

March 30, 2004 [Number 229]



Major Articles

How to Avoid Phishing Scams
Searching Intramural Research
Users Can Update NED Information
Easily Online New PARTS System in
NIH Parking Office
Google Comes to NIH Web Site
Titan Consolidation Is Now Complete

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

	December	January	February
Total hits for the month	41,275,540	48,987,301	45,189,883
Hits per day	1,331,469	1,580,235	1,558,271
Number of different individuals	418,066	492,314	491,748

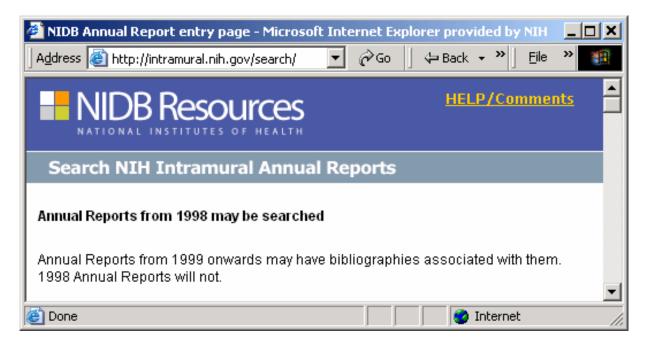
The server has been up 100% of the time* during February.

^{*} Server uptime is independent of network accessibility.

Articles

NIH Intramural Database (NIDB) Search Engine

The NIH Intramural Data Base (NIDB) is a tool that makes intramural research information available online to the NIH community, to extramural collaborators, and to the public. "For me, this is a dream come true," says Dr. Michael Gottesman, NIH deputy director for intramural research. "It is an enormously valuable tool for accessing the richness of intramural research not only for our own researchers but for the rest of the world." (See the article, "NIH Intramural Database—Treasure Trove of Who's Who, Doing What," in the *NIH Record*, February 17, 2004 [http://www.nih.gov/news/NIH-Record/archives.htm].)



Debuting in 1998, the NIDB replaced a multitude of yearly printed publications—each IC's Annual Report and the *Scientific Directory and Annual Bibliography* (SDAB). Prior to 1998, information had been submitted on paper, manually compiled and reformatted—a time-consuming, error-prone process—and then distributed in hardcopy or in individual electronic copies. By automating data collection and storage, the NIDB makes this information available in a searchable form to a wider audience in a more timely fashion. The electronic NIDB was developed by CIT, which manages the site with input from hundreds of intramural research scientists who provide the data.

What Is in the NIDB

The NIDB [http://intramural.nih.gov] contains a wealth of information on intramural research:

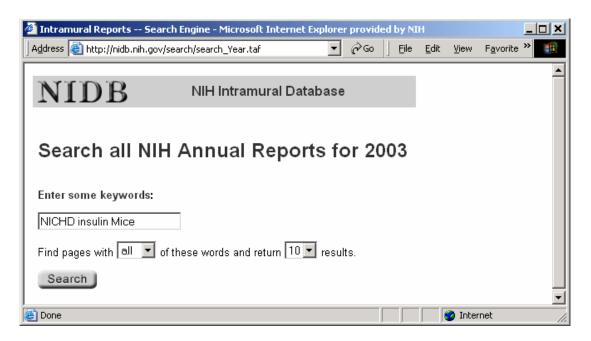
- annual bibliographies all papers produced by intramural scientists each year
- scientific directory all scientific staff in the intramural programs

- annual reports
- summaries of some 2,500 intramural research projects in progress each year
- NIH mini-CV
- research and bibliographic information on all NIH scientists.
 Currently under development is a feature that will allow researchers to correct and add to the information held by the NIDB.

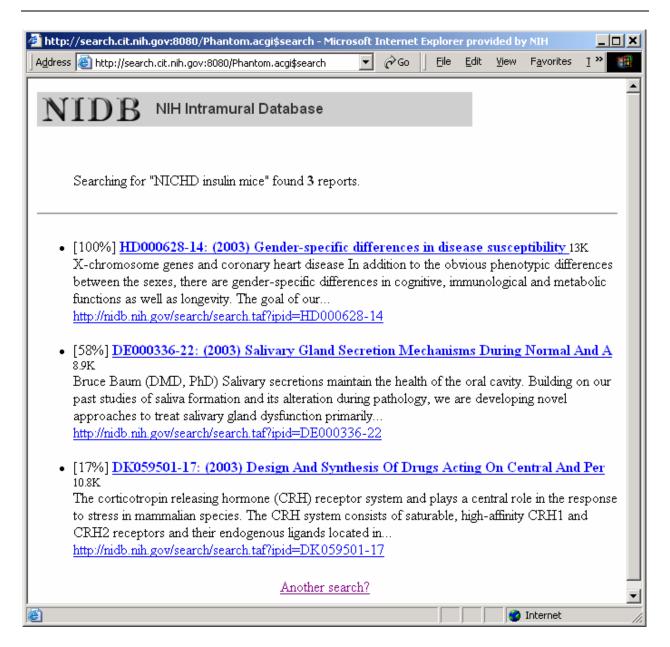
Searching on Annual Report Information

The NIDB search engine [http://intramural.nih.gov/search/] can be accessed from anywhere in the world, with no login required.

Users can initiate a search by specifying IC or year of publication, and then add specific names or phrases (such as "NICHD insulin mice" in the following example) in a keyword field to narrow the search:



The NIDB search engine returns a list of annual reports that meet the search criteria. For example:



When a user clicks on an entry, NIDB returns the full text of the annual report—including the principal investigator, lab staff, total staff years dedicated to the project, keywords associated with the project, a summary of the work, and publications generated by the research. Many of these citations contain a further link to PubMed, so that NIDB users can retrieve the full text of articles.

Another popular use for NIDB is to locate inter-IC research projects. A user could select the option to search for reports *only* from the NIDDK, then enter a different IC name (such as NIAID), in the keyword field to find annual reports submitted by researchers who are collaborating between the two ICs. Adding a research method, disease, or condition to the NIDDK search (for example, "NIAID hepatitis") would

return a list of researchers in NIAID who are collaborating on that specific research area with someone in NIDDK.

See for yourself. Visit the NIDB search engine [http://intramural.nih.gov/search].

More Information

Watch future issues of *Interface*. This is the first in a series of articles that will highlight various NIDB features and capabilities. The next article will address the data collection process.

For more information on the NIDB, send e-mail to Dr. Dale Graham, NIDB Technical Manager, at *degraham@mail.nih.gov*. For information about policies and background, contact Dr. Joan Schwartz, NIDB's Business Manager, at *schwartj@od.nih.gov*.



Improved NED Enables More Online Updating of Records

The NIH Enterprise Directory (NED) is a centralized directory that maintains current contact and organizational information for all NIH workers and people utilizing NIH services or facilities. Recent upgrades to NED make it possible for people to view **all** and update **some** of their own information *online*. For example, users can now add or update emergency contacts and home contact information online—as long as they have access via NIH Login (the user name and password used to log on to the network).

To protect your information, your ability to update your own NED record—or view the private information contained therein—is based upon successful authentication via NIH Login. If you have any questions regarding your NIH Login, please contact the NIH Help Desk (301-496-4357).

Why Is Updating Your Information Important?

Keeping your personal information current is important because NED feeds information to a number of NIH enterprise systems, including:

NIH Business and Research Support System (NBRSS)
ID badge/card key
NIH Telephone and Services Directory
Parking/Transhare System (PARTS) (see an article on PARTS in this issue)

NIH Library Patron Database NIH Intramural Database (NIDB) Web Sponsor HRIBS

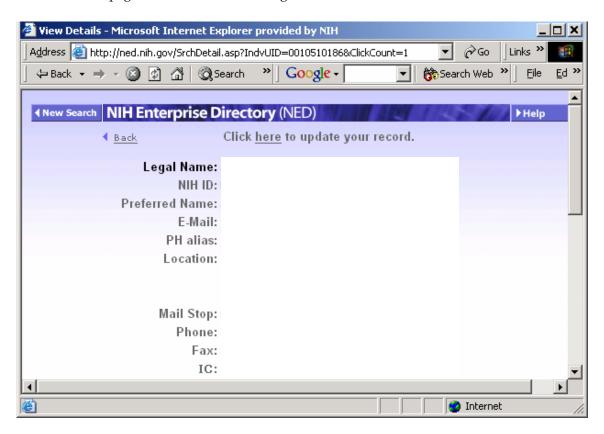
Several ICs have also developed applications that use NED as a data source. Future plans call for more integration with the NIH Active Directory and the NIH Help Desk customer database.

What Do I Need To Do?

The NED update feature can be accessed via the NED Web site [http://ned.nih.gov]. Once you have reached this site, detailed instructions for updating your NED record are available by clicking the "Help" button that appears in the upper right corner of your screen. The NED update feature is also accessible from the NIH Portal [https://my.nih.gov].

• Updating from the NED Web Site

Locate your record in NED. When the search results appear, click on your name to display the "View Details" page. Your record should begin like this:



From the "View Details" page, you access the NED update feature using the link "Click here to update your record." You will be asked to enter your NIH Login—normally the user name and password used to log on to your network or e-mail.

Updating from NIH Portal My Pages

Access to NED from the NIH Portal requires that the "NIH Enterprise Directory (NED)" gadget be installed on your Portal "My Page." This is a quick and easy process—go to the Portal [https://my.nih.gov], open "Choose Gadgets" at the top, choose NIH Enterprise Directory (NED) in the folder "General NIH Resources," and add it to your My Page.

More Information

If you have any questions regarding NED, the NIH Portal or the NIH Login, please contact the NIH Help Desk (301-496-4357). Additional information regarding NED is also available online [http://nedinfo.nih.gov].

See articles on NED and the NIH Portal in previous issues of *Interface*.



NIH Parking Office—"New PARTS, Less Time in Line"

On October 24, 2003, the NIH Parking Office began using new software — the Parking and Transhare System (PARTS) — that handles a wide range of functions and greatly streamlines the administration and management of the NIH parking and Transhare programs. These programs provide NIH people with parking hangers for cars and Transhare public transportation subsidies.

Developed by CIT, PARTS replaces a decade-old dBase system that involved cumbersome database searches and slow processing of parking permits. A key goal of the PARTS project was to enable the Parking Office staff to efficiently process customer requests, thus eliminating long lines at the Parking Office.

How PARTS Works

The new system automates the distribution and management of Parking Office products and services. According to PARTS's chief developer, John White, "We put all the vital information up front for the Parking Office staff. In most cases, a single click of the mouse displays the screen needed, and another mouse click means the staff is ready to process the next person in line." According to the Parking Office's

project sponsor Gary Freeman, PARTS has already reduced the time needed to serve customers by 50 to 75 percent, and the Parking Office lines are now practically eliminated. (From "New PARTS, Less Time in Line," January 2004 issue of *News2Use*, published by the NIH Office of Research Services.)

Several highlights of PARTS include:

Barcode Scanners

When the Parking Office clerk scans a customer's NIH badge with a barcode scanner, the PARTS system immediately looks up that person's record in the NIH Enterprise Directory (NED). By using a complex but customizable set of rules, PARTS also indicates to the clerk the products and services the customer may have. This is important because certain parking and Transhare benefits are mutually exclusive.

• Custom "Business Rule Engine"

The design and implementation of a custom "business rule engine" in PARTS is an important innovation, given current parking and security restrictions at the NIH. As parking and Transhare situations change, rules and regulations can be easily added, changed or removed from PARTS.

• .NET Web Services

PARTS is one of CIT's first NIH-wide deployments using Microsoft's .NET architecture. PARTS is designed to accommodate most systems or devices using .NET "Web services." With Web services, any user client—such as Windows, a Web browser, handheld devices, and even telephones—can easily access data depending on the proper authentication.

Since the Parking Office staff requires a lot of client-side interactivity and processing, the PARTS system has a native client for the Windows systems they use. White says that because "...most of the business rules are in the database and accessed through Web services, writing new clients is relatively quick compared to other architectures."

The Future

White envisions other enhancements to the PARTS software—such as the NIH police instantly accessing important information by typing license numbers or other identifiers into handhelds, or integration with the Washington Metropolitan Area Transit Authority's "SmartBenefits" subsidy program.

"It's really pretty cool," says White, "when you can make someone's job a bit easier and contribute to NIH's security process at the same time. The PARTS team really scored a 10 on this one."



NIH Changes Search Engine to Google

NIH's online searches are now powered by Google, arguably one of the most popular tools on the net. "In the early days, search products were more or less comparable to each other," explains Dennis Rodrigues, chief of the Online Information Branch in the NIH Office of Communications and Public Liaison, which has primary responsibility for the main NIH Web site. "One product produced results pretty much as well as another. As search technology became better over the years, our expectations grew and the bar became higher. Over time, Google emerged as a far superior product."

The Search for Google

With so many search products on the market, determining which one was best for the NIH community could have posed a problem. However, Rodrigues, who serves as the gatekeeper for data placed on the main site, found that there was really no contest between best-known products. "The Google Corporation set up a test for us," he said. "I used a battery of about 25 terms, looking for the ideal result. For instance, if I typed in 'melanoma,' what pages would be listed first? What would be among the top 10 results? We also looked into Inktomi's search product, which runs on the **firstgov.gov** Web site. We thought we might be able to save money if we piggybacked on their use agreement. [However], we found that Google returns more relevant results for NIH's needs. It was the complete winner in every race we had."



The team that tends to the NIH Web site search engine includes (standing)

Dennis Rodrigues of the Office of

Communications and Public Liaison and
(seated, from l) CIT's Ginny Vinton,

George Cushing and Bing Chao.

According to Ginny Vinton, home page technical coordinator at NIH's Center for Information Technology and head of the team that keeps the NIH search engine in operation, there are more than 200 servers for the 242,000 documents that require indexing on the NIH site. Deciding to change the tool used to locate these items is no small undertaking. On any given day, upwards of 19,000 searches are conducted on NIH's site, Vinton reports. The days logging the most searches are Tuesdays through Thursdays. NIH can trace a significant amount of its traffic to visitors who use global search services like Google or Yahoo.

"We had been thinking about various products for quite awhile," Rodrigues admits, explaining that the search engine NIH had used for several years had begun to show its age. In addition, the CIT technical team that tends to the main NIH site sought a product that would be responsive to the questions and concerns of clients. "I realized we should make the switch one day when I called the team and realized they were all already using Google to search the Web," Rodrigues recalls, explaining that the search engine is "primarily to assist those using our public sites."

Back-Ups, Graphics and Algorithms

NIH launched its Google package on Feb. 9. The use agreement includes a backup appliance for emergencies. "We want to have a product ready to take over if the first one fails for any reason," explains Vinton. Both the primary and backup appliances are indexed once a week.

Another benefit to Google is that selected pages can be elevated in relevancy with relative ease. As the point of contact when people are unhappy with the NIH site, Rodrigues says that one of the complaints heard most often from NIH'ers was that they had conducted a search to see if their site came up on the return list. Frequently, because the word or title they were searching for was not recognized by the search engine [for example, graphics], their site would not, in fact, be listed or would be so far down on the relevancy list that people looking for it would give up before locating the information. Because fruitless searches were beginning to occur with regularity, the troubleshooting process was becoming ever more time-consuming for team members, each of whom has other duties. "We could adjust the algorithms so that additional weight was added to a title, keywords or a body of text," Vinton says, "but we never got the relevancy we desired."

Over time, Rodrigues adds, Web authors who create pages with search engines in mind will be pleased with Google's ability to rank their pages in ways that offer the most benefit to users. "One of the things we learned with the previous engine was that it didn't always follow convention," Rodrigues says. "Often it was counterintuitive to the way people would use it. We wanted a product that uses natural language to come up with reasonable results. Another consideration we had was that the product have an effective technology so that we could create Web pages that work with it."

As Web technology continues to develop at an exponential pace—according to recent tech news Google already has a new rival in the search field, Grokker—the next dilemma for Rodrigues becomes how long NIH sticks with Google. "Our goal is to find solutions that are reliable, robust and provide the best possible results for our users," he concludes. "Our next move depends on how long Google can meet the needs of our customers."

Extract from an article by Carla Garnett in the NIH Record, March 16, 2004



Consolidation of OS/390 Systems in Titan Is Complete

The consolidation of NIH's two OS/390 systems into a single "standard" system—Titan—was completed when the South system was shut down on January 12, 2004. This project has been a long and carefully thought-out endeavor to provide a more streamlined OS/390 system. Into this new system, CIT merged the two mainframe systems—the original NIH Computer Center and ITS (the Parklawn Data Center).

Generally the end of the transition went very smoothly, and the vast majority of South system customers were ready for the transition. On January 12 there were only a few minor problems. CIT provided users with a Titan Status Web page

[http://silk.nih.gov/public/PUBLIC.@www.titan.south.info.html] but fixed most reported problems before there was time to update the page.

It may be a while before users are fully comfortable with the tighter security and the changes inherent in using a new system, but they will discover that Titan is an extremely robust and efficient system.

The Titan Transition Web pages [http://silk.nih.gov/silk/titan/index.html] will continue to provide information—so that users can understand the differences between the two systems and the changes they need to make.

Thanks to Our Users

We would like to thank our user community for their patience during the transition. This consolidation of disparate mainframe systems was required to allow the NIH system to evolve in the future. With the standard interfaces and commercially available products and tools that make up Titan, CIT will be able to quickly take advantage of advances in technology.



Next Data Center Disaster Recovery Test on July 20

The next disaster recovery test is scheduled for July 20, 2004. If you wish to participate in the NIH Computer Center's disaster recovery program or to discuss your critical application requirements for either OS/390 (Titan) or Unix (EOS), please call TASC and ask to speak to the disaster recovery coordinator.

Training Course on Disaster Recovery Will Be Held in May

If you wish to learn about disaster recovery planning and the data center's disaster recovery program, attend the disaster recovery course being offered on May 25 by the CIT computer training program.

The course provides an introduction to disaster recovery planning and will cover topics such as:

- basic steps for developing and implementing a disaster recovery plan
- recovery strategies for various computer environments including client/server configurations and the central processing configurations
- NIH Computer Center disaster recovery program

Register for the course online via the CIT Training Web page [http://training.cit.nih.gov], or call TASC at 301-594-6248.



NBS Update—Travel and General Ledger/Federal Administrator

The NIH Travel System and the General Ledger/Federal Administrator components of the NIH Business System (NBS) went live in the fall of 2003. The NIH community and the NBS Project Team have worked diligently to ensure their success.

As they began using these systems, NIH users suggested improvements. NBS evaluated these suggestions and, with the software developers, "recoded" some of the NBS programs. This feedback from the user community resulted in changes that have made the system easier to use.

Travel System

As of December 2003, approximately 20,000 FY 2004 travel authorizations and 14,000 vouchers have been processed. The NBS Change Management Team has trained approximately 2,600 NIH Travel System users — the vast majority (2,050) before deployment.

• General Ledger/Federal Administrator

Users have received a combination of on-site coaching, on-the-job training, formal classes, and hands-on seminars to prepare them for using the Oracle Financials System.

In the four months since it began operations on September 1, the NBS Management Center Help Desk logged over 6,700 help calls and resolved 96% of them. Since October 1, the volume of Help Desk calls has decreased, indicating that the Travel and Financial Systems are beginning to stabilize.

More Information

Changes to the NBS systems are communicated to users through a variety of means:

- help points of contact (HPOC) and organization administrator (OA) seminars
- · special training sessions for users
- e-mail
- the NBS Web site

Keep informed by visiting the NBS Web site [http://nbrss.nih.gov], which is updated often.



nVision Users Keep Informed with "News & Updates"

Want to keep up-to-date on changes and late breaking news that can impact the nVision community? CIT has developed a "News & Updates" Web site to provide the latest official information. You have a choice of access to the same content:

 "News & Updates" Web page Bookmark "News & Updates" [http://nvision.nih.gov/news/]

While the transition from the Data Warehouse to nVision is underway, the nVision "News & Updates" Web site provides a direct link to the NIH Data Warehouse "DW News" where additional information relevant to reporting may be found.



• NIH Portal Web page – nVision Community
Open the NIH Portal [https://my.nih.gov], and use the "Communities" drop-down menu to select "nVision." Use the link "more details..." under "nVision Community News and Alerts."

Check the news to view nVision system events and important updates including new features, practical tips, data issues, and upcoming training classes.

We want to keep users abreast of changes and other pertinent information during a phased rollout of new NIH administrative systems and the associated reporting systems. We currently have a team from NBS, nVision and the Data Warehouse working to resolve and prevent the discrepancies some of you have found. As we discover ways to avoid these discrepancies, we will keep you informed via these Web sites.



CIT Training Courses Available in Spring Term

The CIT Training Program continues efforts to provide the NIH staff with new knowledge and skills that can be used in their work. Many existing courses are being updated, and more than 30 new subjects will be presented. As always, classes are available free-of-charge to NIH staff. Course descriptions and registration are available on the CIT training Web page [http://training.cit.nih.gov].

New Classes

Internet Resources – Three new classes join the growing list of courses available to developers.

- "Introduction to Flash MX" will focus of the basics of this Macromedia application. Students will
 create a Flash web site using drawing tools, animation techniques, compound objects, timelines,
 layers and masks.
- "Building Rich Internet Applications using Flash MX 2004" is designed for developers wishing to
 use built-in components, their behaviors, and ActionScript to quickly become proficient in building
 applications.
- For NIH staff that have a basic knowledge of Eclipse, a new class "Eclipse Tutorial: Usage, Tips, Tricks and Advanced Features," is available. Eclipse is open source coding platform for integration of tools.

Personal Computers — This semester brings a variety of new courses, ranging from application classes to certification preparation.

- Two new courses on e-mail have been developed. The first course "Save Your Time Learn How to Manage Email" will help you more efficiently clean out, organize, and reduce e-mail. The other course is "How to Get the Most out of Outlook 2002" and will discuss the NIH policy on e-mail as well as features to use it more effectively.
- For anyone looking forward to Office 2003, the course titled "Practical Applications of Microsoft Office in a Business Environment" will cover the technologies within this package and how it integrates with Sharepoint and Project 2003.
- Microsoft Office Specialist (MOS) certification preparation courses will focus on Microsoft Word 2002
 Expert, Microsoft Excel 2002 Expert, Microsoft PowerPoint 2002, and Microsoft Outlook 2002. These courses are geared towards the IT professional looking to pursue the Office Specialist certification.

General Seminars – With a growing demand on protecting technology, CIT brings four new courses to its schedule.

- "How to Perform an IT Risk Assessment" and "How to Write an IT Security Plan" will further explain the Certification & Accreditation process.
- "Public Key Infrastructure (PKI) 101" will focus on a basic understanding of cryptography and how
 public key cryptography is used in securing e-mail, digitally signing documents, enabling strong user
 authentication, and implementing PKI at the NIH and HHS-wide.
- Bob Todd will teach "Security Penetration Testing, a Practical Overview." This course will cover
 penetration testing and analysis methodology (PTAM) with a description of the tools and techniques
 used.
- "Basic Skills for Managing Projects with Teamwork.com" looks at valuable resources in developing and maintaining a basic project plan using Teamwork.com.

Statistics—Students will have the opportunity to attend new courses on statistical packages and general statistics.

- Dr. Terry Cox of NEI is following up his "Statistical Analysis with R" with a new class titled "Statistical Graphics in R." R is a free, open-source language and environment for statistical computing and graphics. This course will focus on creating statistical graphics for publication or presentations.
- The SAS Institute will be bringing "Statistics I: Introduction to ANOVA, Regression and Logistic Regression." Students will learn how to construct graphs to analyze data, construct confidence intervals, and apply multiple comparison techniques. This course is intended for current users of SAS/STAT.

Seminars for Scientists – Many new scientific classes should generate strong interest.

- Dr. James Malley of CIT has expanded his course offerings with a new 2-part Modern Data Analysis course. In addition to the "Elements of Modern Data Analysis," he will be teaching "Elements of Modern Data Analysis II." This new course will review common problems in data analysis, and introduce new methods for model fitting, validation, and searching for structure in data.
- MathWorks will present two courses on MATLAB. "MATLAB Fundamentals and Programming Techniques" will provide NIH staff with a comprehensive understanding of MATLAB as a programming language. "MATLAB for Image Processing" focuses on the Image Processing Toolbox.
- Dr. Gary Daubresse, Silicon Genetics, will be offering several seminars on Microarray Analysis in GeneSpring. In addition to his popular, "GeneSpring Overview," he has added "Importing Data & Creating Experiments," "Data Normalization," "Defining and Interpreting Your Experiments," "Quality Control & Clustering Tools," and "Statistical Analysis Tools."
- Dr. Raphel Irizarry of John Hopkins University will discuss "The Bioconductor Project: Open-Source Statistical Software for the Analysis of Microarray Data." This project produces an open source software framework that assists biologists and statisticians working in bioinformatics.
- New genetics courses include: "NCBI's GenBank Quick Start," "Cluster Analysis: Hierarchical & Partioning Methods for High Dimensional Gene Expression Data with Partek Pro," and "Browsing Genomes with the UCSC Genome Project."
- "Homology Modeling Advances and Applications" will discuss basic and advanced concepts of homology modeling.
- The previous AFNI (Analysis of Functional NeuroImaging) courses will be combined and expanded into two multi-day seminars: "AFNI Bootcamp" and "Cortical Surface Bootcamp."

Grants – New grants courses can be added throughout the term, so let us know what you would like to have offered.

• "Hands On ECB Early Concurrence Workshop" will focus on creating ad hoc and batch queries, creating assignment panels, managing the voting process and processing their completed Early Concurrence applications. All of the ECB class has been extensively updated.

Register for Classes

All classes in the CIT program are offered free of charge to NIH staff to help you in your work at NIH. You can read course descriptions and register on register on the CIT training Web page [http://training.cit.nih.gov] or call the Training Program at 301-594-6248.

Note: This list does not currently include our selection of Self Study materials [http://training.cit.nih.gov/selfstudy/selfstudy.asp].



Training Calendar—Spring 2004

All courses are given without charge. For more information call 594-6248 or consult the training program's home page at http://training.cit.nih.gov. *Note:* This list does not currently include our selection of Self Study materials [http://training.cit.nih.gov/selfstudy/selfstudy.asp].

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Advanced QVR Training	4/6
Bringing Data Files into SAS	4/7
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NIH Data Warehouse Query: Property Management	4/9
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Dates to Remember

Now ...

- The NIH Intramural Data Base (NIDB) search engine is a powerful tool that makes intramural research information accessible to the NIH community, extramural collaborators, and the public.
- NIH Enterprise Directory (NED) improvements enable people to view **all** and update **some** of their own information *online*. [http://ned.nih.gov]
- The NIH Parking Office is now using a new system—Parking and Transhare System (PARTS)—that shortens processing time on parking and transhare requests.
- The NIH Computer Center now has only one OS/390 system. T
- NBS Management Center Help Desk is available to help users resolve problems.

Coming...

May 25

Disaster recovery training class. E T [http://training.cit.nih.gov/]

July 20

• Disaster recovery off-site test. E T

E EOS (Unix System)

T Titan (OS/390 System)

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

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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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DCSS CIT, Division of Computer System Services

DECA CIT, Division of Enterprise and Custom Applications

DNST CIT, Division of Network Systems and Telecommunications

OD CIT, Office of the Director

NIH/OD NIH, Office of Communications and Public Liaison

NBRSS NIH, NBRSS Project (NBS, EHRP)