

# NIH Data Center Services Telephone Directory

Service	Office	Bldg/Rm	Telephone (301) *
<b>ENTERPRISE SYSTEMS (Titan, Hosted Unix, Windows Server Services)</b>			
Relational Database Support (DB2, Oracle, and SQL Server)	Division of Computer System Services	12/2200	496-9158
IMS Support	Large Systems Services Branch	12/2200	496-6244
Help Desk**	NIH Help Desk	Fernwood/300	496-4357
New Applications	NIH Help Desk	Fernwood/300	496-4357
Operating Schedule	NIH Help Desk	Fernwood/300	496-4357
Security Investigations and Assistance	NIH Help Desk	Fernwood/300	496-4357
Fax Number	--	--	496-6905
Security Policy	DCSS Security Coordinator	12A/4033	496-1053
Tape Library	Data Center Operations Branch	12/1100	496-6021
<b>SCIENTIFIC SYSTEMS (Helix)</b>			
Help Desk - Helix***	NIH Help Desk	Fernwood/300	496-4357
Operating Schedule - Helix	NIH Help Desk	Fernwood/300	496-4357
Operator - Helix	--	12/2200	496-6755
<b>CONNECTIVITY SERVICES (E-mail, Networks, File Transfer, Access to Enterprise and Scientific Systems)</b>			
Help Desk	NIH Help Desk	Fernwood/300	496-4357
<b>GENERAL SERVICES</b>			
Accounts/Billing, Registration	NIH Help Desk	Fernwood/300	496-4357
ADB Support***	NIH Help Desk	Fernwood/300	496-4357
Application Programming	Division of Enterprise and Custom Applications	Fernwood/300	496-4357
Co-Location Services	NIH Help Desk	Fernwood/300	496-4357
Data Center General Policy	Director, Division of Computer System Services	12A/4039	496-5381
Data Center Security Policy	DCSS Security Coordinator	12A/4033	496-1053
Disaster Recovery Process	Disaster Recovery Coordinator	12A/4033	496-1053
Documentation/Publications	NIH Help Desk	Fernwood/300	496-4357
Output Distribution and Foreign Tape Handling	Output Distribution	12A/1000	496-6183
Public Information on CIT	Planning, Evaluation and Communications Office, CIT	Fernwood/300	496-6203
Statistical Packages	NIH Help Desk	Fernwood/300	496-4357
TDD/TTY Line for Hearing Impaired	NIH Help Desk	Fernwood/300	496-8294
Telecommunications Problems	NIH Help Desk	Fernwood/300	496-4357
Training	NIH Training Office	Fernwood/300	594-6248

\* Ten-digit dialing is required for all NIH/HHS phone numbers in the Rockville/Bethesda area.

\*\* Toll-free (for non-FTS users): 866-319-4357, TTY: 301-496-8294

\*\*\*Services available to NIH employees only

The NIH Help Desk	
Monday – Friday (except holidays)	6:00 A.M. – 6:00 P.M.
Emergency after-hours support	6:00 P.M. – 12 A.M. (midnight)
Weekends and holidays	
Limited emergency support	8:30 A.M. – 5:00 P.M.
Most CIT offices are located at 10401 Fernwood Road, Suite 300, Bethesda MD 20817.	