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**http://www.nih.gov** is one of the most frequently visited federal government Web sites.

	<i>August</i>	<i>September</i>	<i>October</i>
Total hits for the month	41,983,311	46,349,062	49,091,164
Hits per day	1,354,300	1,544,968	1,583,585
Number of different individuals	380,306	461,959	511,813

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

\* Server uptime is independent of network accessibility.

# Features

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## “Ask TASC”—About the NIH Portal

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

Recently, there have been noticeable changes in the way IT services are delivered. Many NIH staffers are hearing, for the first time, new technical terms from others around them and from those in the technical support community. Some terms—such as NIH Portal, single sign-on, NIH Login, adding “communities” and “gadgets,” Active Directory (AD)—are getting a lot of attention.

In this issue of “Ask TASC,” we will focus on the NIH Portal and the terms mentioned above. (*Interface* has published numerous articles on the NIH Portal. To find them, use the search facility on the *Interface* Web page [<http://datacenter.cit.nih.gov/interface>].)

### **Q What is a portal?**

A A portal (often referred to as a gateway) is a customizable Web interface that provides easy access to a broad range of information that exists within an organization.

### **Q What is the NIH Portal?**

A The NIH Portal is a Web-based application that provides a single point of access to data, documents, processes and NIH enterprise services.

### **Q Why was the NIH Portal developed?**

A The Portal was developed to enable NIH institutes, centers, and offices easy access to the vast amount of NIH data and documents.

### **Q What documents and systems can I access through the NIH Portal?**

A The NIH Portal enables employees to bring together in one site links to NIH common systems and access to common data and documents. Many common services like ITAS, NBS Travel, General Ledger and Budget, nVision, and NIDB are linked through the Portal.

### **Q Will additional systems be linked through the NIH Portal?**

A Yes. As ICs’ IT support staff and system developers become aware of the capabilities and services of the NIH Portal, more applications will be linked through it.

### **Q What is the NIH Login?**

A When you enter the URL “my.nih.gov” you are taken to the NIH Login, which is a central area that authenticates you by use of your domain username and password. If these are correct, you are taken to your account in the NIH Portal. This process will eventually allow you access to numerous applications such as ITAS and travel requests without logging in again.

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**Q Do I need any login credentials to use the NIH Portal?**

A Yes. You will need to have an Active Directory (AD) domain account to log on to the NIH Portal through the NIH login page. These are normally credentials used to log on to your network or e-mail accounts.

**Q How can I tell which is my domain?**

A To find out which domain you log on to, go to the NIH Enterprise Directory (NED) [<http://ned.nih.gov>] and look up your own record. The last field in your NED entry lists your domain and login name.

**Q What software do I need to access the NIH Portal?**

A The NIH Portal [<https://my.nih.gov>] is accessible from Web browsers such as Netscape, Internet Explorer (IE) and Safari (for Mac users).

**Q What is “My Pages”?**

A “My Pages” – the first thing a user sees when signing on to the Portal – is a page that you can customize to contain bookmarks, communities, gadgets, and directory items.

**Q What is a gadget?**

A A Portal gadget (sometimes also called a portlet) is a mini-application that occupies a window in your Portal interface and allows you to display a specific set of information, interact with a database or other information resource, and/or monitor or automate selected events – without requiring you to know the underlying application where the information resides. The NIH Portal offers a large list of gadgets to add to your “My Page.”

**Q What are communities?**

A Communities are simply collections of gadgets that members cannot change. Usually, a Community’s layout and page composition are unchangeable (that is, set by a Community Manager). Sometimes Communities also contain collaboration gadgets that allow you to interact with other Community members.

**Q Where can I go to learn more about the NIH Portal?**

A To learn more, go to the NIH Portal [<https://my.nih.gov>], log on using your domain login credentials, select the Communities tab and click on the Portal Information Center link. Use the button “Click here” to start the Portal Training Tour. Many pages in the Portal have a “HELP” button (upper-right corner) that provides information on the feature you are using.

**Q Who can I call for assistance, if I need help using the Portal or have questions on the Portal?**

A If you have any questions regarding the NIH Portal, please call the TASC help desk and a consultant will be happy to help you.

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



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## Are You Ready to Try One Login for All NIH Applications?

You will welcome using the NIH Login, if any of these happened to you recently. You

- could not remember your userid and passwords for all of the systems you needed to access
- forgot whether your userid was your last name + first initial, or your first initial + last name
- got locked out of your system regularly because you tried too many wrong combinations

The NIH Login will make your daily tasks easier. When you log in to one of the NIH Login-protected applications, it's as if you log in to all of them—assuming you currently have access. Some NIH Login-protected applications that you can access with this one login include the NIH Business System (NBS), NIH Intramural Database (NIDB), nVision, and the NIH Portal. ITAS will be added during December 2003.

In full production since September 1, 2003, NIH Login currently serves more than two thirds of the NIH population across every IC.

### How the NIH Login Benefits You

The NIH Login

- is available 24/7
- can be configured to support Web and client-server applications
- requires only one userid and password for entry to all protected applications
- works with any standard browser on Mac or Windows

The NIH Login—coupled with the NIH Portal—provides a useful and convenient way for all agency users to have instant access to NIH enterprise applications, essential data, and user information, as well as specific IC applications. Log in once to the NIH Portal, and navigate from application to application with a click of the mouse or by tapping a key. (See an article on the NIH Portal in this issue.)

### NIH Login Increases Security

Security is enhanced because passwords do not have to be constantly reset, which also decreases overall application maintenance costs. Passwords no longer have to be written down so that users can remember them—one of the top three security violations according to the SANS Institute (well known for its computer security training and research).

Additional levels of security—that is, firewalls or application user security tables—can be implemented in a way that is transparent to the end user. According to a leading developer of identity-based security solutions, one of the top ten ways to increase e-business security while reducing costs is to utilize single sign-on software.

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In addition, NIH Login will enhance overall system security by enabling applications to take advantage of stronger credentials as they become more commercially available and acceptable (e.g., digital certificates, one-time password tokens, biometrics).

## More Information

If you have any questions about NIH Login, NIH Portal, or single sign-on in general, please send e-mail to Terri Sudler at [sudler@mail.nih.gov](mailto:sudler@mail.nih.gov).



# NIH Information Technology Consolidation Project

Responding to DHHS Secretary Tommy Thompson's "One Department" vision, NIH accomplished a major consolidation of several information technology (IT) services.

## What Was Consolidated?

- All NIH e-mail users now have primary mailboxes on the CIT-managed Central Email Service.
- CIT now operates a single help desk for the NIH, which receives and responds to or distributes all initial IT trouble tickets.
- Wireless networking at the NIH is managed by CIT and is bound by a single security policy.
- Consistent IT perimeter security policies and mutual failover practices have been implemented for the NIH's two Internet connections.

## Why Did We Consolidate the Systems?

- HHS mandated these changes.
- Centrally managed e-mail, help desk, and wireless networking will create economies of scale.
- All ICs will enjoy a consistent, high level of service.
- Centrally managed infrastructure services will be more easily monitored for quality than disparate systems.
- Best practices show that IT security must be managed centrally to be effective.

## What's Next in NIH IT Consolidation?

The NIH Administrative Restructuring Plan (which has been distributed to the NIH Executive Officers) outlines plans for restructuring processes in several management areas and network consolidation.



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## NIH Computer Center Hosting Services—Both On and Off Site

Leave your IT hosting headaches to CIT's computer center and have more time to dedicate to your regular work. All of our hosting services provide a secure environment for your applications—without the worry.

CIT offers flexibility by providing multiple hosting services. Our traditional **full-service hosting** consists of CIT-owned servers in the CIT data center at NIH. In addition, we offer **collocation hosting** services for *customer-owned* servers at two separate places—either in the CIT data center's Customer Server Area (CSA) or in a new off-site location.

### Standard Services for Hosting

All three of our hosting options provide:

- physical security
- redundant, high-bandwidth connectivity
- reliable infrastructure—climate control, UPS (uninterruptible power source)
- operations staff on-site, 24 x 7

### Full-Service Hosting

- **What Does Full-Service Hosting Offer?**

Customers from NIH and other government agencies have run their computer applications on our servers for over 30 years. CIT provides important services—software upgrades, hardware maintenance, capacity management, backup and recovery services, and full technical support—so that our customers' applications can run smoothly and deliver important services to *their* users.

CIT hosts applications—including Web and database applications—on our OS/390, Unix, and Windows servers in the CIT data center on the NIH campus. In addition to the standard services mentioned above, our traditional full-service hosting offers:

- security validated by a yearly SAS 70 audit—saving you the expense of an additional audit
- firewall and intrusion detection services, penetration testing, security assessments
- maintenance and backups for your files
- a disaster recovery program available for your critical applications
- comprehensive change management
- redundant hardware and software in critical areas
- 24 x 7 system monitoring and problem resolution
- multiple platforms
- all server maintenance
- access to data on other systems
- dedicated application coordinators to help you

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## Collocation Services

- **What Does Collocation Mean?**

Many organizations already own their own servers for hosting applications but find that they are simply running out of floor space or they lack the resources to house their servers properly. To address this problem, CIT now offers on-site and off-site collocation—housing customers' servers in a secure, climate-controlled environment, where they can control and access their own equipment.

In addition to the standard services, collocation provides:

- video monitoring for extra security
- 24 x 7 access to your server
- various space options for your servers
- charging based on the amount of rack space needed  
(CIT can provide a full, or partial, standard-size rack for your use, or you can supply your own server racks.)

- **On-Site Collocation**

The Customer Server Area (CSA)—in a secure, separate part of the CIT data center—is dedicated to housing your servers in our highly reliable facility. The CSA provides floor space, fully redundant power, climate control, high-bandwidth connectivity, and security, as well as an additional card-key-controlled access door.

The CSA is an attractive option for customers who have already invested in servers but have outgrown their current space.

- **Off-Site Collocation**

For the first time, CIT is offering off-site collocation services to meet your growing needs. Your servers can be housed in a secure, off-site location—away from the NIH campus, yet under the auspices of CIT. The off-site collocation still ensures the full confidentiality, availability, and integrity of NIH information. Due to the off-campus location, this service could be used to provide you with a highly reliable, secure backup location for hosted applications and Web sites so that business can carry on as usual in the event of a disaster.

## How Can I Learn More?

CIT is ready to help you—whether you choose to host your applications using the traditional full-service hosting (that is, on CIT OS/390, Unix, Windows servers), our on-site Customer Service Area, or our off-site facility.

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Our staff looks forward to working with you to assess your hosting requirements and to help you determine which option best meets the needs of your organization.

To learn more about the various hosting options, please contact TASC and ask to speak to the collocation staff, or send e-mail to [datacenter@list.nih.gov](mailto:datacenter@list.nih.gov).



## What's the Status of the NBS Project?

The NIH Business System (NBS) is the replacement for the Administrative Database (ADB). A single integrated transaction-based system, NBS will link the NIH administrative and scientific support functions, including some that are not currently available through the ADB. NBS and the Enterprise Human Resources and Payroll (EHRP) together comprise the NIH Business and Research Support System (NBRSS). To learn more, visit the NBRSS Web site [<http://nbrss.nih.gov>].

Many IC and OD community members and the OFM staff have contributed valuable time and effort to ensure that the NBS Finance and Travel modules rolled out successfully. The NBS team looks forward to continued collaboration with the community to lay the groundwork for additional NBS components.

### Travel

On September 1, 2003, the NIH Business System (NBS) released the NBS Travel System for processing travel in fiscal year 2004. As a result, NIH travelers, planners, reviewers, and approvers are using state-of-the-art technology to electronically prepare, route, and sign travel documents. (See also the article on nVision Travel in this issue.)

### Budget and Finance

The primary order of business has been establishing NIH's new accounting structure in preparation for fiscal year 2004. The NBS General Ledger and supplementary Federal Administrator software were implemented on October 1, 2003. All budgetary information is now being entered into the NBS.



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## nVision Travel is Now “Live”

nVision – the new business intelligence reporting tool – released its first business area, “nVision Travel,” to the NIH community on September 2, 2003. nVision (which will replace the NIH Data Warehouse (DW)) is available via the NIH Portal and provides a Web-based business intelligence tool for the NIH community with these features:

- “drillable” reports
- customizable user interface
- exportable to Excel, Word, Adobe Acrobat, and HTML

nVision Travel provides in-depth travel reporting on information received from the new NBS travel system, as well as historical ADB travel data going back to fiscal year 1999. nVision Travel reports offer important data that will aid the management of an organization's travel resources. Using this tool, users can

- determine who is currently on travel
- track expenditures for a specific Project or CAN
- identify travel trends
- based on summary data, plan the next year's travel budget

In addition, nVision Travel offers more basic reports in local, domestic, foreign, sponsored, and patient travel areas.

### How to Get nVision Travel Reports

To launch nVision Travel reports, visit the NIH Portal [<https://my.nih.gov>] using a Web browser, open the Communities tab (at the top) and choose “nVision.” From the nVision community page users will find everything needed to get acquainted, registered, and trained in the use of nVision.

Current DW Travel users do not need to register for nVision Travel if their EOs have already submitted approval to transfer their registration to nVision. To check a user's registration status, use the “nVision Registration Information Search Tool,” which is available to all users and is located on the NIH Portal's nVision Community page. If you are not a current DW Travel user, register using the new nVision Registration Form, which is also located on the nVision Travel Community page.

The goal of nVision is to offer the NIH business community the latest and most comprehensive business intelligence and reporting technology available. The NIH Business Intelligence team welcomes questions and comments at [helpdesk@nih.gov](mailto:helpdesk@nih.gov).

### More Information

To reap the benefits of the many capabilities and features of nVision, plan to attend one of our upcoming training classes. Hands-on, instructor-led classroom training is available at no additional charge to all

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interested NIH staff. Please see the CIT training Web page [<http://training.cit.nih.gov>] for class dates, times and location.



## “Helpful Look-ups”—Tools That Match Codes to Descriptions

Search for administrative codes and their descriptions, using “Helpful Look-Ups.” Available in both the NIH Data Warehouse and nVision, these tools include the following:

- Common Accounting Numbers (CAN)
- Nature of Action Codes (NOAC)
- NBRSS Project Numbers
- NBRSS Standard General Ledger Codes
- NBRSS Transaction Codes
- CAN and ACS information
- Nodes
- Object Class Codes
- Organization Codes
- Property Classification codes and Manufacturer codes
- Vendors

These tools are available in both the nVision Community of the NIH Portal [<http://my.nih.gov>] and in the NIH Data Warehouse Data Town [<http://datatown.nih.gov>] under the section “Helpful Look-ups.” Simply enter a code to get a report that displays the code description and other valuable information about that code. See other articles in this issue on the launch of nVision Travel and the DWQuery upgrade.

As always, our goal is to offer our users a valuable corporate data reporting and analysis experience. We welcome your questions and comments at [helpdesk@nih.gov](mailto:helpdesk@nih.gov).



## DWQuery Budget and Finance Undergoes Major Upgrade

In support of the NBS budget and finance area release, the NIH Data Warehouse team has upgraded *DWQuery* for two business areas of the current Data Warehouse—Budget and Finance, and Research Contracts and Grants. As a result, the NIH business community financial capabilities are significantly

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improved in fiscal year 2004. In the future, nVision – the major modification and upgrade of the NIH Data Warehouse – will provide a complete set of financial reporting functionality.

### **Benefits of the New *DWQuery***

The revised *DWQuery* Budget and Finance business area that went live in mid October offers three major benefits. It

- delivers new data now available from NBS (e.g., the Oracle Project Number) and adds additional information from CAS (e.g., the fifth prior year of detail)
- provides reports that were formerly only available through hardcopy CAS reports
- simplifies the interface in preparation for the move of financial reporting to nVision

### **New in *DWQuery* Budget and Finance**

- **Data from NBS**

Budget and Finance reports for the current year include new data from the NBS:

- NBS Project Number
- Accounting Classification Structure (ACS)
- New 6-character Standard General Ledger Codes
- NBS Oracle Transaction Codes
- NBS Process Date

- **History Reports for Payments and Receivables**

A new component added to *DWQuery* Budget and Finance is history reports on payments and receivables. Most of these reports contain the new NBS Project Number. The reports available include:

***Payments***

- For Selected Document Number
- For Selected Vendor
- For Selected Telecommunication Object Classes

***Advances***

- Open Travel Advances by Document Number
- Open Travel Advances Summary by Traveler

***Receivables***

- Billed Receivables

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- **Balance of Accounts Reports on Your Desktop**

Additional balance of accounts reports are available that allow users to keep track of balances at different levels. These balances can now be displayed using the NBS Accounting Classification Structure (ACS) as well as the familiar Balance of Accounts by Allowance. The MAS report, previously available only through CAS hardcopy, is now included in the *DWQuery* Budget and Finance business area on the Budget Maintenance page and can be run on demand.

## More Information

- **White Paper on This Upgrade**

To get the white paper, go to NIH Data Town's section for Technical Support—click on DW Publications/White Papers and select “Business User White Paper: DW Budget and Finance Upgrade to Support NBRSS” [<https://datatown.nih.gov/dw/BudgetandFinanceWhitePaper2.htm>].

- **Training**

Half-day refresher classes—“Data Warehouse: Budget & Finance Enhancements Supporting NBS”—are now open for registration. More information and registration are available on the CIT training Web page [<http://training.cit.nih.gov/>].



## Telephone Dialing within HHS to Change December 1, 2003

As a result of increasing demands for telephone numbers, HHS will soon discontinue the current 5-digit dialing and require a 10-digit number in the Rockville/Bethesda area.

Beginning December 1, 2003, you will need to dial all 10 digits—that is, area code + the 7-digit telephone number—when placing a call to another HHS number in the Rockville/Bethesda area. An example of the full number is 301-496-XXXX. *Note*—you do not need to dial 9.

### What Equipment Is Affected

This new 10-digit dialing rule applies to the following **exchanges**—402, 435, 443, 451, 480, 496, 594, and 827 within the 301 area code.

**Voice mailboxes** will also change from 5-digit to 10-digit numbers. However, you can continue to access your mailbox with a 5-digit password.

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All **equipment with pre-programmed dialing**—such as, telephone sets, facsimile equipment, and computer systems—must also be changed to the new 10-digit dialing by December 1, 2003.

### **Non-HHS Numbers – No Change in Dialing**

- **Local Calls**                      eleven digits—dial 9 for an outside line + the 10-digit telephone number
- **Long Distance Calls**        twelve digits—dial 9 for an outside line + 1 + the full 10-digit telephone number  
  (non International)
- **International calls**            1 digit—dial zero to get the NIH Call Center Operator

For more information, please call TASC at 301-594-6248.



## **A New Number for Telephone Repair**

The NIH telephone repair number is 301-402-9935 (instead of 611). (See the article in this issue on the December 1 launch of 10-digit dialing.)

For more information, check the CIT Web site [<http://www.cit.nih.gov/dnst/DNSTweb/telephone.html>]. If you need help, please call TASC.



## **South System Shuts Down January 12, 2004— Move to Titan Now!**

CIT plans to shut down the South system on January 12, 2004. This means that the merging of the OS/390 North and South systems into a single, standard system—Titan—is almost complete.

South application owners are well along in the process of moving their applications to Titan in preparation for the shutdown of the South system. If you have not begun, you should start modifying your application to run on Titan now. Do not wait until the last minute—or even the next-to-the-last minute. Time is running out.

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## What Has Already Moved to Titan

Some services have already been moved from the South system to Titan:

- **VPS printing** and **CONNECT:Direct** are now available only on Titan.
- **FTP** on the South system was discontinued on November 17. FTP is available on Titan and can be used by anyone who formerly used South FTP. Because DASD (disk) data is shared between the South system and Titan, you can transfer data to Titan and still access the data from the South system. (See the recent *Titannews* article on FTP [<http://datacenter.cit.nih.gov/titannews/ftp-21oct03.html>].)

**Anonymous FTP** ended on November 17.

Since it will not be available on Titan, the anonymous FTP facility on the mainframe disappeared when FTP was discontinued on the South system.

Other service changes may take place in November and December of this year.

## Tools Available to Help You Move to Titan

In the past year, several tools have been made available to South users to make it easier to move to Titan. These include:

- **Web Tape**—to review and move your South tapes to Titan  
[[http://silk.nih.gov/TAPE/SOUTH\\_TAPES](http://silk.nih.gov/TAPE/SOUTH_TAPES)]
- Wylbur's **ENTER TITANPREP** command—to identify JCL changes that may need to be made
- security options—to identify who needs access to your data
  - Wylbur's new **SET DSNWARN** command
  - **Web RACF's WARNING** facility

In addition, the **Titan Transition Web pages** [<http://silk.nih.gov/silk/titan>] provide a wealth of information, and classes are available with information on changes to security and best methods for moving to Titan.

## If I Need Help, Whom Do I Contact?

Many users will be able to make the move to Titan with little effort—others will require some help. CIT can assist you with your migration issues, but the earlier you move the less disruptive it will be.

*If you are*

*Contact*

DB2 and IMS application owners

your CIT DBAs—for assistance in testing

Other application owners

TASC—if you need assistance



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## Could Your Office or Home Desktop Computer Be a Security Threat to NIH?

Recent computer viruses and worms taught us a *big* lesson—an unacceptably high number of our office and home computers were vulnerable to attack because the antivirus software and patches were not up-to-date. Many NIH computers were affected. Remote users—especially those who use Parachute—were hit the hardest. The NIH Help Desk received a record of more than 1000 calls in one day. These malicious attacks underscore the need for all staff to learn what they need to do to ensure that their computers are protected.

Why did this last round of worms and viruses (in particular, Blaster and SoBig) have such a huge impact on everyone—so devastating, in fact, that it shut down the Maryland Department of Motor Vehicles? Hackers adopted a new attack strategy, one that eluded conventional security protections.

Until now, NIH has been able to control the spread of viruses and worms by blocking them at our perimeter e-mail servers or more locally at individual desktops. Unfortunately, this last round of infections attacked Microsoft's Achilles' heel—individual desktop machines running Windows that were not up-to-date with the latest antivirus software and patches.

### What Users Can Do

What needs to happen to keep NIH secure from this new form of threat?

- **At NIH**—Efforts have begun at NIH to electronically “push” updates to desktop computers. Be aware that *this may require some action on your part*. That is, log off but don't shut down computers on days when local software updates are being performed through your network connection.
- **At Home**—Note that this type of electronic updating does not work for remote computers. This means that you will need to perform the updates on your home desktop. If you use your home computer for work purposes, you are encouraged to download antivirus software from

**<http://antivirus.nih.gov/>**

Remote users should consider installing a personal firewall if their home desktop is connected to the Internet for extended periods of time (e.g., users of cable, DSL, or high-speed satellite).

### Instructions for Updating Antivirus Software

To help users understand how to apply patches and update antivirus software, CIT has developed instructions for updating office and home desktops running Windows operating systems.

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- **Doing It Yourself** – Instructions for acquiring and updating software are available on the Web at <http://irm.cit.nih.gov/security/how-to.pdf> (139k PDF)

Included are instructions for programming your computer to automatically update antivirus software and look for new patches.

- **Getting Help** – Non-technical folks who would rather not “do-it-themselves” can always get help and advice by contacting the NIH Help Desk at 301-496-4357, or by sending a message to [helpdesk@nih.gov](mailto:helpdesk@nih.gov). You can also contact your IC’s Information System Security Officer. The roster of ISSOs is located on the Web [<http://irm.cit.nih.gov/nihsecurity/scroster.html>].

We recommend checking for updates for office and home computers (including laptop computers) at least once a week.

## Security Is Everyone’s Job

NIH needs your participation to ensure the security of your computer and the information on it. If we are complacent, we are apt to be vulnerable.

*Computers without updated patches and antivirus software are a threat to every computer they share a connection with, as well as to the NIH network.*

Therefore, we must all work together. Learning how to apply these basic computer skills is a small investment of time that pays huge dividends to you and to all of NIH!



## Recent Security Audits at the NIH Computer Center

Last June under the auspices of the HHS Office of Inspector General, a team of auditors from a private CPA firm undertook independent audits at the NIH Computer Center.

### Titan, South, and EOS Systems Pass Type II Security Audit

Once again, CIT's Computer Center has earned SAS 70 Type II validation for its large application hosting systems – Titan, South, and EOS. The audit verified that these enterprise systems are suitable for hosting critical applications and highly sensitive data. For the sixth consecutive year, the auditors confirmed that the CIT systems under review met their stated security objectives.

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## What Is SAS 70?

Developed by the American Institute of Certified Public Accountants, SAS 70—short for “Statement on Auditing Standards No. 70”—is widely accepted by industry and governments around the world.

A Type II audit determines the effectiveness of an organization’s internal controls by means of rigorous testing, examination of documentation, interviews with staff, and first-hand observation of security procedures. The auditors carefully examined all security-related aspects of the NIH Computer Center, including:

- data security
- disaster recovery
- physical security
- management controls
- organizational structure
- risk management
- communication with staff
- security investigation process
- change control practices for hardware and software
- monitoring of control policies and procedures

## What Does This Mean to Our Customers?

With the SAS 70 Type II validation of our controls for the enterprise systems, customers can be confident that data is secure. Moreover, they will not have to incur the expense of their own audit to verify the security of system software and facilities. In short, SAS 70 validation gives our customers peace of mind and saves them money.

The NIH Computer Center's OS/390 and Unix hosting environment is suitable for any type of application—especially critical applications and those with highly sensitive data such as financial programs and confidential records. Security controls for our application hosting services meet the HHS requirements for protecting data and applications having level 3 (sensitive, unclassified) security designations. The NIH Computer Center hosts many large applications from within NIH, HHS, and other government agencies.

## SAS 70 Type I Audit of Windows Servers

In June 2003, the team of auditors also conducted a SAS 70 Type I audit of Windows servers at the NIH Computer Center. The audit covered all of CIT’s Windows servers—including Exchange, Web, application hosting, and database servers.

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A Type I audit is done at one point in time to verify that service controls are in place and that the controls are suitably designed to achieve specified control objectives. Auditors issued a general statement to CIT that both criteria were satisfied.

Windows servers will be subject to a SAS 70 Type II audit next year.



## CIT Data Center Systems and Services—Fiscal Year 2004 Rates

The CIT data center rates for fiscal year 2004 are on the Web [<http://datacenter.cit.nih.gov/rates/>]. Users may notice changes in some rates because we have modified rates to reflect actual costs associated with our services.

We publish rates only on the Web, although major rate adjustments are announced in *Interface*.

### EOS Hosting Services

The fiscal year 2004 rates for EOS hosting services at the NIH Computer Center were effective October 1, 2003. Rates change because CIT regularly reviews the actual costs of providing properly staffed, technically current services and modifies prices to reflect those costs. Although some charges may increase in FY04 depending on the mix of services used, most EOS users will see their hosting costs reduced. Further rate reductions for managed storage may be possible as applications increase their disk storage and CIT can realize economies of scale.

- **Changes in FY 2004**

Several rates for EOS hosting services will change significantly in FY04.

- The charge for managed storage has been reduced. For hosted applications, the managed storage service provides disk space that is allocated and managed by the technical staff and includes a sophisticated backup and recovery system customized for the specific needs of each application. By moving to storage area networks (SANs) for most EOS storage, CIT is able to provide large quantities of disk space on demand while decreasing the cost of the storage. Hence, the charge for managed storage has been reduced more than 77% — from \$70 to \$16.33 per gigabyte per month.
- The costs of technical coordination for hosted applications — instead of being charged separately — have been rolled into the rates for the services that utilize it.

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- **Oracle Hosting Services**

Following is a summary of FY04 rates for EOS Oracle hosting services on shared servers for applications with “typical” loads:

<i>Oracle Service on Shared Server</i>	<i>Monthly Rate</i>
Shared Oracle database service (includes 2 instances per month)	\$5,110
Additional Oracle database instance (per month)	\$1,739
Shared Oracle Application (9iAS) Server (includes two 9iAS components per month)	\$4,690
Additional Oracle 9iAS component (per month)	\$1,529
Managed storage service (per gigabyte, per month)	\$16.33

- **What Are the EOS Hosting Services?**

CIT provides EOS hosting services at the NIH Computer Center. This Unix-based hosting environment includes Oracle Database and Oracle Application Server services on both shared servers and servers dedicated to the hosted application. These Unix servers are maintained and monitored by the CIT system administration staff, and the Oracle services are supported by CIT’s expert DBAs.

All hosted applications have the advantage of an access-restricted computer room, a temperature-controlled environment, a UPS with battery backup, 24 X 7 monitoring, Internet connectivity, a perimeter firewall, and HHS Level 3 security. If needed, additional firewalls tailored to the distinct needs of each application can be provided and maintained.

Applications hosted in the EOS environment may require unique configurations of hardware and services. Contact TASC and ask to speak to someone on the EOS hosting staff to get detailed rate information for your currently hosted application or for a new cost estimate.



## Next Disaster Recovery Test Will Be Held in December

The next disaster recovery test – scheduled for Tuesday, December 9, 2003 – will give disaster recovery customers the opportunity to test their restore procedures for their OS/390 (Titan) and Unix (EOS) applications.

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



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## Reminder—The NIH Help Desk

The NIH Help Desk will provide a single point of contact for phone calls, e-mail, and Web-based requests for technical assistance.

### How to Contact the NIH Help Desk

<b>Telephone</b>	301-496-4357 [open 6 A.M. to 6 P.M. — <i>emergencies only</i> after hours]
toll free	866-319-4357
TDD	301-496-8294
<b>E-mail</b>	<i>helpdesk@nih.gov</i>
<b>Web</b>	<a href="http://support.nih.gov">http://support.nih.gov</a>
<b>In person</b>	10401 Fernwood Road, Suite 300, Bethesda, MD 20817

If your IC has an established central help desk, that phone number may be forwarded to the NIH Help Desk. Once the NIH Help Desk receives your request for help, they will determine if it is something they can resolve from their location. If it's something they can't solve on the help desk, they will contact your IC's desktop support staff and let them know about your problem. [*Reprinted from Interface 227 (July 2003)*]



## NIH Computer Center—Holiday Service Schedules

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

#### *Thanksgiving*

Thursday	November 27	Unattended service
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#### *Christmas*

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

#### *New Year's*

Wednesday	December 31	Unattended service after 6:00 P.M.
Thursday	January 1, 2004	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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## CIT Computer Training Fall Term

The CIT Training Program fall term of computer classes runs through January 2004. With more than 120 different topics, there should be something for all who use computing in their work at NIH. Classes are free of charge to NIH staff. A full list of classes (with descriptions) can be found on the CIT training Web page [<http://training.cit.nih.gov>].

### New Courses

The new classes this term include “Data Warehouse: Budget & Finance Enhancements Supporting NBS,” “Web Sponsor - New Features” (for account sponsors), a Microsoft class on “New Advances with the Microsoft Office 2003 System,” and “New Features of Council Administration Module Version 5” (for grants staff working with the ECB).

- **Web development** classes include a two-part JavaScript course on the basics for new programmers, and two courses by Microsoft on “Introduction to Microsoft XML Web Services” and “VB6 to VB.NET Migration.”
- **Relational databases** courses now include an “Advanced SQL” class – appropriate for people who want to take the entire series, or who have taken previous classes and want more information.
- **Security** classes include “Basic Security - Protect Your PC with Available Tools” for NIH staffers who use a home computer for work. With recent worms and viruses, the need to keep home computers secure is greater than ever. This class will look at the many tools available at NIH, which to use, and how to use them most effectively. Another class, “Snort Lightweight Intrusion Detection System (IDS),” is intended for IT professionals who are interested in this host-based intrusion detection system that provides real-time alerts of possible security attacks.
- **General Seminars** include classes on improving writing, speaking and presentation skills. “Write to Point for IT Professionals” will assist technical people in improving their writing skills. “Improve Your Public Speaking When Using PowerPoint” looks at the skills involved in creating a presentation and polishing its delivery. “Introduction to Telework” (on remote access) looks at non-IT items that can lead to a successful telework.
- **Seminars for Scientists** is the category with the most new courses. “EMBOSS and GCG: All the Sequence Analysis Tools You Need” will demonstrate these two large sequence analysis programs available to NIH staff. Some tools developed within NIH will be taught in “Visualization in MIPAV,” which looks at some new functionality available in this platform-independent image processing and visualization program, and “Hands-On MatchMiner and GoMiner: Software Resources for Analysis of Microarray Data.” Other science courses include “Understanding Promoter Analysis,” “Evaluation Methods in Biomedical Informatics,” and “Data Mining with STATISTICA.”

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## Registration

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 at NIH. You can obtain full course information or register for classes on the CIT Training Web site [<http://training.cit.nih.gov>]. You are always welcome to call us at the TASC help desk if you wish to discuss course registration, teaching a class, or other training issues.



## Training Calendar—Fall 2003

A full list of classes (with descriptions) can be found on the CIT Training Web page [<http://training.cit.nih.gov/>].

### December

724	Security Auditor's Research Assistant (SARA) Basics	12/1
877	Mac OS X Administration	12/1 - 12/16
942	Using Photoshop to Work with Scientific Images	12/2
734B	Advanced QVR Training	12/2
865	Introduction to Programming	12/2 - 12/5
642A	Introduction to Dreamweaver MX	12/3
377	Introduction to Remote Access @ NIH	12/3
199	NIH Data Warehouse Query: Advanced Query & Reporting Workshop	12/3
351	Introduction to Networks	12/3
707	Introduction to Telework	12/4
700	Introduction to the Helix Systems	12/4
215	Bringing Data Files into SAS	12/4
968	NCBI's Blast Quick Start	12/5
642B	Introduction to Dreamweaver MX	12/5
180B	NIH Data Warehouse Query: Budget & Finance	12/5
157C	Data Warehouse: Budget & Finance Enhancements Supporting NBS	12/8
945	From Scan to PDF: Composing Scientific Figures with Adobe Photoshop and Illustrator	12/8 - 12/9
797	Introduction to Requirement Lifecycle Management	12/9
103B	Titan Transition - A Roadmap to Moving to Titan	12/9
874B	Introduction to FileMaker Pro 5	12/9
191B	NIH Data Warehouse Query: Research Contracts & Grants	12/10
669	Introduction to Javascript - Part 2 - Advanced Examples and Capabilities	12/10
670	Introduction to Javascript - Part 1 - The Basics	12/10
308	Using SQL to Retrieve DB2 and Oracle Data	12/10 - 12/11

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873	OS X Tips and Tricks	12/11
715	Basic Security - Protect Your PC with Available Tools	12/11
820	New Advances with the Microsoft Office 2003 System	12/12
969	NCBI's Structural Analysis Quick Start	12/12
911	Designing Effective Scientific Slides	12/12
639	Introduction to Cascading Style Sheets	12/12
511C	nVision Travel	12/15
880	NIH HUG - Handheld User Group	12/15
919	Introduction to Perl for Biologists	12/15 - 12/18
400B	Fundamentals of Unix	12/16 - 12/18
160B	Budget Tracking	12/16
611	Seeking Information on the Web	12/16
972C	Introduction to mAdb	12/17
890	DSG - Desktop Support Group	12/17
971	NCBI's MapViewer Quick Start	12/18
662	VB6 to VB.NET Migration	12/19
725	Snort Lightweight Intrusion Detection System (IDS)	12/19

## January

979	Evaluation Methods in Biomedical Informatics: A Course and Lecture Series	1/5 - 4/26
871	Macintosh OS X - What's New for Users	1/6
511D	nVision Travel	1/6
975	NCBI's LocusLink Quick Start	1/7
716	Electronic Identity Management and Introduction to PKI	1/8
802	Critical Computer Tasks for the Knowledge Worker	1/8
750	Expediting Your Request for Telephone Services at the NIH	1/8
973B	Statistical Analysis of Microarray Data	1/8 - 1/9
367	Building a Home Network	1/9
974B	Analyzing Microarray Data using the mAdb System	1/13
989	EMBOSS & GCG: All the Sequence Analysis Tools You Need	1/14
111	WYLBUR to ISPF	1/4
981B	Partek Pro for Gene Expression Analysis	1/15
983	Cluster Analysis & Advanced Visualization of Gene Expression Data with Partek Pro	1/15
984B	Advanced Statistical Analysis of Microarray Data Using ANOVA Techniques with Partek	1/15
932	Introduction to Adobe Illustrator	1/15
965	Visualization in MIPAV	1/15
890	DSG - Desktop Support Group	1/21
973	Write to the Point for IT Professionals	1/21 - 1/22
311	Advanced SQL	1/21 - 1/22
972D	Introduction to mAdb	1/27



# Dates to Remember

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## Now . . .

- CIT consolidation is now in effective for all e-mail, help-desk, wireless networking, and IT security policy.
- The NBS Travel System is now production. (See also issue 227)
- The nVision Travel business area is production. nVision is the next generation Data Warehouse. (See also issues 225 and 226)
- CIT has a security ( SAS 70 Type II) validation for its large application hosting systems – for the sixth consecutive year. Windows servers had a Type I audit.
- Fiscal year 2004 rates for CIT systems and services are now available on the Web [<http://datacenter.cit.nih.gov/rates>].
- Subscribe to “Interface” via Listserv to receive notification of new issues as soon as they are available. [<http://list.nih.gov/interface>]
- Join the “CIT-doc-renew” Listserv list to be notified when new or updated manuals are available. [<http://list.nih.gov/archives/CIT-doc-renew.html>]

## Coming Soon . . .

- |                  |   |
|------------------|---|
| December 1       | • Dialing 10-digit telephone numbers will begin for HHS offices within the Bethesda/Rockville area. |
| December 9       | • Disaster recovery off-site test. <sup>EST</sup>   |
| January 12, 2004 | • The OS/390 South System will be shut down. <sup>ST</sup>  |

## Holiday Service Schedule at the NIH Computer Center . . .

- |                 |   |
|-----------------|---|
| November 27     | • Unattended service for <b>Thanksgiving</b> . <sup>EST</sup> |
| December 24     | • Unattended service after 6 P.M. <sup>EST</sup>              |
| December 25     | • Unattended service for <b>Christmas</b> . <sup>EST</sup>    |
| December 31     | • Unattended service after 6 P.M. <sup>EST</sup>              |
| January 1, 2004 | • Unattended service for <b>New Year’s</b> . <sup>EST</sup>   |

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

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



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DCSS

Division of Computer System Services

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DNST

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NIH/NBRSS

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OD

CIT, Office of the Director

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CIT, Information Security Awareness Office