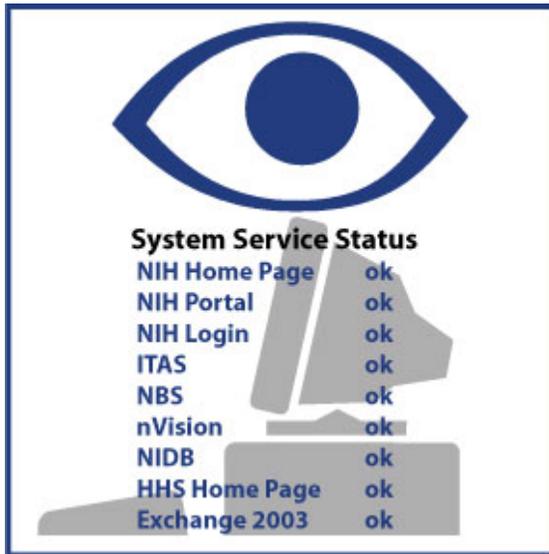


February 13, 2006 [Number 234]

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## Major Articles

The NIH Application Manager (NAppMan)

Improved NIH Enterprise Architecture Web Site

The New z/OS LibraryCenters for Mainframe Users

Ask the NIH Help Desk about NED

CIT Computer Training Spring Term

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Published By  
Center for Information Technology  
National Institutes of Health  
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>	<i>December</i>
Total hits for the month	56,566,481	55,375,802	47,599,608
Hits per day	1,824,725	1,845,860	1,535,471
Different individuals per month	2,092,423	2,217,480	1,858,472

The server has been up 100% of the time\* during December 2005.

\* *Server uptime is independent of network accessibility.*

# Articles

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## The NIH Application Manager (NAppMan)

Computers have become indispensable for effectively performing the work we do at the NIH, but it is the applications running on those computers that ultimately allow us to be productive. We tend to take those applications for granted, expecting them to be always and conveniently available. When they are not, we are hamstrung and frustrated. Avoiding problems and ensuring that the applications are available all the time requires constant monitoring, but how can this best be accomplished? NIH has solved this problem by setting yet another application to the task; an application monitor.

### Application Monitoring and NAppMan

Application monitoring is a key component in the overall support and maintenance of critical IT applications and allows system owners to view the accessibility of an application from a user's perspective. The intention of the NIH Application Manager (NAppMan) is to alert a responsible individual when the application is not available or is suffering a problem of some sort.

### How is NAppMan different from other monitors?

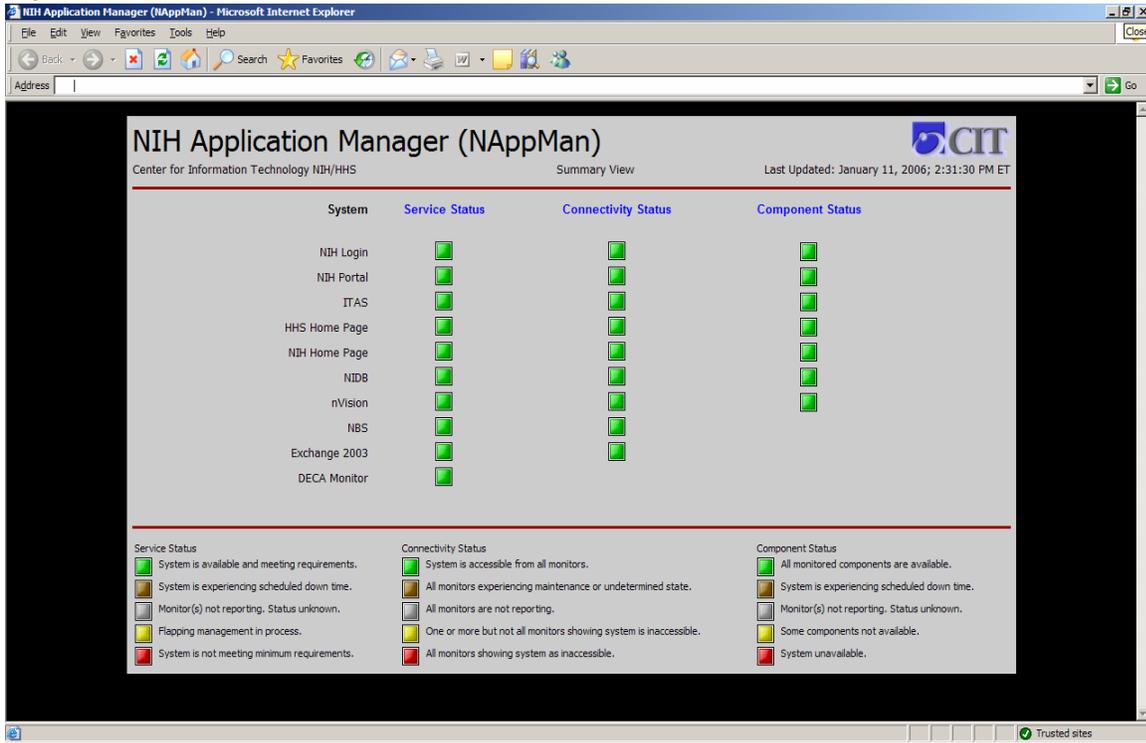
NAppMan employs a "monitor of monitors" approach to ensure our applications are available when we need them. As a monitor of monitors, NAppMan does not directly monitor an application itself. Instead, it pulls or receives information from the **underlying monitors** - the monitoring software that directly monitors the application. NAppMan then summarizes the information and displays it using an HTML format.

### NAppMan's Dashboard

The first thing that a user sees when accessing NAppMan is the **dashboard** (see Figure 1 below), a summary display of all information collected by NAppMan. The dashboard provides data on the status of a number of applications, listed on the screen as **systems**. The systems that are currently available are those provided during the initial introduction of NAppMan on August 31, 2005. The systems are identified by name under the first column of the dashboard.

The second column shows the "Service Status" of the system or application. Color-coded **state buttons** indicate the level of availability for a particular application. If, for example, the application can be successfully accessed, then the state button is set to green. To check the service status the underlying monitor must execute a **synthetic login** by emulating what a user would do to get to the application. If for some reason the application is not available, the state button is set to red. The legend at the bottom of the screen explains what each color of the state button represents.

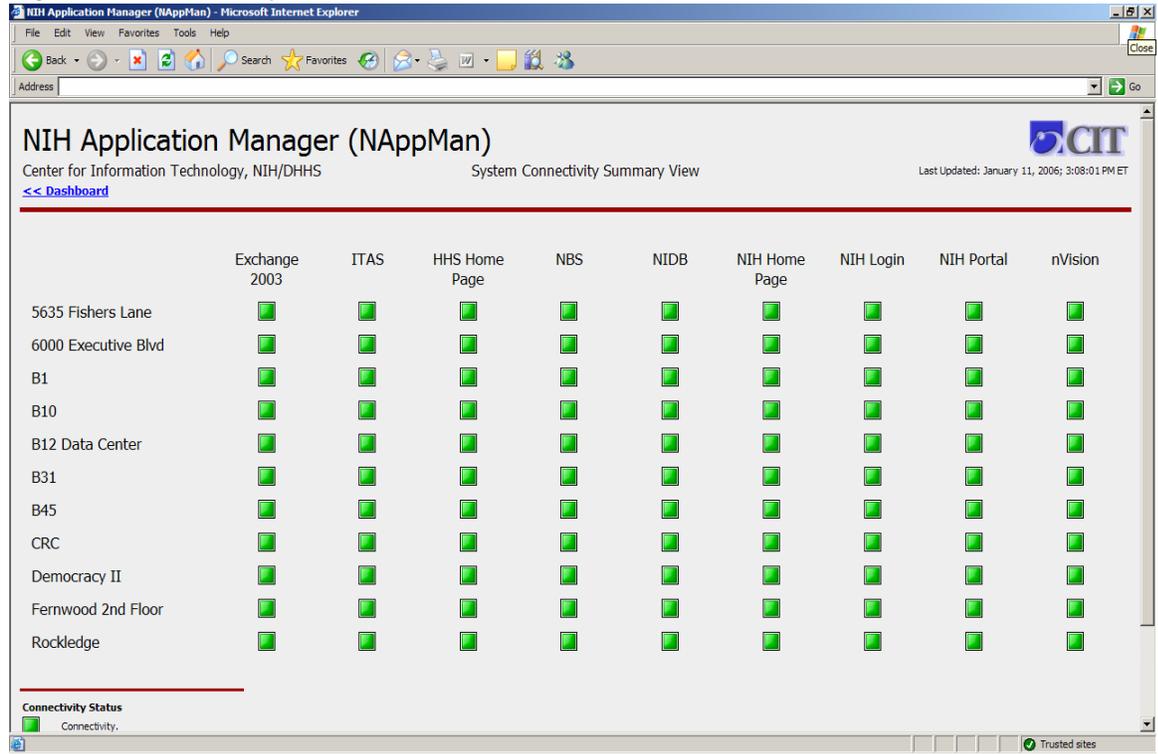
Figure 1 - The NAppMan Dashboard.



The third column on the dashboard depicts the “Connectivity Status” for a given application. Connectivity refers to the availability of the pathway on the NIH network necessary to access the application. The column is a summary of more detailed data that is available by clicking on any state button under the column and **drilling-down**, or accessing a more detailed level of information, as shown in Figure 2.

The screen in Figure 2 presents each of the applications as well as their connectivity status as relayed from a remote **probe** that checks the pathway on a regular basis. The probes are positioned at strategic locations on the network. If the pathway is clear, the state button is green. If a firewall issue or a faulty router is causing a problem, the state button is red. Often a red condition is caused by timing issues (some type of hold-up on the network). If the probe does not receive a response within a predetermined amount of time, it complains by presenting a red status button for that application.

Figure 2 – Connectivity Screen.



The fourth column on the dashboard displays the “Component Status” - the summary status of the individual components that the application contains. The state buttons under this column provide a drill-down capability as well. Figure 3 depicts the screen that is provided during this drill-down process. This “Detail View” screen identifies the various components that make up the application as well as providing the operational status for these components.

### What happens when a problem is identified?

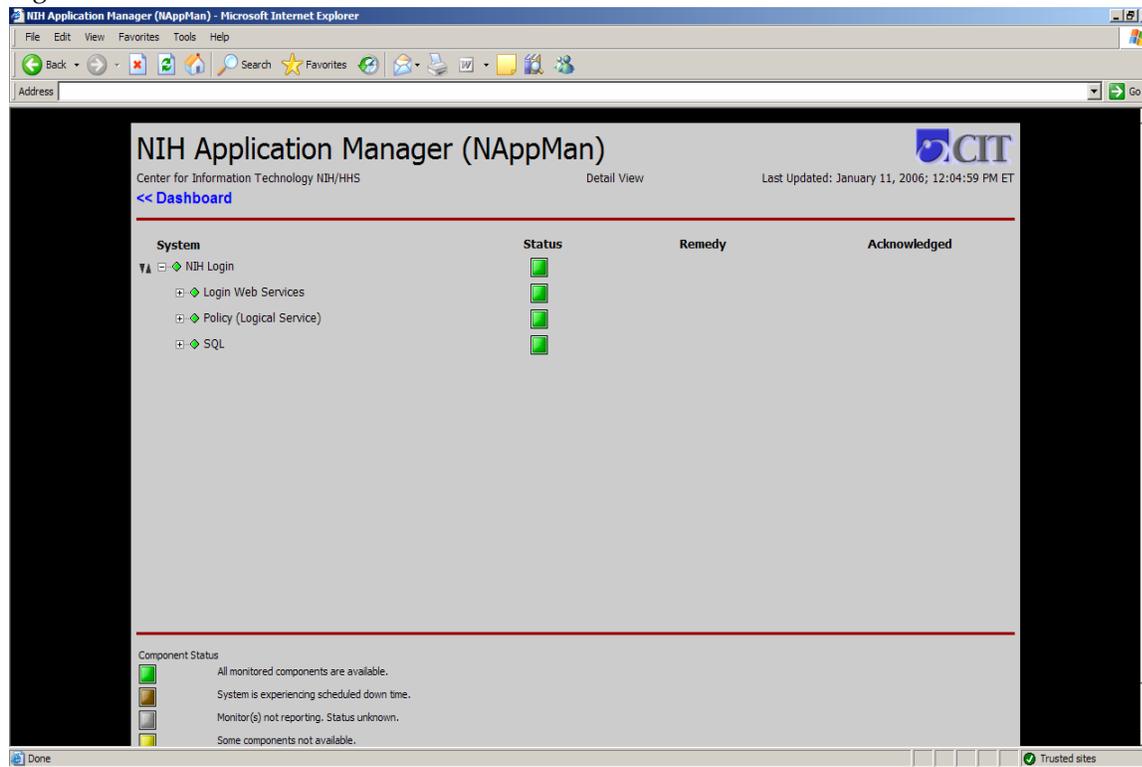
If an underlying monitor detects a problem with an application, it presents an alert state to NAppMan. If an alert status exists (only red or yellow), NAppMan will send an e-mail message to a predetermined list of individuals. In addition, NAppMan opens a Remedy Action Request System (Remedy) service ticket for the problem with the NIH Help Desk. The network probes are an exception to this rule. When a probe discovers a problem, NAppMan represents this status on the screen, but no alert state is raised.

The third and fourth columns on the screen in Figure 3 denote this information. The service ticket number is available under the column labeled, “Remedy.” If a technician acknowledges the service ticket, that information is made available in the form of a checkmark under the column labeled, “Acknowledged.”

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Although the function is configurable, in most cases NAppMan will automatically close the service ticket when the condition is cleared. NAppMan relies on the underlying monitor to clear a condition it has set.

Figure 3 – Detail View Screen.



## Who uses NAppMan?

Armed with the information NAppMan supplies, NIH Help Desk staff can be more effective when taking calls regarding application problems. NIH executives can check on the condition of our Enterprise Systems from one convenient place. In the near future, application owners will utilize NAppMan statistics to help justify their application's service levels. In general, NAppMan can provide some value to anyone who has access.

## What's next?

The NAppMan team will be adding existing systems and applications, ultimately making NAppMan available to all NIH enterprise systems. Once this is achieved, NAppMan will continue to grow as our systems grow.

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## Contact Information

If you have an interest in NAppMan representing your monitored application, please contact:  
Doug Meyer, ESM Project Manager, Division of Enterprise and Custom Applications, CIT  
Phone: 301-402-5314. E-mail [meyerd@mail.nih.gov](mailto:meyerd@mail.nih.gov)



## Improved NIH Enterprise Architecture Website

The NIH IT Enterprise Architecture team is pleased to announce the successful launch of the new NIH Enterprise Architecture (EA) Web site (<http://EnterpriseArchitecture.nih.gov>) - an online resource for teams and individuals who plan, build, or purchase IT systems for NIH.

The newly designed site is easier to use, more accessible, and helps users learn and understand the tenets of enterprise architecture. CIT and the NIH IT Enterprise Architecture Team implemented Microsoft's Content Management System (CMS) to facilitate document handling, updating, and tracking.



## New Features

Based on user feedback, new features were added, including:

- "Your Part," which offers step-by-step instructions on how to use the NIH Enterprise Architecture or make projects EA-compliant
- the "About" page, which describes enterprise architecture as it is used at NIH
- the ability to share EA Web pages with co-workers
- a "Related Links" box, offering helpful links to more information tailored to the user's current active NIH EA Web page

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## Navigating the Architecture Library

Users can easily browse the “Architecture Library” on the site using several approaches; architecture definitions can be reviewed by technology type, business area, architecture type, or artifact type. The “Home” page offers easy links to all the important areas of the site as well, including a “Help” link for assistance with either the Web site itself or other areas of the NIH Enterprise Architecture.



## The New z/OS LibraryCenters for Mainframe Users

### Improved Access to z/OS Online Documentation

Do you face a search across rows of books and overflowing bookshelves to find a message, command, or parameter? Then the improved access to z/OS online documentation via the new z/OS LibraryCenters is definitely the way to go. In addition to viewing books in your browser you can easily download either the PDF or Bookmanager forms of the books for offline reading or building up your own Bookmanager virtual “bookshelf” collection on your workstation.

If you haven't tried the new z/OS LibraryCenters yet, you should take a look.



### Link to z/OS LibraryCenters for z/OS Version 1.4 (CIT's current production release):

Just type in the following URL and bookmark it to have ALL IBM z/OS documentation at the tip of your mouse!

[http://publibz.boulder.ibm.com/bookmgr\\_OS390/libraryserver/zosv1r4/](http://publibz.boulder.ibm.com/bookmgr_OS390/libraryserver/zosv1r4/)



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## Updated Deregistration Official and Account Sponsor Manual

An updated version of the CIT manual *Procedures for Deregistration Officials and Account Sponsors* (January 2006) is now available. You can view this publication online, print off a PDF copy, or order a hard copy from the CIT [publications](#) Web page at <http://publications.cit.nih.gov>. Click on the link to “General Documentation” to access the manual or go directly to this link <http://publications.cit.nih.gov/category.asp?category=GENE>.

### Summary of Manual Content

*Procedures for Deregistration Officials and Account Sponsors* describes the responsibilities of deregistration officials and account sponsors for their CIT accounts. It also provides information on Web Sponsor, how to reset forgotten passwords, the requirements for a RACF (Titan) password, and the responsibilities of two other types of account officials--billing coordinators and security coordinators.

### Who Should Read It

If you are an account sponsor or deregistration official for a CIT account (employed at NIH or another government agency) you will find this manual useful.



## Updated— EOS User's Guide

The updated *EOS User's Guide* (August 2005) is now available. You can view this guide online, print off a PDF copy, or order a hard copy – all from the “NIH Data Center User's Guides” link on the CIT [publications](#) Web page at <http://publications.cit.nih.gov> or go directly to this link <http://publications.cit.nih.gov/category.asp?category=USGD>. If you are still using the old User's Guide, please take a moment to update to this new one.

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## More about EOS

EOS – a Unix-based environment at the NIH Data Center – currently hosts a variety of production and development applications. EOS provides a robust hosting solution for enterprise-wide Unix applications. It features both high-end and mid-tier servers as well as shared and stand-alone servers for Oracle databases. EOS usage is on a fee-for-service basis, with the costs charged to your CIT account.

## Need Help?

If you need help ordering or printing CIT publications, contact the NIH Help Desk:

TELEPHONE  
(301) 496-4357 (local)  
866-319-4357 (toll free)  
301-496-8294 (TTY)

ONLINE SERVICE REQUEST  
<http://ithelpdesk.nih.gov>

E-MAIL  
[ithelpdesk@nih.gov](mailto:ithelpdesk@nih.gov)



## Ask the NIH Help Desk

### What can NED do for you?

The NIH Enterprise Directory (NED - <http://ned.nih.gov>) is a centralized enterprise directory of all members of the NIH workforce.

**Q:** How does my record get entered into the NED system?

**A:** New NIH employees are entered into the system by their Administrative Officer. The new employee record in NED makes it possible to register for other services (i.e. VPN, e-mail, NIH login)

**Q:** How do I search for other NIH workforce members in NED?

**A:** The NED search page can search by one of three ways: **Name**, **NIH ID**, or **e-mail address**. The easiest way to find someone at NIH is to search by **Name**; to do so, simply type the person's first and last name,

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in that order, into the search box. If you are unsure you have spelled the name correctly, make sure to place a check in the "Include Possible Matches" box, and then click "Search."

**Q:** I noticed my personal information in NED is incorrect. Whom can I contact to update the information?

**A:** Most items in the NED system (i.e. e-mail address, phone number, work address, etc...) can be updated by you! To update your record, click on the "Update" button at the bottom of your NED record and use your NIH credentials to log in. After completing the required updates, click "Submit Update" for the changes to take effect. If you encounter any errors during the update process please contact your Administrative Officer.

**Q:** Every time I contact the NIH Help Desk they ask for my NIH contact information. What gives?

**A:** The NIH Help Desk uses your NED record to auto-fill your service requests. If your information is found to be incorrect, an NIH Help Desk representative will need to follow-up with you to manually fill-in your contact information. The best way to avoid follow-up contact inquiries is to make sure your NED record is up to date.

**Q:** Why is it important to keep my NED record up to date?

**A:** Your NED record has an impact on most of your daily NIH activities! Below is a list of NIH services which rely on your NED record:

- NIH IT Service Ticketing System (NIH Help Desk Customer Database)
- ITAS (Integrated Time & Attendance System)
- NBS (NIH Business System)
- Active Directory
- BITS2 (Background Investigation & Tracking System)
- NIDB (NIH Intramural Database)
- ID Badge/ Access Control System
- NIH Library Patrons Database
- PARTS (Parking and Transhare System)
- NIH Telephone Operators Database
- ECARES (Extramural Customer Assistance Request System)
- Radiation Safety
- NIH Security Awareness Training
- NIH Online Orientation



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## CIT Training's Spring Term 2006 Blossoms with New Classes

Spring is just around the corner. It is a time of new beginnings, so why not plan to take that computer seminar you have been thinking about? CIT Training's wide range of classes is constantly growing to meet the needs of the NIH community. Many of our existing courses have been updated and a number of new classes have been added. As always, classes are available free-of-charge to NIH staff. Registration and course descriptions are available at <http://training.cit.nih.gov>.

### New Classes

**General Seminars** - In the General Seminar category there are three new classes available:

- "Validating Information Models Using Natural Language" will provide tools for converting the requirements in an information model into simple sentences that are easily understood. This 3-day course will concentrate on helping experienced and inexperienced modelers better communicate their understanding of requirements to users.
- The first release for the new NIH Enterprise Ethics System (NEES) is scheduled to be delivered this spring. A 3-hour seminar entitled "NIH Enterprise Ethics System (NEES)" will be a hands-on training session to walk employees through the online submission process.
- "Test Preparation for the IT Professional" focuses on a step-by-step process to help those preparing for IT certification exams. If you are an IT professional with a certification exam in your future, this 3-hour lecture is a positive step toward success on that exam.

**Web Development** - There are two new exciting courses for web developers:

- "Beginning XML" is a gentle introduction to XML. It will cover all of the central XML technologies, including XSLT, XML, DOM, XML Linking, DTDs, and XML Schema.
- We predict that "Quick and Easy Web Development using Ruby on Rails" is going to be a popular course. This language and web development framework allows development and maintenance of dynamic Web sites and supports AJAX and Web Services.

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**Personal Computers** – Three new offerings highlight the end user category:

- “Microsoft Windows Advanced Management Techniques” will cover tools one can use to effectively manage and diagnose the Windows operating system. It will feature tools from Sysinternals and Microsoft.
- “Integrating Word, Excel, Acrobat, Filemaker, and other Common Applications” will cover the integration of common software applications used in the work environment at NIH. After a 30-minute presentation the remainder of the class will be a hands-on exercise utilizing each application.
- Mozilla Firefox browser basics will be covered in “Firefox: Now That’s One Cool Browser.” Beyond the basics, the course will also cover a variety of interesting and useful browser extensions.

**Statistics for Researchers** – Students will have the opportunity to attend new courses in the always popular statistics category, including two new SAS classes and three S-PLUS offerings.

- “SAS Data Step Programming Efficiencies” demonstrates SAS Programming Language tools and techniques to already experienced SAS users.
- The SAS Institute returns to CIT Training to present “Querying and Reporting Using SAS Enterprise Guide.” This 2-day course focuses on how to access, manage, summarize, and present data using SAS Enterprise Guide. Students will accomplish tasks such as accessing local SAS and Microsoft Excel tables and remote relational databases; creating user-defined formats; managing, manipulating, and joining data using the SQL query builder; generating descriptive statistics, tabular summary reports, and ActiveX graphs; and automating and scheduling tasks.
- “S-PLUS Introduction,” “S-PLUS Command Line Programming” and “S-PLUS Lecture Series: Differential Expression, Biomarker ID, Safety Data Mining, Graphical & Tabular Reporting” will take you from beginner to experienced in S-PLUS. The entire series offers a full week of S-PLUS training.

**Security** – Two new classes are being added to our list of security related courses:

- “ProSight FISMA Application Module” guides the user through the ProSight FISMA (Federal Information Security Management Act) application and will explain the areas of system characteristics, POA&Ms (Plan of Action and Milestones) tracking, and PIAs (Privacy Impact Assessments)
- In “Identity Theft: What you Need to Know,” Dawn Farr, CIT ISSO, will discuss the different security vulnerabilities that we are exposed to. In this seminar the students will learn how to protect their personal data from these types of attacks.

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**Seminars for Scientists** – Many new scientific seminars are being offered this term and should prove to be of great interest to our scientists.

- Partek will present another new course this term entitled “Analysis of Affymetrix GeneChip Human Exon Arrays & Mapping Arrays for Chromosomal Copy # Analysis.”
- Ingenuity Systems is offering “Ingenuity Pathways Analysis Training” which will cover basic and advanced usage of Ingenuity Pathways Analysis.
- Mouse Genome Informatics will be conducting a two hour seminar on The Mouse Genome Informatics (MGI) Database and how to gain integrated access to data on the genetics, genomics and biology of the laboratory mouse.
- “Surface based analysis with Caret, PALS and SumsDB” will be covering the latest developments in cortical surface based analysis.
- In “MATLAB for Scientists,” Dr. Richard Shrager will cover the development of readable and efficient MATLAB code.
- Dr. Medha Bhagwat is adding “NCBI's Entrez Quick Start” to her growing list of courses. This course will provide tips on effective searching in Entrez databases such as dbSNP, Homologene, Unigene, Taxonomy, PubMed and Genomes.

As the technology around us evolves, the CIT Training Program is constantly growing and making an effort to stay in step with the changing IT environment at NIH. We welcome any suggestions and course ideas that may help the NIH community keep up with that evolution. We invite anyone who is well-versed in a topic to become one of our volunteer instructors. If you have a subject that you feel will be of interest to the staff of NIH, please give us a call. If you are a project lead and are rolling out a new or updated program, contact us and we may be able to assist you with your training needs.

Our Spring Term (February 1 – June 20) has just been published on our Web site at <http://training.cit.nih.gov>. Please visit the site for full course information, to register for classes, to join our CIT Training mailing list, or to check out your transcript or current application status.

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



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## Training Calendar—Spring 2006

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184A	NIH Data Warehouse Query: Procurement & Market Requisitions	2/1
734A	Advanced QVR Training	2/2
182A	NIH Data Warehouse Query: Property Management	2/2
160A	Budget Tracking	2/7
716A	ProSight FISMA Application Module	2/7
359	NIH Portal Document Directory: Building an Enterprise-Wide Repository	2/8
511A	nVision Travel	2/8
931	Surface based analysis with Caret, PALS and SumsDB	2/8
357	NIH Portal for Users Hands-On	2/10
716B	ProSight FISMA Application Module	2/13
439A	FlowJo for Analysis of Flow Cytometric Data	2/14
826A	Excel Topics - Formulas	2/15
964A	EndNote (PC) Basics	2/16
947A	MATLAB Fundamentals and Programming Techniques	2/16
972	Ovid Searching [PsycINFO, CINAHL & more]	2/16
962	Reference Manager 11 (PC) Basics	2/16
802A	Windows XP Tips and Tricks	2/16
950	Bioinformatics with MATLAB	2/17
725	Develop and Test an IT System Contingency/Disaster Recovery Plan (C/DRP)	2/21
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823A	Creating Presentations with PowerPoint 2003	2/22
190	NIH Data Warehouse Query: Human Resources Fellowship Payment	2/22
411A	Introduction to mAdb	2/23
978	NCBI's Structural Analysis Quick Start	2/23
173	NIH Data Warehouse Analyze: Human Resources	2/23
215A	Orientation to Basic SAS Concepts	2/23
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705A	NIH Enterprise Ethics System (NEES)	3/15
927	Visualization in MIPAV	3/15
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929	Mapping to the Talairach Coordinate System using MIPAV	3/17
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830	Integrating Word, Excel, Acrobat, Filemaker and Other Common Applications	3/21
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903	Adobe Acrobat - Introduction	3/29
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494B	Ingenuity Pathways Analysis Training	3/30
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731	Introduction to Using the ECB Council Administration Module	4/4
732	ECB Early Concurrence Workshop	4/5
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255	S-PLUS - Command Line Programming	4/5 - 6
730A	Introduction to the QVR System	4/6
729A	Understanding the Grants Process	4/7
925	Introduction to Image Processing II	4/10, 12, 14
160C	Budget Tracking	4/11
280	Introduction to Statistical Issues and Procedures Using SUDAAN	4/11
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349	Remedy - NIH Central Service Ticket System	4/20
411C	Introduction to mAdb	4/25
913	Using Photoshop to Work with Scientific Images	4/25
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653	Quick and Easy Web Development using Ruby on Rails	5/1, 8, 15, 22, 6/5, and 12
734B	Advanced QVR Training	5/2
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730B	Introduction to the QVR System	5/4
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411D	Introduction to mAdb	6/1
977	NCBI's Blast Quick Start	6/1

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730C	Introduction to the QVR System	6/5
917	Scan to PDF: Composing Scientific Figures with Adobe Photoshop and Illustrator	6/5 - 6
733B	Intermediate QVR Training	6/6
700	Introduction to Helix: NIH Scientific Supercomputing	6/7
613	Firefox: Now That's One Cool Browser	6/8
718	Disaster Recovery	6/13
373	LISTSERV Electronic Mailing Lists: Hands-On Workshop for General Users	6/13
407	Introduction to Principal Component Analysis and Distance Geometry	6/14
374	LISTSERV Electronic Mailing Lists: Hands-On Workshop for List Owners	6/14
650	Intermediate Flash MX 2004	6/15



# Dates to Remember

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## Now ...

- A second co-location site – double the size of the original area – opens at the NIH Data Center. [<http://datacenter.cit.nih.gov/colocation>]
- February 1 • CIT Training Program Spring Term started. [<http://training.cit.nih.gov>]

## Later this year ...

- July 17-18 • Disaster recovery off-site test. <sup>E T</sup>  
[<http://datacenter.cit.nih.gov/disaster>]
- October 15 • Data Center removal of obsolete Comten communications processors  
[see *Titan News* article at <http://datacenter.cit.nih.gov/titannews>]

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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*

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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 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*

Procedures for Deregistration Officials and Account Sponsors, January 2006

## **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>]

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DECA Division of Enterprise and Custom Applications  
DCS Division of Customer Support  
DCSS Division of Computer System Services  
OCITA Office of the Chief Information Technology  
Architect  
OPEC Office of Planning, Evaluation and  
Communications