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## Major Articles

Meet the Challenges of Telework with Web Collaboration

Teleworking? Stay in Touch with Unified Communications and IM Services

Add Central Fax Service to Your Telework Tools

CIT Upgrades to SharePoint 2010

Introducing CIT's YouTube Channel

Ask the NIH IT Service Desk: About Your Service Request

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# Table of Contents

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## Articles

- Meet the Challenges of Telework with Web Collaboration** 3  
*Are telework and travel making it harder to collaborate effectively with your team? Use NIH Web Collaboration's powerful real-time web conferencing tools to bring your team together wherever they are.*
- Teleworking? Stay in Touch with Unified Communications and IM Services** 7  
*Need an easy way to touch base with co-workers across hallways and highways? With CIT's Instant Messaging Services, having a casual chat online is just the beginning.*
- Add Central Fax Service to Your Telework Tools** 12  
*Increase your telework flexibility: If you lack access to a fax machine, send and receive fax messages via your email client instead, with CIT's eFax service.*
- CIT Upgrades to SharePoint 2010** 15  
*SharePoint users, it's time to say goodbye to MOSS 2007 and prepare for the new look and features of SharePoint 2010. Learn more about the upgrade here.*
- Introducing CIT's YouTube Channel** 18  
*You asked for it - CIT now has its own YouTube channel. Come visit and find out what's playing.*
- NIH Inboxes Expand Thanks to Extended Email Storage Options** 19  
*Did you notice that your Outlook inbox got bigger this spring? What CIT's extended email storage options mean for you.*
- CIT Services Seminar: Integration Services Center (ISC)** 21  
*If you missed June's CIT Services Seminar on Enterprise Architecture tools and Service Oriented Architecture, you might not know all that the ISC can do for your IC.*
- CIT Puts Focus on Telework and Greening the Data Center at NIH Earth Day** 23  
*Are you looking for another pro-telework argument? Take a cue from CIT's focus on the environmental benefits of its telework tools at this year's NIH Earth Day event.*

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**Ask the NIH IT Service Desk: About Your Service Request** 25  
*Have you ever wondered exactly what happens when you submit a service request to the NIH IT Service Desk? Here's your chance for a look behind the scenes.*

**Training Program Course Highlights** 27  
*Along with a look at current summer course offerings, we're offering a tidbit about an upcoming debut at the CIT Training Program (it involves video).*

Reference Information 30

Major Contributors

Inside Back Cover

**Summer Events**

*July – August:* Free Film and Discussion Series: Science in the Cinema (sponsored by the NIH Office of Science Education (OSE), <http://science.education.nih.gov/cinema>)

*August 2* 2011 NIH Director's Awards Ceremony

*September 5* Labor Day

**NIH Data Center Tours**

CIT offers scheduled tours of its NIH Data Center, a multi-system federal data center located in Building 12 on the NIH campus, on the **first Wednesday** of every month from **9 am to 10 am**. (Additional tours can be coordinated at other times as needed.) Sign up at <http://training.cit.nih.gov/> (under "CIT Services" in Courses by Category).

# Articles

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## Meet the Challenges of Telework with Web Collaboration

By expanding worksite options, telework has created challenges to communicating with colleagues, sharing information and ideas, and collaborating on projects and documents. Email and conference calls can't always provide the level of accessibility demanded by today's work environment. To meet the challenge of bringing people together in an increasingly geographically-widespread workplace, CIT offers NIH Web Collaboration, a service that uses the web-conferencing tool Adobe Connect to enable users to interact in real time in several ways.

### **Web Collaboration features**

CIT's Web Collaboration service includes such features as:

- Support for video, voice, data, animations, and simulations
- Always-there virtual conference rooms
- Remote desktop control – With permission, a user can access a remote desktop-like environment to perform operations on a computer at a different location
- Document sharing – Participants can take turns modifying a single document in real-time
- White boarding, chat, and online polling
- Delivery of interactive content including online training courses and quizzes
- Compatibility with Windows, Macintosh, UNIX, and Linux operating systems
- Runs securely on servers behind the NIH firewall
- Connect Mobile is available for iPad, iPhone, iPod Touch, and Android smart phones and tablets – Available through the Apple App Store and the Android Market place website
- Compatibility with U.S. Government Configuration Baseline (USGCB)
- Section 508 compliance through keyboard shortcuts and support for captioning

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Additionally, meetings and events can be recorded and archived for later viewing, and authorized participants can access and store documents on a secure, shared system without needing VPN, eliminating concerns about storing sensitive information on individual laptops.

Web Collaboration Capabilities are granted through different types of accounts. Commonly used account types include:

- Host Account – Users can create virtual meeting rooms and be given host and presenter capabilities. Charges for meetings accrue only to the Host Account.
- Participant Account – Users can access virtual meeting rooms but cannot create virtual meeting rooms and do not have presenter or host capabilities. A Host Account user can grant these capabilities to a participant. No charges accrue to Participant Accounts.
- Author Account – Users can access virtual meeting rooms and publish on-demand content for other users to view, but cannot create meeting rooms and do not initially have presenter or host capability. A Host Account user can grant these capabilities to an Author. No charges accrue to Author Accounts.

## **Benefits**

One of the major benefits of using a virtual meeting space is cost savings. When you factor in the time and expense for travel, lodging, food, and related costs, the savings, especially for medium to large-scale events, can be considerable. Also, the use of NIH Web Collaboration aligns with NIH's Greening Initiative and Environmental Policy. Eliminating or minimizing travel saves on carbon dioxide and other exhaust emissions, paper consumption, and waste water production.

## **Who uses NIH Web Collaboration?**

Currently, most of the institutes and centers at NIH use NIH Web Collaboration, as do OD, FDA, OS/FHA and affiliated university medical libraries. Users include researchers, scientific reviewers, trainers, and students. Web Collaboration capacity is generally only limited by the availability of broadband Internet access. NIH currently

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has licenses for 500 simultaneous users and more can be added according to demand. Seminar rooms allow for up to 500 simultaneous attendees in a single meeting space.

### **What do I need to use NIH Web Collaboration?**

The basic requirements to use Web Collaboration are a computer with a web browser, a broadband Internet connection, and Adobe Flash Player. To see if your computer and Internet connection will support Web Collaboration, use the diagnostic tool available on the NIH Web Collaboration website at

<http://webcollaboration.nih.gov/systemRequirements.asp#test>.

### **What about cost?**

There is no charge for requesting a Web Collaboration account and no limit on the number of people who can have accounts. The cost for basic services is as follows:

<b>Web Collaboration Service</b>	<b>Cost</b>	<b>Notes</b>
Use of NIH Web Collaboration including video, voice over IP, document and file sharing, and archiving	15¢ per minute per user	Charges only accrue to Host Accounts
Optional Premiere teleconferencing	An additional 6¢ per minute per caller	

Other services, such as dedicated support, live captioning, and specialized support, are available at additional cost.

### **Training**

To assist users, CIT offers training classes and video tutorials. Prospective users can also request an online demonstration by contacting the NIH IT Service Desk online at <http://itservicesdesk.nih.gov/support/> or by calling 301-496-4357, 301-496-8294 (TTY), or toll free at 866-319-4357.

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## **Is NIH Web Collaboration the right tool?**

If you're unsure whether CIT's Web Collaboration service is the right tool for you, use the NIH Video Decision tool to help you figure out what collaboration technology fits your needs. The decision tool is available at <http://video.nih.gov/decisiontool/index.aspx>.

### **More information**

To request an account, and for information about other account types, additional costs, specific software and hardware requirements, training, support, and other information, see the NIH Web Collaboration website at <http://webcollaboration.nih.gov/default.aspx>.



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## Teleworking? Stay in Touch with Unified Communications and Instant Messaging Services

Working from home or any other location outside your usual office environment can be freeing. But being away from the rest of your team can also make you feel isolated and out-of-the-loop. CIT offers components of Unified Communications such as Instant Messaging (IM) Services, both enterprise and external, as a way to re-connect teleworkers to their co-workers through direct, live interaction online. IM is a near-instantaneous way to chat informally, via text, audio, or video, with one person or a group across geographical distances. With IM's many features, it's easy to stay in touch with the most important part of your work environment – the other people on your team.

### **Enterprise Instant Messaging with Office Communicator Service (OCS)**

CIT offers NIH staff an easy and safe enterprise IM solution using MS Office Communicator (soon to be Lync). Communicator, also known as OCS, comes with a desktop tool and has a Web version that allows you to chat through your browser (<http://webim.nih.gov>).

### **At-a-glance benefits**

- It's fast, secure, and convenient – no need to use email, just have a quick chat.
- It's compatible with your system – Communicator easily integrates with SharePoint 2007+ and Outlook 2007+, and has versions that can be used by Windows, Mac, iPhone, and BlackBerry.
- It can provide a real-time availability status (“presence”) of other staff members – it automatically adjusts and presents user status and availability within Outlook, SharePoint, multiple mobile devices, and in many other programs, and also has options for setting levels of privacy.
- It offers one-on-one video and audio communications, and group chat – have team meetings online!

- It allows sharing of the desktop – IT staff can remotely support teleworkers with software problems.

## Presence status in Communicator

When members of a work team all have Communicator installed and enabled, a little circle icon appears next to each person’s name, not just within Communicator but also in SharePoint, Outlook, etc. This is the presence status icon and if it’s green, that means the person is at their workstation, willing and able to communicate via chat. You can start a chat from any Office suite product that allows Communicator presence indication. Simply select the green circle icon, click the down arrow to open the drop-down menu and select “Reply with Instant Message.” This opens a chat window where you can start typing to initiate the conversation.



## Presence Status Explained

Icon	Presence State	Meaning
	Available	Willing and able to communicate
	Inactive	Not actively using the workstation
	Busy In a Call In a Conference In a Meeting	Able but may not be willing to communicate
	Busy (Idle Busy)	Able but may not be willing to communicate
	DND	Able but not willing to communicate
	Away, Be Right Back	Away from the workstation
	Offline	Not connected to the network
	Block	Not allowed to communicate
	Unknown	Error state, no presence is available for this user



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From the presence status drop-down menu, you can also add this person to your Instant Message contacts, send them email, schedule appointments, and perform other collaborative actions.

If the presence status circle is orange, that means the person is in a meeting or otherwise busy. A half green/half yellow circle means the workstation is currently inactive but the person is probably nearby and available for chatting. A yellow presence status means the workstation has been idle for a bit and the user has probably stepped away from their desk for a moment. If the circle seems pale and faded, the user is not connected to the network. A red circle with a white bar in the middle is a Do Not Disturb sign that indicates the person is there but unwilling to communicate.

While Communicator determines presence indicators based on workstation usage and your Outlook calendar, you can also set your status manually via the drop-down menu of the presence status indicator in front of your name in the main Communicator window.

## **How to IM with Communicator**

Start a one-to-one IM session:

- In the Communicator window, double-click on the contact you want to invite.
- Type your message in the text box at the bottom of the window, and press ENTER to send.

Start an IM conference with multiple contacts:

- In the Communicator window, hold the CTRL key, and then select the contacts to invite.
- Right-click on any of the selected contacts, and then choose "Send an Instant Message."
- Type your message and press ENTER to send.
- If you are already in a one-to-one chat, you can click the Invite button at the top of the Communicator window to invite more contacts.

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## Audio/Video chat in Communicator

To start a one-to-one audio/video chat:

- In the Contact List, right-click on the contact you want to call, and then click “Start a Video Call.”

Multi-party audio/video conferencing and Web conferencing (with shared whiteboard and applications) is available with a higher level license. Please contact ISDP via the NIH IT Service Desk (<http://itservicedesk.nih.gov/support/>) for more information.

## Sharing your desktop in Communicator

In Communicator, you can show items on your desktop by sharing the view with another contact. You can also choose to give control to that user so that they can assist you with using or fixing applications on your desktop, adding quickly to a document, etc.

Sharing your desktop:

- In the Contact List, right-click a contact name, and then click Share, click Share Desktop.

Sharing control of your desktop:

- In the conversation window, click the arrow next to the Sharing button.
- Choose “Share Control with Participants.”
- The other participant will see a Take Control button, which they can click to control the applications on your desktop.

## How do I get Communicator?

To request a license (CAL) and installation of Communicator, please submit a service request to the NIH IT Service Desk (<http://itservicedesk.nih.gov/support/>). For

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information on higher level licensing, please contact the IT Service Desk and specify that you need to reach the ISDP program.

## **Instant Messaging outside of NIH**

You can use Communicator to chat with contacts on the outside of NIH who use the following public IM providers:

- MSN/Windows Live Messenger
- AOL Instant Messenger (AIM)
- Yahoo
- Google Talk

You can also use any of those IM services directly – CIT provides a security gateway, with antivirus protection, for all registered users. NIH policy requires that you register your screen name(s) to your NIH Domain Account. Simply log in to the IM Screen Name Registration website at <https://www.mail.nih.gov/IMManager/imlogweb/common/IMEmployeeAction.asp?directaccess=1> using your NIH credentials (NIH\Username and password) and enter your screen names under their corresponding IM service.

If you need more technical information, please see the External Instant Messaging page (<https://emib.cit.nih.gov/services/IM/Pages/publicIM.aspx>).

## **Questions?**

If you have any questions about CIT's Instant Messaging Service or Unified Communications, please ask the NIH IT Service Desk at 301-496-4357, 301-496-8294 (TTY), or 866-319-4357 (toll free), or online at <http://itservicedesk.nih.gov/support/>.



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## Add Central Fax Service to Your Telework Tools

Although much of the paperwork that flows through our offices travels via email these days you still get the occasional request to fax a specific form or document. Most offices have a fax machine tucked away somewhere but what do you do if you're teleworking from home or another location where a fax machine isn't available? CIT is ready to help you turn your computer into a fax machine using only your email client and eFax, the NIH Central Fax Service.

### **What is eFax?**

eFax enables email users at NIH to send and receive faxes directly to and from their computer. The service is provided only to NIH employees, authorized NIH contractors, and other official users of CIT services. The NIH Central Fax Service is provided at no additional charge to users.

### **eFax benefits**

Using eFax is secure and convenient, and is more efficient and cost-effective than traditional faxing. The service offers:

- Faster faxing, right from the desktop
- Ease of use
- Flexibility (telework) – send and receive faxes from almost anywhere
- Reduced equipment and supply costs
- Reduced telecommunications fees

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## How do I send an eFax?

To send an eFax:

1. In your email application, open a new email message.
2. In the **To** field, enter the fax address in the following format:

`UserName%faxnumber@fax.nih.gov`

where *UserName* is the name of the recipient and *faxnumber* is the recipient's fax number.

For example: `Jim_Smith%9-301-555-1234@fax.nih.gov`

Be sure to use the appropriate area codes and other numbers for local, long distance, and international fax numbers:

Type of fax number	Format	Example
Local	9-AreaCode-Fax-Number	9-301-555-1234
Long Distance	9-1-AreaCode-Fax-Number	9-1-301-555-1234
International	9-011-CountryCode-Fax-Number	9-011-86-301-555-1234

3. In the **Subject** field, enter a subject. In the body of the email, add your comments.
4. Attach the file that you want to fax to the email.
5. Click **Send**.

## How do I obtain an eFax number?

To request an inbound eFax number, contact the NIH IT Service Desk at <http://itservicedesk.nih.gov/support/>.

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## **How do I view an eFax?**

Once you get your inbound fax number, you can receive an eFax. eFaxes will appear in your email inbox.

To view the faxed document, click the attached image. You can also print, store, forward, or fax the document to someone else.

Please note that the NIH Central Fax Service is a shared service, which means there are not enough eFax numbers for every individual at NIH to have their own number at the same time. If you have colleagues in your same business area, consider asking for an eFax number to be assigned to a resource mailbox or an email distribution list for shared use. The NIH IT Service Desk can assist you with this process.

## **Removing your eFax number**

If you find that you are not making regular use of your inbound eFax number, please contact the NIH IT Service Desk and ask them to remove your inbound fax number so that it can re-assigned.

## **For more information**

If you have any questions about the NIH Central Fax Service, please contact the NIH IT Service Desk online at <http://itservicedesk.nih.gov/support/> or by calling 301-496-4357, 301-496-8294 (TTY), or toll free at 866-319-4357.



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## CIT Upgrades to SharePoint 2010

CIT's SharePoint service, which provides collaboration and document management services for streamlined information sharing, content management, and easy team collaboration, is being upgraded from version 2007 to version 2010. Going forward, all new SharePoint sites will be created in SP2010, and we are working with our current SharePoint customers to upgrade their existing MOSS 2007 sites. To allow our customers time for testing and adjustment to the new environment, the upgrade is proceeding in stages over a period of several months.

### **Site testing**

We began the first stage of the SP2010 upgrade process earlier this year by making the content of customers' SharePoint sites available for testing and validation in our SP2010 staging environment.

Copies of existing SharePoint sites remain accessible in the staging environment for testing and validation in SP2010 for at least four weeks to ensure that customers can test out all their site's functionalities and processes. To ensure a smooth transition to the production environment, we are making every effort to identify and resolve potential issues in the move from MOSS 2007 to SP2010.

### **Recommended browser**

We recommend using Internet Explorer version 7 or higher to take advantage of all the functions available in SharePoint 2010.

### **Migration to the SP2010 production**

Several sites have already completed the upgrade process and have made a successful transition to the SP2010 production environment. As the upgrade process continues

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throughout the next several months, most MOSS 2007 sites will be SP2010 by the end of the year.

### **SP2010 features offered**

The following features will be available in CIT's SharePoint 2010 offering:

- Excel Services
- Blogs
- Search
- Dashboards
- Managed MetaData
- Out-of-the-box (OOTB) Web Parts
- People Search
- Sandbox solutions
- Visual Upgrade
- Wikis
- Publishing
- Infopath
- Mail

The following additional features are planned for the future:

- Visio Services
- Word Automation
- Access Services
- Business Connectivity Services (BCS)

CIT's SP2010 offering does not include My-Sites.

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## What about MOSS 2007?

While we plan to continue offering support for MOSS 2007 in the immediate future, customers should be aware that eventually this service will no longer be available. We recommend that customers with MOSS 2007 sites that do not make the transition to SP2010 with us now prepare themselves for an eventual switch.

## SharePoint 2010 training

The CIT Training Program (<http://training.cit.nih.gov/Default.aspx>) offers SharePoint 2010 training and resources for end users, site owners, and developers. For those who can't attend CIT Training courses, a collection of links to training materials using Skillsoft and Books 24x7 is available online and free of charge to NIH through the HHS Learning Portal. This Microsoft SharePoint 2010 Training Resources page can be found at <http://training.cit.nih.gov/IT799> (Note: Please do not join the waitlist. This is an information page only.).

## Upgrade resources

As a resource for the ongoing SharePoint 2010 Upgrade Project, we have created a SharePoint Community Upgrade tracking site at <http://moss.cit.nih.gov/Community/Upgrade/> which has general information about SharePoint 2010 and answers common questions about the SP2010 testing process.

If you have any questions about the upgrade, please contact CIT DCSS Customer Coordinators ([CITDCSSCustomerCoordinators@mail.nih.gov](mailto:CITDCSSCustomerCoordinators@mail.nih.gov)) or the NIH IT Service Desk at 301-496-4357, 301-496-8294 (TTY), or 866-319-4357 (toll free) or online at <http://itservicedesk.nih.gov/support/>.



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## Introducing CIT's YouTube Channel

In response to user requests for CIT information on YouTube, we are pleased to introduce the CIT YouTube channel. The channel name is NIHCIT. Look for the YouTube icon on the left side of our CIT Home Page, under "Stay Connected" for easy reference.

### What's on the CIT YouTube channel?

Currently, the channel features informational videos that give viewers an overview of CIT and NIH. Our YouTube channel also offers:

- The last two CIT Town Halls and the January Awards Ceremony,
- The well-received CIT Telework Technologies seminar,
- Videos from NIH VideoCast that highlight CIT's support of scientific computing, including the celebration of Biowulf's 10th anniversary.

### Coming soon

Our channel will host videos from the NIH IT Service Desk and CIT Training Program. The Service Desk is adding a video component to appropriate Knowledge Base records while Training plans to use video to explain the changes in Microsoft's latest release, Office 2010. Both groups look forward to providing information in new ways that meet customer's evolving expectations and needs.

### Visit our channel

Please take a few minutes to visit <http://www.youtube.com/user/NIHCIT>. Let us know what you like, and what else you want to see there, either by leaving a comment or contacting the CIT Communications Office at [citcommoffice@mail.nih.gov](mailto:citcommoffice@mail.nih.gov).



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## NIH Inboxes Expand Thanks to Extended Email Storage Options

Did you notice that your Outlook inbox got bigger? To help tame overflowing virtual inboxes across NIH, the default email box grew from 200 MB to 1 GB as of May 2, 2011.

In the past, NIH Central Email Service has relied on email archival utilities to handle increasing amounts of mail, but these have proven inefficient and overly costly in the NIH environment. Improvements in messaging-related technology and infrastructure now allow CIT to move email at NIH towards extended storage capabilities, that is, larger (e)mailboxes, as the preferred solution.

### **What about cost?**

There is no additional charge for the new 1 gigabyte (GB) (1024 MB) standard allocated mailbox storage space.

### **Why increase mailbox size?**

We increased the default storage limit to 1 GB to help users better accommodate the high volume of email and give everyone expanded storage options. That means fewer warnings about your full mailbox.

### **Is this the end of “full mailbox” warnings?**

No. Even with 1 GB of storage as the default limit, you can still exceed your mailbox storage. Getting a larger email box does not replace good email habits such as deleting non-essential email and saving off or moving to shared folders those attachments and content-rich email that you wish to save over the long term. If you go over your 1 GB limit, you will see that warning message once again.

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## **I get a lot of email...**

Users may still request increased storage as they have always done using the processes their ICs have always used. Extra GBs are available in increments of 1 GB for an additional fee.

## **Where can I get information on large mailboxes?**

Please go to the CIT Service Catalog (<http://cit.nih.gov/ServiceCatalog/>) and in the “Collaboration and Communication” category, look for “Central Email Service,” or contact the NIH IT Service Desk online at <http://itservicedesk.nih.gov/support/> or by calling 301-496-4357, 301-496-8294 (TTY), or toll free at 866-319-4357.



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## CIT Services Seminar: Integration Services Center (ISC)

The CIT Services Seminar Series (see also *Interface* [issue 249](#)) showcases CIT's diverse technology service offerings currently available to the NIH community, and provides an opportunity to introduce future services. This quarter's seminar, held on June 8, 2011, focused on the Integration Services Center (ISC) and the Service Oriented Architecture and Enterprise Authentication services and solutions it provides.

### **Integration Services Center (ISC)**

As Tom Murphy, NIH CIO (acting), pointed out at the opening of the seminar, the Integration Services Center (ISC) provides services that affect every institute and center at NIH, from access to applications to facilitating grants funding and patient travel. The ISC is a one-stop centralized resource for integrated services, assisting the NIH community with current Enterprise Architecture (EA) tools, ensuring seamless transition during application integration, and playing a key role in the implementation of the Service Oriented Architecture (SOA)-based applications being adopted by the federal government as industry standard.

### **Service Oriented Architecture (SOA)**

One of the ISC's services the CIT seminar focused on was Service Oriented Architecture (SOA), and its ability to add web services to legacy applications, as well as the reusability of SOA services across multiple applications. To show the concrete benefits of the service, the session also included a case study of SOA in use at NBS that featured the time and cost savings achieved integrating reusable web services into the NBS applications.

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## **Enterprise Authentication Services**

Other presentations during the CIT Services seminar highlighted the latest in NIH iTrust and Enterprise Authentication services offered by the ISC, as well as a case study on the Electronic Vendor Invoice Processing (eVIP) project currently in development. The eVIP program is designed to replace the current manual invoicing system and has the potential to save NIH millions of dollars.

### **See it on NIH VideoCast**

For those who missed the seminar, the entire session is available as an archived VideoCast through CIT's NIH VideoCast service at:

<http://videocast.nih.gov/summary.asp?Live=10258>.

Captions are available by using the closed caption "CC" button at the bottom right.

### **More about the CIT Services Seminar Series**

CIT Services Seminar Series events are sponsored by CIT Relationship Managers and open to current and potential CIT customers at the NIH. For more information on the CIT Services Seminars, or to find out what the next topic will be, go to:

<http://www.cit.nih.gov/Support/RelationshipManagers/ServicesSeminar.htm>.



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## CIT Puts Focus on Telework and Greening the Data Center at NIH Earth Day

The annual NIH Earth Day celebration (<http://nems.nih.gov/earthday/>) took place on April 28, 2011, despite a forced move indoors to Building 10 due to the potential for severe weather. The meteorological threat offered its own environmental argument in favor of the telework-related technologies exhibited by the Center for Information Technology (CIT). Our virtual collaboration and communication offerings enable more effective telework and so help reduce work-related travel and commuting, which not only limits carbon emissions, but also avoids being out in bad weather.

### **Web Collaboration: Benefits for telework and the environment**

As part of the Earth Day event, CIT showcased virtual communication services such as Web Collaboration (via Adobe Connect) and streaming (or downloaded) VideoCasts. Our staff hosted live Web Collaboration sessions with full video and audio using laptops and a wireless connection that linked the campus location to the Fernwood location. Using Web Collaboration, employees can be connected, whether working from home or offices located in different cities or countries, and teams can work together even when geographically distant. These services also help to “green” the office by saving you and your team members time, money, and energy usually spent traveling to various meetings and events.

### **VideoCasts on the iPad**

With the newest in mobile technology, it was demonstrated how easily CIT’s VideoCasting service can make your informational sessions accessible nearly anywhere. CIT staff used an iPad to play a VideoCast of actor Alan Alda’s improvisational theater demonstration at NIH, designed to improve communication skills for public speaking (<http://videocast.nih.gov/Summary.asp?File=16487>). Like Web Collaboration, VideoCasts enable information sharing without travel, reducing costs while increasing the size of your potential audience. Whether live streaming or downloaded at your

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convenience, VideoCasts allow you to view a meeting presentation from wherever you are, making it easier for information to be shared and people to collaborate regardless of geographic distance.

## **Greening the Data Center**

The annual NIH Earth Day celebration also gave CIT the opportunity to show our progress in greening the Data Center, in our ongoing efforts to support NIH's Greening Initiative and Environmental Policy ([http://nems.nih.gov/policy\\_desc.cfm](http://nems.nih.gov/policy_desc.cfm)). Finding ways to be more energy-efficient makes the Data Center better able to maintain and grow its operations but also lowers fuel consumption and energy-related costs for customers. Our energy-efficiency project has been moving forward with the installation of a newer, more efficient and reliable power source for the Data Center ([http://datacenter.cit.nih.gov/interface/interface249/DC\\_power.html](http://datacenter.cit.nih.gov/interface/interface249/DC_power.html)), which allows us to reduce both the environmental footprint and the rising costs of energy use.

## **Questions and more information**

If you would like to know more about CIT's telework technologies offerings, see the other telework-related articles in this issue, or visit the CIT Services Seminar Series page (<http://cit.nih.gov/Support/RelationshipManagers/ServicesSeminar.htm>), for a summary of the Telework Technologies seminar and links to the materials used in the seminar.

If you are interested specifically in collaborative online services, please visit the CIT Video Services website (<http://video.nih.gov/>) or the CIT Service Catalog (<http://cit.nih.gov/ServiceCatalog/>). If you have any questions about the Data Center, CIT's greening policy, or any of the services mentioned in this article, contact the NIH IT Service Desk online at <http://itservicedesk.nih.gov> or by phone at 301-496-4357 (local), 866-319-4357 (toll free), or 301-496-8294 (TTY).



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## Ask the NIH IT Service Desk: About Your Service Request

Have you ever wondered what happens when you submit a service request to the NIH IT Service Desk? Perhaps you've wanted to ask things like: Does it matter in any way whether I submit requests online or by phone, and if so, why? What happens to those things you call cases or tickets or whatever?

If so, you're not alone because at the NIH IT Service Desk, we get questions not just about technology but also about what happens behind the scenes of a service request. We've even been asked whether we fix vacuums (note: we don't). We want to take the time now to answer some of the most burning questions about service requests.

### **Q: Why should I call the NIH IT Service Desk?**

A: First off, is your problem IT related? Calling the NIH IT Service Desk about a vacuum cleaner is probably not going to help you (yes, we've had that call). If it is an IT problem, calling the NIH IT Service Desk is the way to receive the fastest service. When something is not working, and you need a resolution quickly, we recommend using the phone. An agent can try to resolve the problem over the phone or escalate it with the proper urgency to the correct group or technician.

### **Q: What happens to my request when I use the online form?**

A: There are quite a few things we do to respond quickly to your request. We initially review the request to determine which first responder it needs to be routed to. We also look at the urgency of the request to make sure it is placed in the appropriate order in our work queues. Online requests should be for anything that is a typical or routine request, one that isn't preventing you from doing your normal business.

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**Q: How can we, as customers, submit feedback?**

A: If you use the NIH IT Service Desk, you may notice that we send email receipts to help track your request. The final receipt is sent to you when the agent who has worked on your case (your request, which is also called a “ticket”) has resolved it. The case has been resolved when the agent has confirmed that it has been completed to your satisfaction. If you, as the customer, are not satisfied, you may reopen the case by following the instructions in that email. You have two business days to reopen a resolved case. After that, this specific ticket is closed and cannot be reopened. You will be sent a customer satisfaction survey at that time, which is an excellent way to share your feedback on how your request was handled.

We hope these responses were helpful, and remember, if you have any other questions you’d like answered, please contact the NIH IT Service Desk at <http://itservicedesk.nih.gov/support> or call 301-496-4357, 301-496-8294 (TTY) or toll free at 866-319-4357.



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## Training Program Course Highlights

The CIT Training Program continues to add training sessions in a variety of categories as we strive to keep pace with the training needs at the NIH. New courses are prominently displayed on the CIT Training (<http://training.cit.nih.gov>) home page.

### **Summer courses**

Some new and returning courses to look for in the summer months are:

#### **CIT Services**

Effective Telecommunications Requesting – Better Utilization of Telecommunications Needs

Data Center Tours – Division of Computer System Services

Customer Service for CIT Staff

#### **Desktop Applications**

Creating Section 508 Compliant Word Documents

Office 2010 – What’s New

Windows XP to Windows 7

SharePoint 2010 – Introduction

Creating Scientific Figures Using GIMP

Creating Scientific Illustrations with Inkscape

#### **Grants**

Understanding the Grants Process

Introduction to the QVR System

Intermediate QVR – Understanding and Using the Standard Reports

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Advanced QVR - Using the New and Improved LIKE Feature

### **Scientific Seminars**

Using Xplor-NIH

Video and Animation with Tips for PowerPoint

Shell Scripting/Unix for Scientists Seminar

Scientific 3D Graphics & Animation with Blender

### **MIPAV Series - It's Back!**

Medical Image Processing, Analysis & Visualization (MIPAV) in Clinical Research

Image Processing Algorithms with MIPAV

Image Visualization with MIPAV

Scripting MIPAV and the Java Image Science Toolkit

Creating Plugins for MIPAV

A complete list of courses currently available can be found on our website, <http://training.cit.nih.gov>. While there, you can register for classes, join the CIT Training Mailing list, and check your transcript or current application status.

Most of the courses offered through our program are free of charge to NIH staff. While NIH employees get first priority for classes, contractors are welcome to attend when space is available, the class is related to their NIH work, and they have appropriate approval.

### **Looking ahead**

CIT Training will be debuting on-demand Office 2010 how-to videos. Each video is captioned and no longer than 10 minutes. We look forward to your comments when they are available. Please stay tuned for more information on accessing the videos.

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### **For more information**

If you have any questions about the CIT Training program, you may contact us by phone at 301-594-6248 or email us at [CITTraining@mail.nih.gov](mailto:CITTraining@mail.nih.gov).



## Directories and Reference Information

NIH Computer Center Hardware and Software

[\[http://cit.nih.gov/ServiceCatalog/HardwareSoftware.htm\]](http://cit.nih.gov/ServiceCatalog/HardwareSoftware.htm)

Computer Services Telephone Directory

[\[http://cit.nih.gov/ServiceCatalog/ServicesDirectory.htm\]](http://cit.nih.gov/ServiceCatalog/ServicesDirectory.htm)

Online Services Directory

[\[http://www.cit.nih.gov/ServiceCatalog/OnlineServices.htm\]](http://www.cit.nih.gov/ServiceCatalog/OnlineServices.htm)

The CIT Service Catalog

[\[http://cit.nih.gov/ServiceCatalog/\]](http://cit.nih.gov/ServiceCatalog/)

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