological Sciences News	Healthcare Industry News	NIH JumpStart	Database
Biotechnology News	NIH Guide for Grants &	NIH Library	Shuttle Schedule
Calendar of Events	Contracts	NIH Mail Stops	Technology Top Stories
Cancer News	HHS Employee Search	NIH Organizations	Top Business News
CareerHere	HR News	<i>NIH Record</i>	Top News Stories
CHID	<i>Interface</i>	NIH Security News	Traffic Cameras
Clinical Studies	Intramural Research	NIH VideoCasting	Training
Clinical Trials	Sourcebook	Office of the Director	Travelocity Airfare
CRISP Current Data	ITAS	ORS Services	Finder
Currency Converter	Latest Gadgets	Parking and	VideoCasting
Cyber Security Advisories	MapBlast	Transportation	Virus Warnings
DDIR Bulletin Board	Medical News	Payroll Calendar	Weather
Delegations of Authority	MEDLINEplus	Per Diem Rates	What’s New at NIH?
Dictionary and Thesaurus	My Bookmarks	Portal Training Tour	Yahoo Yellow Pages
Doppler Radar	NBRSS Budget/Finance	Public Health News	

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Many more gadgets are waiting in the wings. Add the “Latest Gadgets” (under Portal Tools) to keep up with new ones as they become available.

## “Communities”

A community provides information for a specific NIH interest – and can serve as a site for a project team, an NIH Office, or for users with a common professional interest. The “Communities” link to the left of the Portal title allows you to browse the list of about 16 communities now available – you will see only those that are open you, since Portal security limits access to communities. Those already created include Desktop Support, Intramural Research, Security at NIH, and the NBRSS Budget/Finance.

The administrator of a community page can build the tools and information important to that community – using either the gadgets available for “My Pages” or community-specific collaborations such as task lists, threaded discussions, and document repositories. Communities can also provide document management and threaded messaging designed to enhance the sharing of information within members of the community.

The following example – NBRSS Budget/Finance Community – shows the variety of information available on a Portal community. Portal gadgets are included in this community. Note the threaded discussions, as well as the links to outside resources – Department of Treasury (FMS), NIH Office of Financial Management, OMB Circulars.

The screenshot shows the NIH Portal interface for the NBRSS Budget/Finance Community. The page is dated Wednesday, November 20, 2002. The navigation bar includes 'My Pages', 'Communities', and 'Document Directory'. The main content area is divided into several sections:

- NBRSS Application Launcher:** Lists 'NBS Finance' with sub-links for 'Production', 'Sandbox', and 'Training'.
- Welcome to the NBRSS Budget/Finance Community:** A central banner with a welcome message and instructions on how to use the community.
- NBRSS Program Information:** Links to 'NBS Matters', 'About NBRSS', and 'NBRSS FAQ'.
- Application Help:** Links to 'General Ledger User Guide', 'Payables User Guide', and 'Receivables User Guide'.
- Community Alerts:** A notice about the NBS Production database server being unavailable on Wednesday evening.
- Threaded Discussions:** A table showing a discussion post.
- Community Links and Resources:** Links to 'Data Warehouse (Budget & Finance)', 'Department of Treasury: FMS', 'Office of Financial Management', and 'OMB Circulars'.

#	Subject	Author	Date
3	<a href="#">Test</a>	NIHtrovinev	11/7/2002 3:27:11 PM

NIH Portal – NBRSS Budget/Finance Community

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## “Document Directory”

The “Document Directory,” when complete, will provide a single point of access to documents and other resources from all major areas of NIH activity. The Directory is being developed with the help of NIH staff who meet in focus groups to identify items used by those who work in their functional area, institute or center.

As you can see in the screen shot below, the Directory will group items in 10 to 12 top-level categories, each containing many useful links. All items in the Directory are listed with a description, along with a link to more “Document Info” (e.g., title, author, date, keywords, source). You will see only those that are open to you, since Portal security limits access to the Document Directory.

The screenshot shows the NIH Portal Document Directory interface. At the top, it says "Welcome Guest! Login" and "Friday, December 13, 2002 HELP". Below this is a navigation bar with "My Pages", "Communities", and "Document Directory" (which is highlighted). The main content area is titled "Document Directory" and contains a disclaimer: "This is a demo Directory that contains only a sampling of the categories that will ultimately be listed. Only the Reference & Research categories display a limited list of documents to demonstrate how the browsable Directory will function when it is fully active." Below the disclaimer are ten categories, each with a list of links: Administration, Biomedical Research, Health & Medicine, Local/Regional, News & Events, NIH Organization, Portal Information Center, Reference & Research Resources, Services, and Workplace.

Document Directory

This is a demo Directory that contains only a sampling of the categories that will ultimately be listed. Only the Reference & Research categories display a limited list of documents to demonstrate how the browsable Directory will function when it is fully active.

- Administration**
  - [Contracts Management](#), [Financial Management](#), [Grants Management](#), [Information Management](#), [Information Technology Management](#)
- Biomedical Research**
  - [Bioethics](#), [Bioimaging](#), [Bioinformatics](#), [Biomedical Engineering](#), [Clinical Center...](#)
- Health & Medicine**
  - [Doctors & Dentists](#), [Drug Information](#), [Health Topics](#), [Healthcare Facilities](#), [Medical Dictionaries...](#)
- Local/Regional**
  - [Airports](#), [Auto Rental](#), [Buses & Trains \(Local\)](#), [Buses & Trains \(Regional\)](#), [Dining...](#)
- News & Events**
  - [Business News](#), [Extramural News](#), [Federal Government News](#), [Health News](#), [Human Resources News...](#)
- NIH Organization**
  - [About the NIH](#), [Buildings](#), [Employee Directory](#), [Health & Human Services](#), [Institutes & Centers...](#)
- Portal Information Center**
  - [Alphabetic \(all Portal objects\) Directory](#), [Applications Integration](#), [Broadcast Archives](#), [Collaboration Tools](#), [Communities...](#)
- Reference & Research Resources**
  - [Addresses & Telephone Numbers](#), [Atlases & Countries](#), [Current Awareness Services](#), [Dictionaries & Thesauri](#), [Directories...](#)
- Services**
  - [Audio-Visual Services](#), [Cafeterias/Lunch Stands/Snack Bars](#), [Conference Services](#), [Credit Union/Bank](#), [Fire & Police...](#)
- Workplace**
  - [Arts & Entertainment](#), [Employee Health & Fitness](#), [Job Listings](#), [Orientation & Separation](#), [Recreation & Welfare Association...](#)

### NIH Portal – Document Directory

For a demonstration of how the Directory will function, open the “Reference & Research Resources” category. When this category is complete, you will be able to browse a wide variety of resources—including general and biomedical reference books, online journals, and all major newspapers from around the world. Have you ever needed to know the meaning of an NIH acronym? The amount of air pollution emissions by ton in 1983? Life expectancy in 1950? The name of the head of a foreign government?

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## Make the NIH Portal Your Browser's Default Home Page

When you make your Portal pages the default, your browser opens to your customized "My Page." It is easy to do. The portal works on Macs and PCs, but it is optimized for use on Internet Explorer. Substitute the Portal's Web address <<http://my.nih.gov/>> for the default homepage, as follows:

- **Internet Explorer** (versions 5, 6)

*PC* – Tools > Internet Options > General, and replace home page address with <<http://my.nih.gov/>>  
*MAC (OS X)* – Explorer > Browser Display, and replace home page default with <<http://my.nih.gov/>>

- **Netscape** (versions 4 through 7)

*PC and MAC*

Edit > Preferences > Navigator, and replace the home page location with <<http://my.nih.gov/>>



## Enterprise Authentication Is Coming to NIH Early Next Year

How many NIH-wide applications do you use daily for your work, each with a separate user name and password? Ever mix up names and passwords, or forget one? This is about to change. Early next year, you will be able to safely and securely log in just once and then access other NIH-wide applications without logging in again. The default, and easiest way, is to log in to the NIH Portal. Once you log on and your identity is authenticated, the software (Netegrity SiteMinder®) passes your authentication on when you link to other applications connected to the system.

Known as enterprise authentication, this new capability signals a step toward integrating and simplifying the way we access applications (e.g., ITAS, travel). The goal is to integrate the many enterprise systems, networks and data that we regularly depend on to conduct the business of NIH.

The NIH Portal will be the first system protected under enterprise authentication, to be followed by ITAS, and NBS modules for Travel, General Ledger and Budget. Plans are in the works for the NIH Enterprise Directory (NED), nVision (the updated data warehouse), and future NBS applications. This capability will be available for use by ICs, as well as for their applications. (See other articles on NBRSS, nVision, and EHRP in this issue.)

All employees can assist us by checking that their information in NED is accurate—especially the email address. Log on to NED [<http://ned.nih.gov/>] and follow the prompts. The NBS Travel module will draw on data in NED, so inaccurate information will mean you won't get the benefit of the new system.

## NIH Portal – The Gateway

Watch for enterprise authentication on the NIH Portal in January and on ITAS and NBS Travel in the early spring of 2003. When enterprise authentication is in place, applications that are connected to the system will be listed in the upper-left-hand corner of the Portal, as shown in the example below. (See an article on the NIH Portal in this issue.)

Once you log in to the NIH Portal, you will not need to log in again. For example, you would just click on the “NIH Data Warehouse: nVision” link and be in – automatically. When ITAS participates, you will not need to remember that you use your social security number and the password associated with it. Just click on the ITAS link, and you’ll be in.

The screenshot shows the NIH Portal interface as of Wednesday, November 20, 2002. The user is logged in as 'DEFAULTUSER'. The page features several navigation tabs: 'My Pages', 'Communities', and 'Document Directory'. A 'Document Search' box is located in the top right. The main content area is divided into several sections:

- Enterprise Applications:** A list of links including 'Travel System Sandbox', 'NBS Finance', and 'NIH DataWarehouse: nVision'.
- Weather for Bethesda, MD:** A weather widget from weather.com showing 'Mostly Cloudy' with a temperature of 48°F/9°C.
- Information for Employees:** A section with an alphabetical topic browser (A-Z) and search boxes for topics and employees.
- Portal Training Tour:** A banner with the text 'How do I use the NIH Portal? Click here to take the tour' and a note that it requires a Macromedia Flash Player.
- NIH Shuttle Schedule:** A widget with dropdown menus for 'From: Federal Bldg.' and 'To: Bldg. 12', and radio buttons for 'Morning' and 'Afternoon'.
- NIH Calendar of Events:** A section titled 'NIH Calendar of Events (Yellow Sheet)' listing 'Today's Events (Wednesday, November 20)'. The events include:
  - 10:00 AM: Introduction to Perl for Biologists; Building 12A, B51
  - 11:00 AM: Improving Decision Quality: A Focus on Breast and Prostate Cancer; Executive Plaza North, Conference Room G
  - 11:00 AM: The Mevalonate Pathway: Potential Target for Antibiotic Agents; Bldg 536, Conference Room
  - 12:00 PM: Molecular Control of Capillary Tube Formation and Regression in Three-dimensional Extracellular Matrices; Building 6B, 429
  - 12:00 PM: Clinical Staff Conference: West Nile Virus: Pathogenesis and Therapeutic Options-Dr. Juan Gea-Banacloche, NCI

*An example of the Portal when enterprise authentication is operating*

To log on to the NIH Portal, open the Portal Web page [http://my.nih.gov]. If you are a new user – or are entering an application not protected by enterprise authentication – you will be required to provide your user name, password, and “authentication domain” (the ones you use to log on to your desktop computer). If you need help, call the TASC help desk. See the article on the Portal for information on how create your own individualized “My Pages.”

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## **An NIH-Wide Enterprise**

The enterprise authentication project has been an NIH-wide effort. Administrators and technical staff from every IC have worked very hard on this project, and their support and collaboration have been essential to its success. Coordination and technical expertise was provided by CIT, which also provided the supporting infrastructure—comprised of the NED, Active Directory for password verification, the NIH Portal, and Netegrity software. (See an article on the Active Directory in *Interface* issue 221, December 2001.)

For further information, contact Helen Schmitz at [schmitzh@mail.nih.gov](mailto:schmitzh@mail.nih.gov).



## **What Does nVision Mean for the NIH Business Community?**

If you make business decisions based on financial data from the NIH Data Warehouse, you have been using “business intelligence.” Business intelligence is information from multiple sources that is integrated in a way that enables organizations to manage information better and to improve decision-making.

NIH is embarking on a new “business intelligence” initiative called nVision. An evolution of the NIH Data Warehouse, the nVision initiative will provide additional data reporting capability. More information is available on the nVision Web site [<http://nvision.nih.gov/>].

### **What is the goal of this initiative?**

The goal of the nVision solution is to integrate data from numerous NIH enterprise systems and allow access to that data via the NIH Portal. (See an article on the NIH Portal in this issue.)

Over the next few years, new nVision business areas will be developed based on the deployment of NBS functions. These business areas include travel, budget and finance, acquisition and supply, property, and service and supply fund. Business areas that are not impacted by NBS will eventually be included in the nVision solution as well. (See *Interface* articles on NBS in issues 214, 216, 221, as well as this issue.)

### **When will the nVision solution be available to the users?**

The first release of nVision, the Travel business area, is based on data from the NBS Travel system and NBS Budget/Finance system. Users will be able to access travel information—including detailed data required for conducting daily operations, and high-level information required for travel planning

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activities. This information will be accessed via the NIH Portal's "nVision Community" and will utilize single sign-on enterprise authentication. (See articles on the NIH Portal and enterprise authentication in this issue.)

nVision's Travel business area will be available in spring of 2003, coinciding with the deployment of NBS Travel. Training for nVision Travel will also begin in concert with the release of NBS Travel.

### **What is the relationship between nVision and the NBS?**

nVision will provide access to data collected in the NBS and will deliver valuable information for analysis and decision support. In the long-term, nVision will integrate data from numerous NIH enterprise systems. This information will be displayed using the latest in business intelligence software.

### **What is the relationship between nVision and the NIH Data Warehouse?**

nVision is a successor to the NIH Data Warehouse and will allow the user to take advantage of important new data available from the NBS, as well as significant new business intelligence technologies. Eventually all of the Data Warehouse business areas will be updated and become unified within nVision and, ultimately, nVision will provide reporting capability for all of the current NIH Data Warehouse business areas.

If you have additional questions regarding the nVision solution, please contact the support team at [nVisionSupport@nih.gov](mailto:nVisionSupport@nih.gov).



## **NBRSS—News from NBS and EHRP**

The November 2002 issue of the *NBRSS Today Newsletter* is available on the NBRSS Web page [<http://nbrss.nih.gov/news.html>].

### **NBS – What's New**

The NBS took its first step in October, as the General Ledger and Budget modules began running in concert with the Administrative Database (ADB). This parallel operation will continue for several months.

- **Finance** The NBS Project Team is teaching some end users how to maintain the NBS and the ADB simultaneously and how to enter new Projects (CANs) and the funding budget.

- 
- **Travel** In early spring 2003, the NBS Travel System will bring a Web-based environment to NIH, along with various automated features. A three-step training program is underway, preparing over 2,300 users for deployment by using a combination of computer-based training (CBT) tools with the traditional, instructor-led classroom training.
  - **Property** A property management software package has been chosen. The *Sunflower Assets* software package will provide the property management functions for the NBS.

## EHRP – What’s New

The EHRP system was successfully deployed September 9, 2002. Job aids are now available on the NBRSS Web site [<http://nbrss.nih.gov/JobAids.html>].



## ColdFusion Provides Easy Web Access to Your Data

CIT is now offering a ColdFusion hosting service for your Web applications—you don’t have to worry about acquiring server hardware, upgrading the operating system, installing or configuring the ColdFusion server and the Web server, monitoring the security of the Web server, or maintaining network connectivity. All of that is done for you. Moreover depending on your needs, you can choose from hosting on shared servers or you can get a dedicated ColdFusion server.

ColdFusion (from Macromedia) is a Web development system for integrating database data and other server-side features with your Web site. Using ColdFusion, a Web application can access a variety of databases, use SQL to query the data, execute sophisticated program logic, and produce dynamic Web pages. ColdFusion is very powerful and flexible—and it is easy to learn.

Details on how to get started with CIT’s ColdFusion hosting services are available online [<http://cfhosting.cit.nih.gov>].

If you don’t have the staff to program your Web applications, CIT can assist you in the development of your ColdFusion application. Various services are available, including custom ColdFusion application development. Please visit the Web Development Team Web page [<http://webdev.cit.nih.gov>] for more information.

## More Information

For more information about ColdFusion and related Web development services, call the TASC help desk and ask to speak to the ColdFusion support staff, or send email to [tasc@nih.gov](mailto:tasc@nih.gov).



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## EOS Users—Telnet Access to *eos.nih.gov* Will Be Stopped Early in 2003

Currently customers can access CIT's EOS system (*eos.nih.gov*), using either the telnet or SSH protocol. An older protocol, Telnet does not encrypt traffic, and passwords are sent over the network in clear text. The SSH protocol has enhanced security, and all traffic including passwords is encrypted.

To enhance our security, CIT will soon stop telnet access to EOS and allow only SSH (version 2). Further information—including timelines and SSH client information—will soon be sent to the users affected by this change. Stay tuned.



## WS\_FTP Pro Version 7 (Configured for NIH) Is Available

NIH users are now able to download the latest client version of WS\_FTP Pro (7.6) from a CIT Web page (see below). CIT has purchased licenses from the vendor, Ipswitch, so that NIH staff, contractors, and OS/390 and EOS users will be able to obtain this client—free of charge—for conducting official government business.

WS\_FTP Pro provides a file transfer protocol (FTP) client for Internet-connected computers using Windows 95/98/NT/2000. This will enable fast and accurate transfer of files or collections of files.

### OS/390 Users

- **What You Will Need**

WS\_FTP Pro is available to users with NIH IP addresses or registered CIT users from any IP address. You will have to enter a Titan or South system user ID and RACF password before you can download the software.

You will also need WinZip (or similar software) on your computer to unzip the downloaded files. The unzipped file contains two files—the installation file (*wsftp76ec.exe*) and a document, "Connecting to NIH.doc." The document provides instructions on how to create site profiles for connecting to the South and Titan FTP sites (servers).

The download will install both a WS\_FTP Pro interface and a WS\_FTP Pro Explorer interface. If you are connecting to the OS/390 South and Titan systems, we recommend that you use WS\_FTP Pro (not WS\_FTP Pro Explorer). This will give the best display of file names and will allow you to use the

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QUOTE and SITE commands. For security reasons, we recommend that you don't allow WS\_FTP Pro to store your password. (That is, when creating a site profile, do not check the box that says "Save Password.")

- **How to Download the Software for OS/390**

Go to the CIT iSDP Web site [<http://isdpcit.nih.gov>]:

Click the option, **Downloads (prepaid)** under **Software**.

Click the category **TCP Tools**

Select the system you want –

South

Titan

NIH Only

If you have questions or need assistance, please call the TASC help desk.

## **EOS Users**

The latest version of the WS\_FTP Pro client provides a secure file transfer facility to and from the EOS systems. To get the software, EOS application owners should submit an ASR indicating the number of copies required. Installation instructions will be provided with the software.



## **“Ask TASC”—Frequently Asked Questions about the NIH EHRP**

TASC receives many calls each day from customers who are experiencing similar problems. In each issue of *Interface*, we present some answers to frequently-asked questions. We hope you find this information helpful.

### **Q: What is the EHRP?**

A: EHRP is the Enterprise Human Resources and Payroll System (EHRP). The NIH portion of the EHRP went into production on September 9, 2002, replacing the human resources system (IMPACT) previously used by HHS agencies.

EHRP is part of the NIH Business and Research Support System (NBRSS). The other part of NBRSS is the NIH Business System (NBS) that will replace selected administrative operations of the legacy Administrative Database (ADB). Implementation of NBRSS promotes data sharing and provides

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information in “real time,” ultimately providing more efficient administrative support to achieve NIH’s scientific mission.

**Q Is there any online help available for the EHRP?**

A Yes, users can go to EHRP Web site [<http://nbrss.nih.gov/ehrp.html>] and read information about the EHRP. Job Aids, Help Guide, and additional FAQs are included on this site.

**Q How can I access the EHRP?**

A Access to the EHRP is restricted to administrative and human resources personnel. If you are employed in either of these two areas you should contact your Administrative Officer (AO) for authorization to use this system.

**Q Please explain my user ID.**

A Your EHRP user ID is case sensitive and consists of 8 character positions. Please contact TASC for further assistance.

**Q Please explain my EHRP password.**

A You will be given an initial password. Once you have logged in successfully for the first time, *you must change your password*. Your new password must contain a minimum of 8 characters and at least one of the characters must be a digit. After logging into the system, take the following steps to change your password:

- Go to Home > People Tools > Maintain Security > Use > My Profile
- Click on the “Change Password” link
- Enter current password
- Enter new password
- Enter new password again and confirm
- Select OK

Please contact TASC for further assistance.

**Q Can I use the same password indefinitely?**

A No. You cannot use the same password indefinitely. For security reasons, you are required to change your EHRP password every 90 days. The system will notify you 10 days prior to the expiration date. Be sure to change your EHRP password before the end of the 90-day period.

**Q What happens if I mistype my password?**

A Be careful – passwords are case sensitive. Your user ID will be locked after three unsuccessful login attempts. If this occurs, contact TASC using one of the methods listed below.

If you have any questions regarding the EHRP, please call TASC or send an email to [tasc@nih.gov](mailto:tasc@nih.gov), or visit our support site [<http://support.cit.nih.gov>] and submit your service request.

We welcome your ideas about topics in future editions of “Ask TASC.” Please send suggestions to [tasc@nih.gov](mailto:tasc@nih.gov).



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## NIH Computer Center—Holiday Service Schedules

### TASC Help Desk

TASC—whose normal hours are 7:00 A.M. to 6:00 P.M.—will be open fewer hours during the coming holidays. **The changes are in bold type.** The holiday schedule is also posted on the Customer Support Web page [<http://support.cit.nih.gov>].

#### *Christmas Week*

Tuesday	December 24	7:00 A.M. to <b>2:00 P.M.</b>
Wednesday	December 25	<b>Closed</b>
Thursday	December 26	<b>8:00 A.M. to 4:30 P.M.</b>
Friday	December 27	<b>8:00 A.M. to 4:30 P.M.</b>

#### *New Years Week*

Monday	December 30	<b>8:00 A.M. to 4:30 P.M.</b>
Tuesday	December 31	<b>7:00 A.M. to 2:00 P.M.</b>
Wednesday	January 1, 2003	<b>Closed</b>
Thursday	January 2	7:00 A.M. to 6:00 P.M. (regular schedule)

### ALW, EOS, Helix, Titan, and South Systems

#### *Christmas Week*

Tuesday	December 24	Unattended service after 6:00 P.M.
Wednesday	December 25	Unattended service

#### *New Years Week*

Tuesday	December 31	Unattended service after 6:00 P.M.
Wednesday	January 1, 2003	Unattended service

Changes in this schedule will be communicated through the “message” facilities of interactive systems. For details, please refer to <http://silk.nih.gov/public.unattend.service>.



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## Attention South System Users—It's Time to Move to Titan

In the next months, OS/390 South system applications will begin to move to Titan. Titan user IDs for South customers are available, and the system is now ready for general migration of South applications. Current plans call for South applications to be moved to Titan in 2003.

South customers who move to Titan will see changes to RACF requirements and also will need to have their South system tapes moved to Titan. Some JCL changes may be required. We will announce any required changes in the Web-based Titan/South System News [<http://datacenter.cit.nih.gov/Titannews>]. Join the e-mail listserv list from the Web page to ensure you get these announcements.

In designing Titan, one of our primary requirements was to minimize the differences that former North and South customers experience. Where changes are necessary, we have tried to make them as painless as possible—while ensuring that when you do need to change, the result is an overall improvement for you. Information on Titan can be found on the Web [<http://silk.nih.gov/silk/titan/>].

### Advantages of Titan

By combining the best functions of the North and South systems in a single OS/390 platform, Titan is designed to

- provide a more efficient and reliable processing environment
- reduce the dependence on homegrown or customized software
- offer robust commercial products and tools

These changes greatly increase our ability to move quickly and efficiently to new technologies.

If you want more information or need assistance, please call the TASC help desk.



## The ADB Is the First South System to Move to Titan

Most customers signing on to the ADB (NIH Administrative Database) on Monday, December 9, 2002, saw no differences, even though the IMS service that it uses had moved to Titan (OS/390) the day before. A few customers experienced password validation problems that were quickly corrected. All telecommunications connections and NIHnet network addresses were modified to enable a transparent conversion.

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Transparency was important for users of the ADB, since it handles approximately 150,000 transactions a day for inventory, procurement, property, travel, human resources, and central accounting.

IMS is the first production system to be moved from the South system because it could be accomplished with no user changes. In the upcoming months, other services will also be moved. Customers will be notified in future issues of *Interface* and *Titan/South System News* when changes will be required as other systems move to Titan.



## Annual Audit in 2002 Confirms Security of Titan, South, and EOS

Every year, the Center for Information Technology (CIT) engages independent auditors – under the direction of the DHHS Office of Inspector General (OIG) – to perform security reviews of the general support systems – Titan, South, and EOS – hosting critical applications and highly sensitive data. The reviews are scheduled in conformance with the OMB Circular A-130 Appendix III requirement to periodically review the security controls of general support systems. The reviews are also undertaken to assist customers' independent auditors in their reviews of customer applications.

In conducting their reviews, the auditors use the SAS 70 Type II audit standard established by the American Institute of Certified Public Accountants. SAS 70 reviews verify that appropriate security controls are in place, and "Type II" indicates that these controls are *fully* tested by the auditor. The SAS 70 Type II audit is a standard accepted by industry and government.

Ernst & Young, the independent auditors engaged by OIG, performed a complete audit and tested the policies and procedures as applied to the Titan and South (OS/390) and EOS (Unix) operating environments. Conducted this year between July and September 2002, the audit included interviews with CIT personnel, a complete review of the system documentation, and tests of controls as implemented on Titan, South, and EOS.

Once again, Ernst & Young LLP has determined that CIT provides a computing environment suitable for hosting critical applications and highly sensitive data. The auditors found that CIT's controls for Titan, South, and EOS are suitably designed, implemented, and managed to reasonably ensure that all security objectives are achieved.

The final SAS 70 Report has been submitted to OIG and is in final OIG review. The report contains sufficient information to certify that Titan, South, and EOS are operated at DHHS Security Level 3. The report is expected to be available by the end of December. Customers who wish to obtain a copy of the report for their auditors should contact TASC and ask to speak to the DCSS Security Coordinator.



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## Successful Disaster Recovery Test Held in November

CIT's hot-site test on November 12 and 13, 2002, was a very useful learning experience for all participants. For this test, CIT continued its recovery testing for Titan, South, and EOS systems and, for the first time, tested both firewall installation and HP-UX system recovery procedures in support of special customer requirements. CIT also managed the recovery procedures from a different location this time.

At the start of preparations on November 12, CIT encountered several problems with the vendor's initial set up of the systems and network, which delayed by several hours our ability to start our recovery procedures. Once the problems were fixed, restoration of the systems ran smoothly, and the systems were prepared for customer testing. CIT will follow up with the vendor to ensure that the problems are not repeated for the next test or for an actual disaster.

Customer testing on Titan, South, and EOS went smoothly with only minor problems that were easily resolved. Mostly, customers had problems because jobs were referencing files on public volumes that are not restored. The recovery team easily rectified the problem so customers could complete their tests. Customers reported that the test was a very useful learning experience – one that helps them improve their disaster recovery preparedness.

### Next Test in July

CIT schedules two hot-site tests each year so that critical application owners can verify their recovery procedures. The next test is scheduled for July 22, 2003.

If you wish to participate in the NIH Computer Center's disaster recovery program or to discuss your critical application requirements for the South and Titan (OS/390) or EOS (Unix) systems, please call the TASC help desk and ask to speak to the disaster recovery coordinator.



## CIT Knowledge Base Has All the “RightAnswers”

NIH staff members now have access to an immense database of problems and solutions for commercial off-the-shelf (COTS) software – including such packages as Microsoft Office, Oracle Database Software, and Lotus Notes. The content is provided by RightAnswers, LLC, and is available via the CIT Knowledge Base (KB).

To accommodate the new information, the CIT Knowledge Base (KB) has been redesigned to seamlessly integrate the RightAnswers knowledge into the existing data structure. The two information stores

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complement each other well. As regular users of the KB know, the CIT content is oriented towards NIH-specific applications and data, as well as NIH-specific uses of commercial applications. The RightAnswers Knowledge-Paks® will now complement this content with detailed information about commercial software, including Adobe applications, Microsoft operating systems, and Linux.

This integration broadens the impact of the CIT Knowledge Base from being a useful source of NIH-specific IT information to becoming an indispensable part of the toolkit for anyone doing desktop support at NIH. We think that, once you try it out, you will feel the same way.

### **Tips on Using the New Knowledge Base**

Accessing the information is easy—just point your browser to the KB [<http://kb.nih.gov>]. You can then either browse the categories using the topics in the left column (the CIT content is on top, the RightAnswers categories on the bottom) or you can run a search. Searching is simple—just type in a question or a few key words and away you go. If your query includes the name of a product covered by the RightAnswers Knowledge-Paks®, your question will be run through both the RightAnswers and CIT databases. If not, only the CIT database will be searched. This makes it very important that you include the name of the product you are searching for in your query (i.e., Outlook 2000, Windows XP). It also means that the RightAnswers database will not be searched unnecessarily for, say, a question about the Helix Scientific Systems.

If you have any questions about the CIT Knowledge Base, or our integration of the RightAnswers Knowledge-Paks®, you may contact the CIT Knowledge Base Team at [kbadmin@nih.gov](mailto:kbadmin@nih.gov).



## **CIT Computer Training—New Term Begins January 20**

As we bundle up for winter, the CIT Training Program is looking forward to the spring term of classes. Returning teachers are scheduling sessions of popular courses, and new teachers will be teaching exciting new offerings. The spring term is in its earliest planning stages now. Watch for the full class list on the training Web page [<http://training.cit.nih.gov>] on January 20, 2003.

### **Winter Weather and Classes**

Unless the federal government is closed, our policy is that classes will be held as scheduled—as long as the instructors are able to be there. When we find out that an instructor cannot make it in, we will notify all students as soon as possible.

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## Coming Up in 2003

In February, training will begin on the nVision system, which uses data from the new NBS system, much as the NIH Data Warehouse has done with the ADB. We plan to continue training for that system as new users come on board.

Expect to see many new courses in areas such as personal computing, networking, internet resources, statistics, scientific seminars, Unix, databases, and others. An interesting course, "ADB/VPS and NBS Printing," will be given on January 29 by Robert Klein and Tony Roberts. This course will describe the process and requirements for setting up a local printer for use with the ADB or NBS.

## Records Set in 2002

The CIT Training Program broke a number of records this past year. Our teachers taught 189 different subjects in 762 different sessions. The records were due to a continuing increase in the base program—additional sessions given by our volunteer teachers—and the amount of training required by two major NBRSS systems.

During the summer and fall terms, the Enterprise Human Resources and Payroll System (EHRP) completed training for all 1539 users in 105 sessions. In the fall term, training began for the NIH Business System (NBS) Travel module.

## Join the Faculty

What makes this program work so well is the generosity of our teachers—from so many parts of NIH—who volunteer their time to bring knowledge to the NIH community. We appreciate our current teachers and always welcome new people into the program. If you have something that you could teach, please call and let us know. The training program can offer you the support you need to make the experience a rewarding one.

As always, classes are available free of charge to NIH employees and other users of NIH computing facilities. The courses are offered to help individuals become more efficient and effective in using computing, networking, and information systems in their work.

## More Information

You can sign up for the new spring classes now online via the Web page [<http://training.cit.nih.gov>]. Again, check the training Web page on January 20 for the full list of classes in the spring. Of course, you are always welcome to call the TASC help desk if you wish to discuss course registration, teaching a class, or other training issues.



# Dates to Remember

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## Now . . .

- Holidays service schedules will be shorter during the coming holidays for TASC and the NIH Computer Center. <sup>E S T</sup>
- CIT is now offering a ColdFusion hosting service for your Web applications.
- OS/390 interactive IMS service—including daily ADB processing—has moved to Titan. <sup>S T</sup>
- CIT Knowledge Base now provides access to an immense database for off-the-shelf software (e.g., Microsoft Office, Oracle, Lotus Notes).
- Latest client of WS\_FTP Pro (7.6) is available from CIT's iSDP Web page. <sup>S T</sup>
- An updated *NIH Computer User's Guide* is available. <sup>E S T</sup>
- A CIT new manual, *Network Access to the Titan System*, is available. <sup>T</sup>
- A Listserv list for *Titan/South System News* is available to send an e-mail notice when new articles are put on the Web. <sup>S T</sup>
- "CIT-doc-renew" Listserv list sends e-mail notice when a new or updated manual becomes available. [See issue 219]

## 2003 . . .

Mid January	Enterprise authentication will be available for NIH applications and the NIH Portal.
January 20	CIT computer training spring term to begin.
March	EOS systems will no longer accept telnet access. <sup>E</sup>
March 30	Mandatory computer security awareness course to be completed by all users of NIH computer resources.
April	<i>EOS.nih.gov</i> users will need to have SSH2 installed. <sup>E</sup>
July 22	Disaster recovery off-site test. <sup>E S T</sup>
Spring	Deployment of enterprise authentication for ITAS, and NBS modules (e.g., Travel, General Ledger and Budget) will begin. [See also issues 223, 224]
Winter	South applications will have been moved to Titan. <sup>S T</sup>

**E** EOS System  
**S** OS/390 South System  
**T** OS/390 Titan System

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



# *Publications*

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The following documents have become available since the last issue of *Interface*. Automatic renewal of publications has been replaced by the "View/Print on Demand" system available on the Web. To be notified of new or updated documentation that has been added to the VPOD system, join the Listserv list, "CIT-doc-renew."

## **Mainframe Systems (IBM OS/390 Servers)**

### **Single Copy Publications**

#### *Updated*

NIH Computer Center User's Guide (OS/390 South System) (October 2002)

#### *New*

Network Access to the Titan System (October 2002)

Titan Batch Processing (November 2002)



# Popular Web Sites for NIH Computer Center Users

Service	Web Address
<b>National Institutes of Health</b>	<a href="http://www.nih.gov">http://www.nih.gov</a>
Antivirus Web site	<a href="http://antivirus.nih.gov">http://antivirus.nih.gov</a>
Information Systems Designated Procurement NIH	<a href="http://isdp.cit.nih.gov">http://isdp.cit.nih.gov</a>
Business and Research Support System	<a href="http://nbrss.nih.gov">http://nbrss.nih.gov</a>
NIH Electronic Directory	<a href="http://ned.nih.gov">http://ned.nih.gov</a>
NIH Data Warehouse	<a href="http://datatown.nih.gov">http://datatown.nih.gov</a>
NIH Portal	<a href="http://my.nih.gov">http://my.nih.gov</a>
<b>Center for Information Technology</b>	<a href="http://cit.nih.gov">http://cit.nih.gov</a>
Computational Bioscience Molecular Modeling	<a href="http://cmm.info.nih.gov/modeling">http://cmm.info.nih.gov/modeling</a>
NIH Computer Center	<a href="http://datacenter.cit.nih.gov">http://datacenter.cit.nih.gov</a>
Scientific Computing	
<i>ALW</i>	<a href="http://www.alw.nih.gov">http://www.alw.nih.gov</a>
<i>Helix Systems</i>	<a href="http://helix.nih.gov">http://helix.nih.gov</a>
NIH Biowulf Cluster	<a href="http://biowulf.nih.gov">http://biowulf.nih.gov</a>
Enterprise Computing	
<i>OS/390</i>	<a href="http://datacenter.cit.nih.gov/mvs">http://datacenter.cit.nih.gov/mvs</a>
Transition Update	<a href="http://silk.nih.gov/silk/titan">http://silk.nih.gov/silk/titan</a>
“Titan/South System News”	<a href="http://datacenter.cit.nih.gov/titannews">http://datacenter.cit.nih.gov/titannews</a>
<i>Titan</i>	
RACF	<a href="http://titan.nih.gov/racf">http://titan.nih.gov/racf</a>
SILK Web	<a href="http://titan.nih.gov/">http://titan.nih.gov/</a>
Web Sponsor	<a href="http://websponsor.cit.nih.gov">http://websponsor.cit.nih.gov</a>
<i>South</i>	
RACF	<a href="http://silk.nih.gov/racf">http://silk.nih.gov/racf</a>
SILK Web	<a href="http://silk.nih.gov">http://silk.nih.gov</a>
Web Sponsor	<a href="http://silk.nih.gov/sponsor/homepage">http://silk.nih.gov/sponsor/homepage</a>
<i>Unix (EOS)</i>	<a href="http://datacenter.cit.nih.gov/eos">http://datacenter.cit.nih.gov/eos</a>
<i>Windows Server Services</i>	<a href="http://wintelhosting.cit.nih.gov">http://wintelhosting.cit.nih.gov</a>
Application Service Request (ASR)	<a href="http://hosting.cit.nih.gov/asr/log.cfm">http://hosting.cit.nih.gov/asr/log.cfm</a>
ColdFusion	<a href="http://cfhosting.cit.nih.gov">http://cfhosting.cit.nih.gov</a>
Database Technologies	<a href="http://silk.nih.gov/dbtech">http://silk.nih.gov/dbtech</a>
<i>Interface</i>	<a href="http://datacenter.cit.nih.gov/interface">http://datacenter.cit.nih.gov/interface</a>
NIH Backup and Recovery Service (NBARS)	<a href="http://silk.nih.gov/silk/nbars">http://silk.nih.gov/silk/nbars</a>
Oracle Hosting Service	<a href="http://silk.nih.gov/silk/citoracle">http://silk.nih.gov/silk/citoracle</a>
<b>Customer Services</b>	
Accounts	<a href="http://support.cit.nih.gov/accounts">http://support.cit.nih.gov/accounts</a>
Customer Support	<a href="http://support.cit.nih.gov">http://support.cit.nih.gov</a>
Publications	<a href="http://publications.cit.nih.gov">http://publications.cit.nih.gov</a>
Service Request	<a href="http://support.cit.nih.gov">http://support.cit.nih.gov</a>
TASC Help Desk	<a href="http://support.cit.nih.gov">http://support.cit.nih.gov</a>
Training	<a href="http://training.cit.nih.gov">http://training.cit.nih.gov</a>
<b>Network Systems</b>	
Listserv	<a href="http://list.nih.gov">http://list.nih.gov</a>
NIHnet	<a href="http://www.net.nih.gov">http://www.net.nih.gov</a>
Parachute	<a href="http://parachute.nih.gov">http://parachute.nih.gov</a>