

September 21, 2005 [Number 233]



Major Articles

An Update on Physical Upgrades to the NIH Data Center

John Dickson, Director of DCSS, Retires

EATS! Enterprise Architecture Topic Series

NBS Town Hall Meeting

Announcing CIT's Services Seminars!

NIH Research Festival

Published By
Center for Information Technology
National Institutes of Health
Health and Human Services

Table of Contents

Articles

- An Update on Physical Upgrades to the NIH Data Center** 3
The construction of the new on-campus co-location site at NIH – more than double the size of the current site – progresses, along with other upgrades to the Data Center.
- Director of DCSS John Dickson Retires from CIT** 4
After decades of outstanding service at NIH/CIT, John Dickson retired August 31, 2005.
- EATS! Enterprise Architecture Topic Series** 6
The NIH IT Enterprise Architect hosts an informative, lunchtime series on Enterprise Architecture.
- NIH Business System (NBS) Town Hall Meeting October 31, 2005** 7
Come learn how the NBS supports scientific research through business solutions at this multimedia event.
- Announcing CIT's Services Seminars!** 7
*CIT is pleased to announce the creation of *Services Seminars*, a new forum for the NIH community to view diverse technology services.*
- NIH Data Center Rates for Fiscal Year 2006** 8
With the new fiscal year, look for the new rates for CIT systems and services online
- NIH Research Festival Opens October 18, 2005** 9
Come celebrate the NIH Research Festival's 18th year – and see the CIT exhibit table in the main hall.
- Updated Titan User's Guide Available** 11
The June 2005 edition of the Titan User's Guide, the major resource for the mainframe z/OS-based Titan system, is available through the CIT publication service.
- Ask the NIH Help Desk** 12
Your questions about Virtual Private Network (VPN) accounts and passwords answered here.

CIT Computer Training Fall Term Approaches	13
<i>The CIT Training Center's Fall Term starts October 3, 2005.</i>	
NIH Data Center – Holiday Service Schedules	15
<i>The NIH Data Center has unattended service – service without operators – during the holidays.</i>	
Dates to Remember	16
Publications	17
Directories and Reference Information	18
Major Contributors	Inside Back Cover

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

	<i>May</i>	<i>June</i>	<i>July</i>
Total hits for the month	52,939,872	51,194,464	47,937,394
Hits per day	1,707,737	1,706,482	1,546,367
Different individuals per month	1,692,622	1,476,332	1,462,526

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

* *Server uptime is independent of network accessibility.*

Articles

An Update on Physical Upgrades to the NIH Data Center

If you've been by the NIH Building 12 complex these past several weeks, you might have wondered about the banging, sawing and hammering echoing through the hallways.

Constructing a New Co-Location Site

As reported in Interface 232, CIT is expanding its Customer Server Area (CSA). Work is now in progress on enlarging the CSA on the NIH campus. This expansion more than doubles the size of the original, on-campus co-location facility. The CSA is located in a secure, separate part of the NIH Data Center.

In the Customer Server Area, *customers' own servers* are housed in a secure, climate-controlled environment, where customers can control and access their own equipment. Currently we are installing additional power, improved air conditioning, and networking to the NIHnet. At this point in the expansion project, we have finished setting up the racks that will hold the servers and the network cabling for the new area.

We have also updated and replaced our Building Outside Air units to provide more efficient cooling to the entire area. Construction on the enlarged CSA is expected to be completed by mid-October, 2005.

Upgrading the Output Distribution Area

At the same time, we are also redoing the Data Center's Output Distribution Services area on the NIH campus (Building 12A). This effort will make delivery of output to user boxes more efficient while providing more machine room space for CIT servers and the co-location area.

Reminder: Where Will I Get My Output?

During construction you will still get your output in Building 12A—twenty-four hours a day, seven days a week—just in a slightly different place and a different manner.

The important change is that the operations staff will “hand deliver” your output to you.

During the building phase, you will see a sign at the old pickup spot directing you down the hall to the lobby of Building 12A (where the elevators are). Users are asked to call in to the Data Center for delivery.

- **Find the campus phone** – it's beside the main door to the machine room.
- **Dial the ten digit number** – either 301-480-0706 or 301-496-4715.
- **Supply your box number and box access code to staff.**

If you have any questions, please contact the [NIH Help Desk](http://ithelpdesk.nih.gov) [http://ithelpdesk.nih.gov] at 301-496-4357, 866-319-4357 (Toll free), 301-496-8294 (TTY), or via e-mail at ithelpdesk@nih.gov.

More Information

We are continuing to upgrade the NIH Data Center and address issues and concerns that affect the Data Center, our customers, and our services.

To learn more about the various hosting and co-location services options offered by CIT, please send e-mail to datacenter@list.nih.gov.



Director of DCSS John Dickson Retires from CIT

John Dickson, Ph.D., the Director of CIT's Division of Computer System Services, retired from CIT on August 31, 2005 after a long and distinguished career at the National Institutes of Health. In an e-mail to all staff, Alan S. Graeff, NIH CIO and Director, CIT, thanked John for his dedication and exemplary leadership of the CIT Division of Computer System Services (DCSS), calling him *"instrumental in successfully leading the division through very challenging times, including the recent consolidation effort and several A-76 studies."*

A Scientific Mind and a Consensus-Building Manager

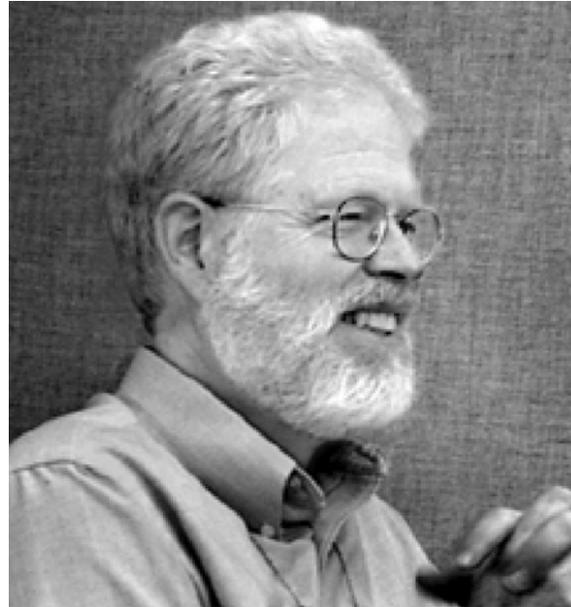
John took over the position of Director, DCSS, in July 2000 when his predecessor, Perry Plexico, assumed the position of Deputy Director of CIT. John's scientific background - he holds a bachelor's degree in physics and a doctorate in physiology - and strong management experience made him an excellent leader for DCSS, as well as a valuable addition to the CIT management team.

Articles

Described by his former boss, Perry Plexico, as a low-key individual who preferred to build consensus for his decisions rather than foist them onto his staff, John's scientific approach to management established him among CIT personnel as an objective and reflective thinker who could be depended upon to make decisions on the basis of solid facts and rational discussions with Division staff.

Starting at NIH

John began working at NIH in 1979, when he joined NINDS as a senior staff fellow in the Laboratory of Neuro-Otolaryngology. In 1981 he came aboard DCRT (CIT's predecessor) as a systems programmer on the DECsystem-10 scientific computing staff, which he once said was "*the work I liked best.*" While John provided stewardship to NIH scientific computing throughout his career, from the DEC-10 to the Unix-based scientific supercomputer, to today's Beowulf-class cluster computing architectures (known at the NIH as Biowulf), he has specifically cited the development of the DEC-10 Poster program as an accomplishment that he is very proud of.



John Dickson

Over the Years

In 1984, John assumed the leadership of the Laboratory Systems Unit (LSU) of the Computer Center Branch in DCRT. LSU managed the DECsystem-10 computing platform that provided general purpose scientific computing support to NIH researchers. When the vendor announced the end-of-life of the DEC-10, John led the efforts to expand high performance scientific computing at NIH to a Unix supercomputing platform. In the late 1980s, this resulted in the procurement of the Convex supercomputer that became the first "Helix System" now known as helix.nih.gov.

After his successful work on behalf of the "Helix System," John collaborated with Perry Plexico (then in the Computer Systems Laboratory) in the development of the Advanced Laboratory Workstation (ALW) system in the early 1990s. When the Computer Center Branch was reorganized and renamed the Computing Facilities Branch (CFB) in 1993, John was appointed head of the CFB High Performance Scientific Computing Section, the successor to the Laboratory Systems Unit. During the same time period, John led the CFB-wide CERTAN procurement as "trail boss" - a vital position since at the time CERTAN was one of the largest and most visible acquisitions in the federal government.

In the late 1990's, following CIT's reorganization into several Divisions, the Computing Facilities Branch was transformed into the Division of Computer System Services (DCSS) and in 1999 John was appointed Associate Director of DCSS. In that role he coordinated services provided by the mainframe, Unix and Windows branches until his appointment as Director of DCSS in July of 2000.

Throughout his career at NIH, John Dickson was also professionally active outside the NIH. For example, he was a longtime and active participant and later member of the Board of Directors of the Government Information Technology Executive Council (GITEC).

Plans for the Future

John and his wife Judy are building a house in Amherst, Massachusetts, and plan on moving up there in September ready to brave the snowy winters and help out with their first grandchild (expected in October!). John and his in-depth understanding of both the NIH scientific mission and the administrative programs and processes (plus his outstanding spreadsheet skills!) will be sorely missed here at NIH.



EATS! Enterprise Architecture Topic Series

Join Jack Jones, the NIH IT Enterprise Architect, for an informative, lunchtime series on Enterprise Architecture. Bring your own lunch or join us in a "Dutch lunch."

Topics may include:

- Identity Management
- Application Integration
- How to Use "Bricks" and "Patterns"
- Enterprise Architecture "101"



EATS meets the first Thursday in September, November, and January. The 2006 schedule will be available later in the year.

For more information on topics and location, visit the Enterprise Architecture web site at <http://enterprisearchitecture.nih.gov> or **join the listserv** for updates and announcements at http://list.nih.gov/archives/enterprise_architecture.html.



NIH Business System (NBS) Town Hall Meeting

Event:

There will be an NIH Business System (NBS) Town Hall Meeting on Monday, **October 31, 2005**, from 8:00AM until noon in NIH's Natcher Auditorium. This is a multimedia communication event including presentations and system demonstrations for administrative and scientific staff to increase awareness and understanding of the NBS. Come learn how the NBS supports scientific research through business solutions. Come learn what the NBS is all about!



Agenda:

The event begins with a plenary session and a discussion of scientific and administrative management perspectives featuring speakers from NIH management, NBS management, and Business Owners.

Meeting activities will conclude with a series of concurrent sessions of system demonstrations in the following functional areas: Acquisition/Supply (iProcurement, Prism & Oracle Systems); Property (Sunflower System) and Finance (Oracle System).

Registration:

Information about registration will be provided via e-mail closer to the date of the event. Sign language interpreters will be provided. Individuals with disabilities who need reasonable accommodation to participate in this conference should contact Ms. Leslie Linden in the NBS Project Office on (301) 451-0004 or via e-mail: lindenl@mail.nih.gov.



Announcing CIT's Services Seminars!

CIT is pleased to announce a series of **Services Seminars**, a new forum for the NIH community to learn about CIT's diverse technology services. CIT's Services Seminars will showcase current CIT services and highlight emerging technologies.

Each quarterly seminar will focus on one area of CIT Service, such as Video casting, Wireless services, Content Management System (CMS), knowledgebase management, reporting, and more.

Date	Location	Time
Tuesday, December 6, 2005	Rockledge II, Room 9112 & 9116	9:00am - Noon
Tuesday, February 21, 2006	Neuroscience Center (Conf. Room B1/B2)	9:00am - Noon
Wednesday, May 10, 2006	Natcher (Bldg 45) Conf. Room A	9:00am - Noon

For specific details on each seminar, additional questions, or feedback, please check our web site [<http://ithelpdesk.nih.gov>].

For more information or to reserve a seat at CIT's Services Seminars please contact the NIH Help Desk at 301-496-4357, 866-319-4357 (Toll free), 301-496-8294 (TTY), or via e-mail at ithelpdesk@nih.gov.

NIH staff requesting reasonable accommodations are asked to contact the NIH Help Desk.



NIH Data Center Rates for Fiscal Year 2006

The fiscal year 2006 rates for CIT services are effective as of October 1, 2005.

Each year CIT reviews its rates for the services provided by the NIH Data Center. We evaluate the costs associated with our various services and adjust rates accordingly.

Highlights of the rates for FY06

Windows hosting and Titan z/OS rates remain unchanged. Users of these services will find their costs in fiscal year 2006 to be the same as those in fiscal year 2005.

Because new high availability storage technology was introduced, economies of scale have allowed us to reduce the managed disk storage charges for EOS Unix customers from \$12 per GB per month to \$7.50 per GB per month.

Rates for Oracle hosting services and MS SQL hosting have been adjusted slightly to reflect changes in both licensing costs and support service costs. In most cases, current customers will find that the increases and decreases balance out, and that their overall charges will remain about the same.

Where to Find the Rates

The NIH Data Center's fiscal year 2006 rates are available on the Web at <http://datacenter.cit.nih.gov/rates>. This site will be updated whenever rates change. Major rate adjustments will continue to be announced in *Interface*.

If you have any questions, please call the NIH Help Desk at 301-496-4357.



NIH Research Festival Opens October 18, 2005

Come celebrate the always popular NIH Research Festival's 18th year - from October 18th through the 21st.

The 2005 NIH Research Festival is co-chaired by Scientific Directors Dr. Sheldon Miller (NEI) and Dr. Robert Wenthold (NIDCD), and coordinated by Paula Cohen (pc68v@nih.gov) from the NIH Special Events Office.

The opening plenary session on Tuesday, October 18, will begin at 9:00 a.m. in the NIH Clinical Center's Masur Auditorium, and will feature the high-impact research of four outstanding early-career NIH investigators. Their research encompasses, respectively, the structure of molecules (Susan Buchanan, NIDDK), gene silencing (Shiv Grewal, NCI), cell biology (Orna Cohen-Fix, NIDDK), and clinical investigation (Mark Gladwin, NHLBI).



Other events during the four-day research festival will be located in and around the Natcher Conference Center on the NIH Campus. They will include cross-cutting symposia and poster sessions, special exhibits on resources for intramural research, the Job Fair for NIH Postdoctoral, Research and Clinical Fellows, the Festival Food & Music Fair, and the Technical Sales Association scientific equipment tent show.

Details on CIT Participation

The Center for Information Technology (CIT) will host an exhibit table in the main hall and an additional exhibit in the Natcher atrium. In addition to informational materials at the main booth, visitors will be able to work with CIT's Division of Customer Support/CIT Training staff to enroll online for free training classes.

Helix Systems Services

Senior staff from CIT's Division of Computer System Services (DCSS) will present an additional exhibit in the Natcher atrium, where visitors will be invited to watch a multi-media presentation featuring the many scientific applications and services that the Helix Systems offer to the NIH community.

Among the highlighted topics are: bioinformatics, structural biology, mathematical-, statistical- and image analysis, and high-performance distributed computing on the 2400-processor Biowulf cluster. CIT will also demonstrate SciWare, a new service that provides a wide range of ready-to-run scientific applications for Windows, Mac, and Unix desktop workstations.

Poster Sessions

Scientists from CIT's Division of Computational Bioscience (DCB) will participate in the poster sessions.

For up-to-date information, visit the 2005 NIH Research Festival Web page at <http://researchfestival.nih.gov>.



Updated *Titan User's Guide* Now Available

The June 2005 edition of the *Titan User's Guide* is now available through the Center for Information Technology (CIT) publication service [<http://publications.cit.nih.gov>]. This edition is current through *Interface* issue 232 (April 2005) and the May 26, 2005 edition of *Titan News*.

The *Titan User's Guide* is the major resource for the mainframe z/OS-based Titan system and is especially useful for new users and account officials. It includes information on where to go for more technical information, including references to many important Web sites and CIT help options. It also offers brief descriptions of other services provided by the NIH Data Center and CIT. Titan users who submit batch jobs should also refer to the *Titan Batch Processing* manual. Both manuals are available from the CIT publications Web page.

What's New

The updated *Titan User's Guide* includes the following:

- New Titan password rules (Section 4.6.1)
- Output delivery to Parklawn ends September 1, 2005 (Section 5.6.1.2)
- VPN information (Section 6.2.6)
- Secure file transfer - via SILK Web (Section 6.4.2)
- Updated hours of operation (Section 1.4)
- Temporary change for output pickup (Section 5.6.1)
- BMDP information (Section 7.6.2)
- User Display Facility (UDF) information (Section 7.2.1.4)
- Web Sponsor updated (Section 2.3)

How to Get a Copy

To view the June 2005 *Titan User's Guide* in PDF or to order a hardcopy, go to the CIT publications Web page [<http://publications.cit.nih.gov>], and look for it under the category "NIH Data Center User's Guides." The *Titan User's Guide* is available in these formats:

- view in PDF format – via Acrobat (893 Kb PDF)
- print to the central printers

The printed version is available to users with a Titan userid, or a Unix username/login. Copies can be placed in your output box, mailed, or held for pickup at CIT.

If you need assistance ordering any CIT publications, please contact the NIH Help Desk at 301-496-4357 (HELP), 866-319-4357 (Toll free), 301-496-8294 (TTY), or via e-mail at ithelpdesk@nih.gov .

Stay Up to Date

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

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



Ask the NIH Help Desk

About Virtual Private Network (VPN) accounts and passwords

Q: What is a VPN used for?

A: VPN allows you to use an existing third-party Internet Service Provider to connect to the NIH network so you can do your government work from an off-site location.

Q: I have a tough time remembering my password for my Virtual Private Network (VPN) Account so I saved it at the logon window. It asked me for the password recently and I needed to have it reset because I forgot it. What happened?

A: Do not save your password when logging into VPN. If you save the password, you tend to forget it over time. What we see happen often is that when an upgrade to the VPN software is deployed, the saved password information is deleted and a password reset is required because the password was forgotten. Also, it is generally not a good practice to save passwords as they are intended, by nature, to provide security. If you have installed VPN on your home computer, doing so makes it all too easy for someone with access to that machine to connect to the NIH network and its secure resources.

Q: VPN is just one more password to remember. Is there any way that I don't have to remember all these different passwords?

A: In an effort to consolidate passwords (and comply with HHS security requirements) at the NIH, VPN (as well as the NIH Parachute dial-up protocol) is migrating from its legacy system to a new accounting system that uses your NIH Login credentials. These are the same credentials that most NIH employees use to access most common systems like their network, NIH Portal and email. This switch to using a much more frequently used password should lessen the requirement to reset a forgotten password.

Q: How do I know if my account credentials are the same as my credentials that I use to access my e-mail?

A: All accounts that were created after June 1st, 2005 use the NIH Login credentials.

Q: I have an account that I have had much longer than June 1st, 2005. Will I be switched over to using the NIH Login credentials?

A: Yes, your account will be migrated to the new system. The logistics are currently being worked out and a complete Account Migration FAQ section is now posted at the Remote Access site. Visit <http://remoteaccess.nih.gov> (upper-right hand corner of the page under "What's New") for more information.



CIT Computer Training Fall Term Approaches

As we approach the cooler weather and fall colors, why not consider signing up for one of CIT's new and exciting fall classes? CIT Training is in the process of putting together the new term, which promises to bring back many updated favorites and also include a wide variety of new topics. The full list of classes can be found at <http://training.cit.nih.gov>, and all classes are always available free of charge.

CIT Training's Offerings

While the list of term offerings is not yet complete, as of this article, there will be classes in categories of personal computers, networks, web development, database, security, grants, statistics, and seminars for scientists. Many of our most popular topics will continue to be offered, including: SPSS, SAS, Adobe Acrobat and Photoshop, HTML and CSS, Building a Home Network, Excel Formulas, PowerPoint, Perl, and Windows XP Tips and Tricks.

Added to this extensive list will be many new seminars, including: Structural Biology on the Biowulf Cluster, with Dr. David Hoover of the Helix group; Open Source for Healthcare, with Dr. Mohammed Al-Ubaydli; NIH Portal for Users- Hands On, led by Morgan Glines, DCS; Genomatix, facilitated by Klaus May; Filemaker 8; and Flash 8.

Looking for Volunteer Instructors

CIT Training always works to stay on top of innovations and the latest technology. Our goal is to keep the NIH community in step with the changing IT environment. Are you involved with a technology, topic or project that can deliver value to the NIH community? If so we need you! The strength of our award winning program has always been our outstanding volunteer instructors. If you have limited classroom experience, CIT Training staff will work with you. Contact us if you are a project lead and you are rolling out a new or updated program - we may be able to assist you with your training needs.

Let us take this opportunity to thank all of our volunteers who help make our program possible. We would not be able to offer such a variety of classes and seminars free of charge without you. Thank you.

More Information

The fall term (October 3, 2005 – January 19, 2006) will be published on our website at <http://training.cit.nih.gov> on September 20, with new classes continuing to be added through the end of the month. Please visit the site for full course information or to register for classes.

If you prefer, you may call us at 301-594-6248 to discuss course registration, teaching a class, or other training-related issues.



NIH Data Center—Holiday Service Schedules

The NIH Data Center has unattended service—service without operators—on the Thanksgiving, Christmas, and New Year's holidays.

Thanksgiving

Thursday	November 24	Unattended service
----------	-------------	--------------------

Christmas

Saturday	December 24	Unattended service after 6:00 P.M.
Sunday	December 25	Unattended service

New Year's

Saturday	December, 31	Unattended service after 6:00 P.M.
Sunday	January 1, 2006	Unattended service

More Information

See the NIH Data Center's [Unattended Service](http://datacenter.cit.nih.gov/operations/unattended.cfm) webpage [http://datacenter.cit.nih.gov/operations/unattended.cfm] for more information on what services will and will not be available. The specifics of unattended service for the three holidays will also be communicated through the "message" facilities of interactive systems.



Dates to Remember

Now ...

- September 1
 - Output delivery to Parklawn ends
 - The NIH Data Center has a temporary pick-up location for output in building 12A. ^{E T}
- October 1
 - A new fiscal year brings new Data Center rates. [<http://datacenter.cit.nih.gov/rates/>]
- October 3
 - CIT Training Program Fall Term starts. [<http://training.cit.nih.gov>]
- October 18 - 21
 - The NIH Research Festival at the Natcher Conference Center
- October 31
 - NIH Business System (NBS) Town Hall Meeting in the Natcher Auditorium

Later this year ...

- December 5-6
 - A second co-location site – double the size of the original area – will open at the NIH Data Center. [<http://datacenter.cit.nih.gov/colocation>]
 - Stay tuned for upcoming EATS lectures and CIT Service Seminars in November and December
 - Disaster recovery off-site test. ^{E T} [<http://datacenter.cit.nih.gov/disaster>]

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

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



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

Publications

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

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

Titan (IBM z/OS Servers)

Updated

Titan User’s Guide, June 2005

EOS (Unix Servers)

Updated

EOS User’s Guide, August 2005



Directories and Reference Information

NIH Computer Center Hardware and Software

[<http://datacenter.cit.nih.gov/if.backpage.html>]

Computer Services Telephone Directory

[<http://datacenter.cit.nih.gov/tel.num.txt.html>]

Online Services Directory

[<http://datacenter.cit.nih.gov/online.access.txt.html>]

Popular Web Sites for NIH Computer Center Users

[<http://datacenter.cit.nih.gov/www.dir.html>]

Major Contributors

Susan Chaffee, DCS

Phil Day, DCS

Sarah Fichter, DCSS

Paula Ptacek, OPEC

Jane Small, DCSS

Hanford Smith, DCS

David Snight, NBRSS

Norma Stern, DCSS

Ed Suiter, DCSS

DCSS Division of Computer System Services

DCS Division of Customer Support

NBRSS NIH Business and Research Support System

OPEC CIT, Office of Planning, Evaluation and
Communications