

Spring 2010 [Number 246]

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## Major Articles

NIH Email System Upgraded to Exchange Server 2007

Search Options for Mailboxes on Exchange 2007

NIH Listserv Upgrade Offers Users New Features and Enhancements

Logical Domains Added to Virtual Server Hosting Service Offerings

CIT Holds Monthly MOSS/SharePoint User Group Meetings

The Help Desk is Now the NIH IT Service Desk!

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

	<i>January</i>	<i>February</i>	<i>March</i>
Total hits for the month	63,851,532	62,745,020	79,363,691
Hits per day	2,059,726	2,240,893	2,560,119
Different individuals per month	3,216,737	3,210,463	3,734,087

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

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

# Articles

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## NIH Email System Upgraded to Exchange Server 2007

Most people using the NIH email service probably did not notice the migration that their mailboxes underwent during 2009. CIT successfully migrated 40,000 NIH mailboxes from Exchange 2003 to Exchange 2007.

NIH receives an enormous volume of email – more than 25 million inbound and 600,000 outbound messages every 24 hours. Keeping the NIH email system current is a vital part of ensuring that NIH staff is able to exchange data electronically as seamlessly and instantaneously as possible.

### Exchange 2007

Exchange 2007 is a central email server that controls the flow and storage of email messages and also manages other cooperative tools, like calendars and public folders. It offers integration with a variety of email programs (or “clients”). While Microsoft’s preferred email client for Exchange 2007 is Outlook 2007, others, such as Thunderbird and Entourage (for Mac users), work just as well with the server. If you prefer a web-based Outlook client as an alternative to these desktop programs, there is the option to use Outlook Web Access (OWA) (<https://mail.nih.gov>) instead.

### Benefits

For the change-averse user, the good news is that your everyday email experience will not differ noticeably from Exchange 2003, as the upgrade mainly affects how administrators and system owners interact with the service. However, there are some direct improvements for the broader user community too, such as:

- **Improvements to Out-of-Office responses:** The upgrade allows for Internal and External Out-of-Office messages with different content, and enables users to schedule the Start/Stop dates of sending Out-of-Office messages.
- **A new Scheduling Assistant:** The Scheduling Assistant automatically provides suggestions on meeting times based on attendee availability, and keeps attendees’ calendars up-to-date (no more “meeting request is out of date” messages).

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- **Addition of true Resource Mailboxes:** Resource Mailboxes now include automation for booking meetings (using a conference room as a resource) and give users the ability to add custom tags to resources that are visible in the GAL (such as conference rooms that have PolyCom systems: that detail is shown under the “All Rooms” address list). Resource Mailboxes also no longer count against software licenses.
  - **Managed Folders:** Users can now employ folder permissions to control intellectual property and conform to any potential regulatory compliance needs.
  - **Increased size for Outlook rules:** Exchange 2007 increases to 64K by default (Exchange 2003 only allowed 32K).
  - **Client Configuration AutoDiscovery:** Automatically performed under Outlook 2007.
  - **Advanced Mobile Messaging:** The new Mobile Messaging offers users the option of using Windows Mobile and other ActiveSync-capable devices, and lets the customer manage (remotely wipe, for example) ActiveSync devices via OWA. This feature is in pilot status with NIH.

**Note:** Be aware that some of these improvements will not be realized until your email client is upgraded to Outlook 2007.

### **Benefits for OWA users**

The upgrade to Exchange 2007 offers users a greatly improved Outlook Web Access (OWA) experience:

- A premium OWA client for Internet Explorer (IE) browsers, version 6 and above, that is very similar to the Outlook client
- An improved OWA “Light” client for non-IE browsers
- A full view of the GAL from OWA
- The premium client provides an extended view of GAL entries that includes availability, or “presence,” information
- Web-ready document viewing, which allows documents to be read via HTML when the host application is not installed locally on the computer or device

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- Regional localization support within the OWA premium client – the default language can be set to one other than English
  - The ability to open another customer/resources mailbox from within the OWA interface
  - The ability to view message headers in OWA

### **Changes to the search function in Exchange 2007**

One of the differences in the upgrade from Exchange 2003 to 2007 is a change to the search function within email folders. The Exchange Server 2007 search engine now offers several improvements that provide users with previously unavailable real-time search capabilities, particularly when using Outlook 2007 in cached mode.

However, if you frequently use Outlook Quick Search for partial-word (or partial-string) searches, be aware that in some cases the Exchange 2007 search function leaves out some possible results of a partial-word search that would have been returned using the Exchange 2003 search engine. To avoid this issue, you must use Advanced Search. For a step-by-step guide on how to get the best results for partial-word searches in Outlook, see the article in this issue, entitled “Search Options for Mailboxes on Exchange 2007 (for Outlook 2003/2007 and OWA).”

### **Questions?**

If you have questions about the upgrade to Exchange 2007 and how it might affect your email services, please contact the NIH IT Service Desk online at <http://itservicedesk.nih.gov> or by phone at 301-496-4357 (6-HELP) (local), 866-319-4357 (toll free), or 301-496-8294 (TTY).



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## Search Options for Mailboxes on Exchange 2007 (for Outlook 2003/2007 and OWA)

Are you a frequent user of the search function in Outlook 2003/2007 or Outlook Web Access (OWA)? Then you may be affected by the email system's upgrade to Exchange Server 2007 (see the article "NIH Email System Upgraded to Exchange Server 2007" in this issue).

### Search function redesign

The code for the search engine in Exchange 2007 has been completely rewritten to include improvements to the server and email program (or "client") search functions, such as dynamically building search indexes as messages enter the database. This provides email clients with real-time search capabilities, something that users did not have available to them in Exchange 2003.

However, the search engine redesign also created a subtle change in search functionality that causes problems in certain situations using Outlook quick search. If you perform a lot of partial-string (or partial-word) searches, the change in the search engine function may present some issues. This article explains the changes and how best to approach the issue.

### Partial-word searches

In Exchange 2003, the "Instant Search" ("Search Inbox" or CTRL-E) feature returned partial-word search results, but this is not the case for the Instant Search feature in online Outlook 2003/2007 and OWA 2007 clients searching mailboxes on Exchange 2007. The following example illustrates the partial-word instant search scenario:

You want to locate a stored email that includes the string "12345ABC67890" (for example) in either the subject or message body. But searches for partial word "ABC" return no results. The search function will, however, return results for partial words at the **beginning** of the string. Therefore, if you search for partial word "12345ABC," the search will retrieve all messages with that partial string in subject or body.



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## **Online and offline modes**

Email programs like Outlook can operate in either online or offline mode. To run in “online mode,” the standard mode for Outlook, the program requires a connection to the email server. “Offline mode” (or cached mode), on the other hand, means that you do not need to be connected to the server and that your email, task lists, events, etc. are stored in the local message storage and can later be synchronized when you switch back to online mode and connect to the email server.

Since offline, or cached, Exchange mode clients do not use the new Exchange 2007 server-side search engine, but rely on Windows Desktop Search, which returns the expected results without the use of Advanced Find or Outlook Search Folders, this section focuses on searching in online mode.

## **Search for partial strings in online mode**

Searching for partial strings using an email client in online mode requires more advanced search options than Instant Search offers. Outlook “Advanced Find” search will work, but requires the user to rebuild, or newly set up, the various components of the query each time a search is performed. If you frequently perform searches for partial strings, creating a search folder that preserves the parameters of your query gives you easy access to your search set-up for subsequent editing and running of new searches. Search folders cannot be created within the OWA interface, but are accessible, although not editable, after they are created in Outlook 2003/2007.

The following sections describe the steps necessary to use Advanced Find in online mode, and to create an editable search folder within Outlook 2003/2007. Please note that in either case, “frequently-used text fields” (rather than “subject field only” or “subject field and message body”) must be selected for the query to work correctly for partial-string searches.

## Using Outlook 2003/2007 Advanced Find

1. Select "Tools," "Instant Search," "Advanced Find," or press CTRL+Shift+F

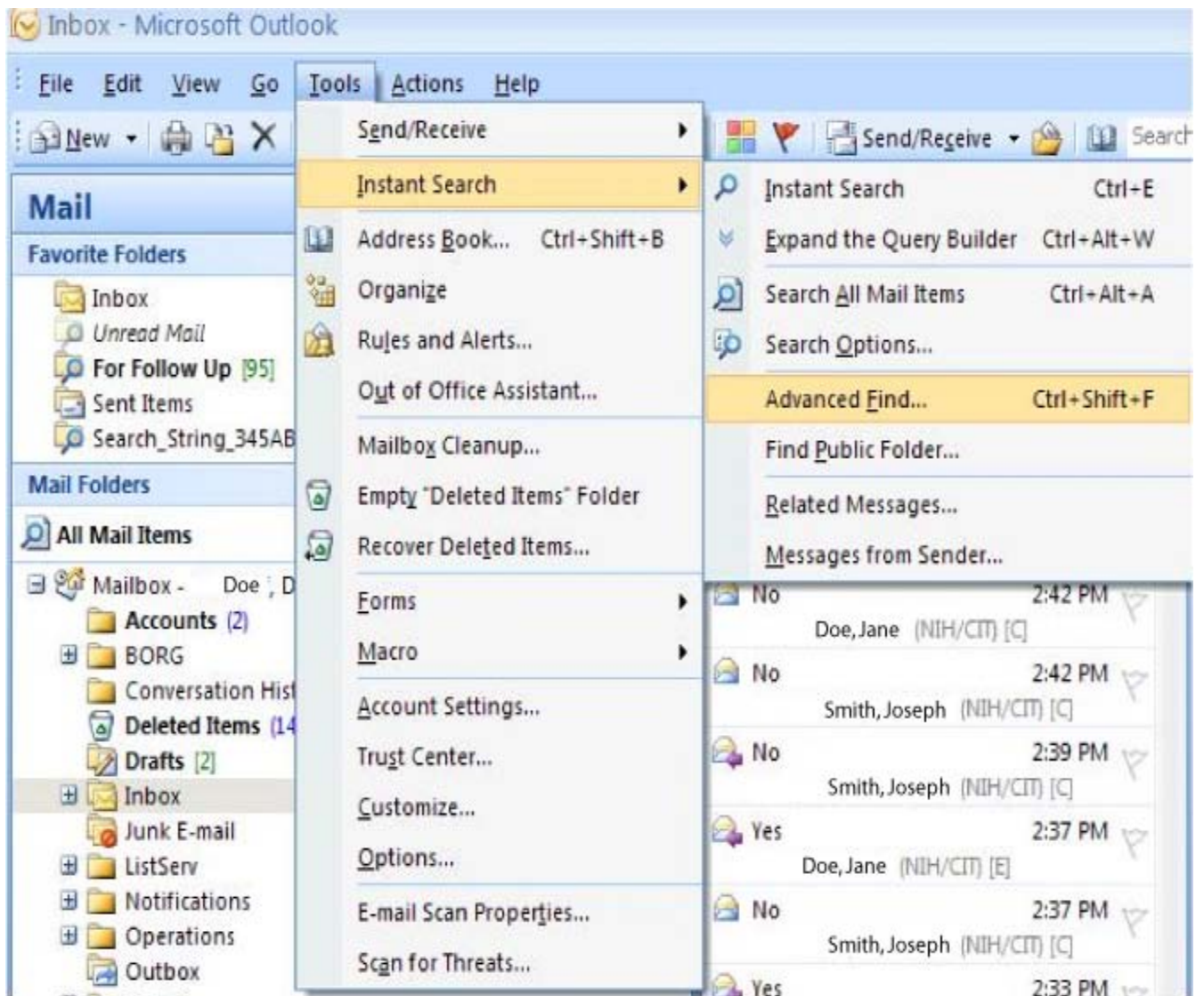


Figure 1: The MS Outlook Inbox, with Tools menu

2. Enter the partial search string in the “Search for the word(s)” box, and select “frequently-used text fields” in the “In” box.

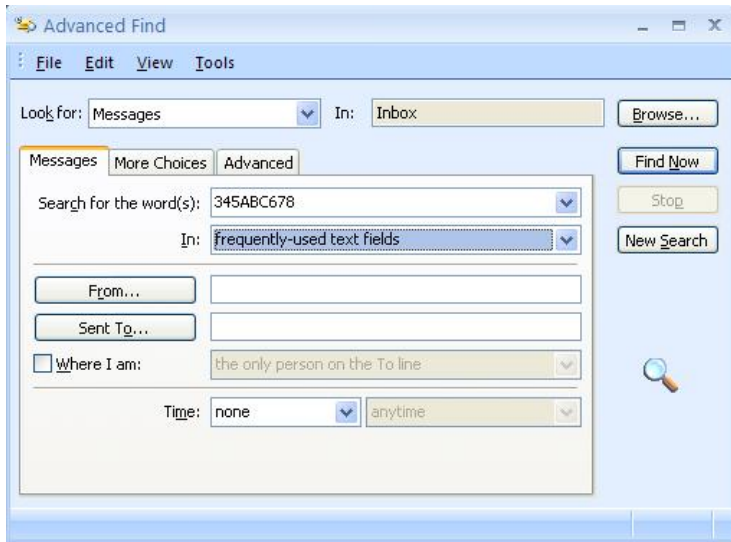


Figure 2: The Advanced Find box

3. Click “Find Now” to search Inbox folder (default) or choose “Browse” to select additional folders.

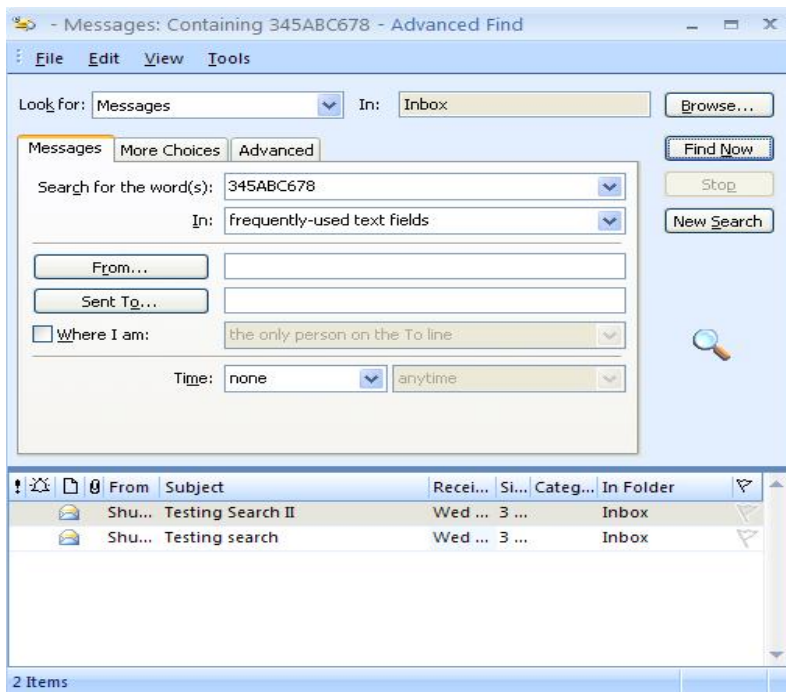


Figure 3: Advanced Find box with results

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When searching frequently for partial strings, it can be helpful to create an editable Outlook Search Folder.

### Creating an Outlook Search Folder

1. In the Outlook “Mail Folders” pane, right-click “Search Folders” and select “New Search Folder.”

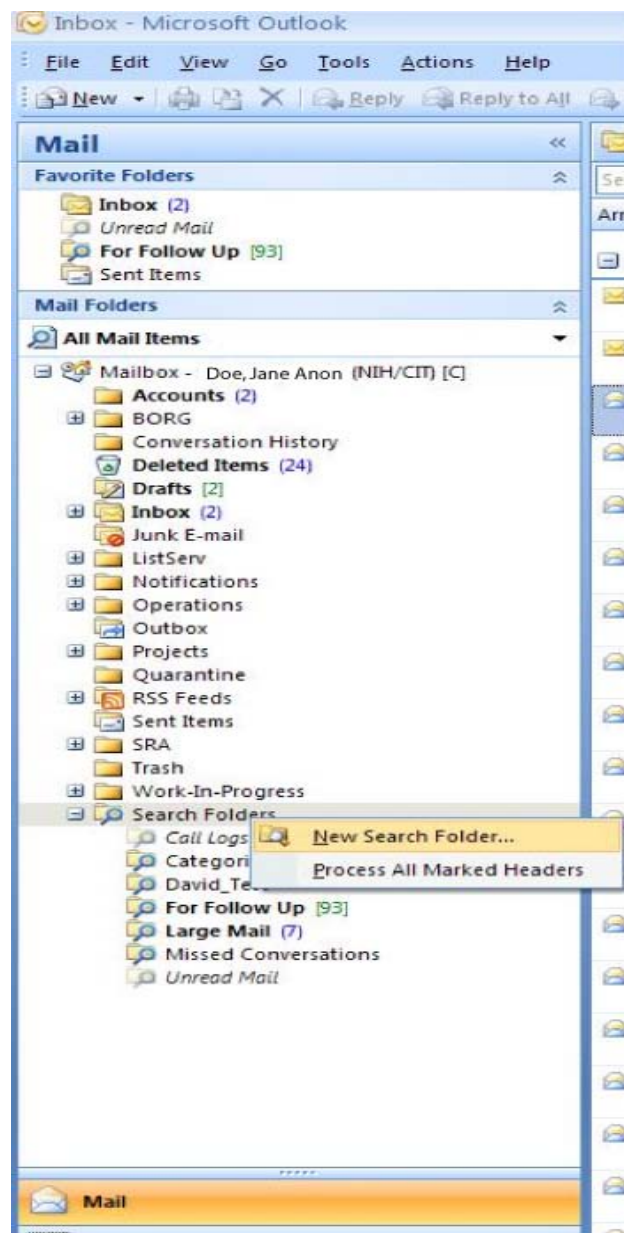


Figure 4: The Mail Folders pane in MS Outlook

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2. Select "Create a custom Search Folder."

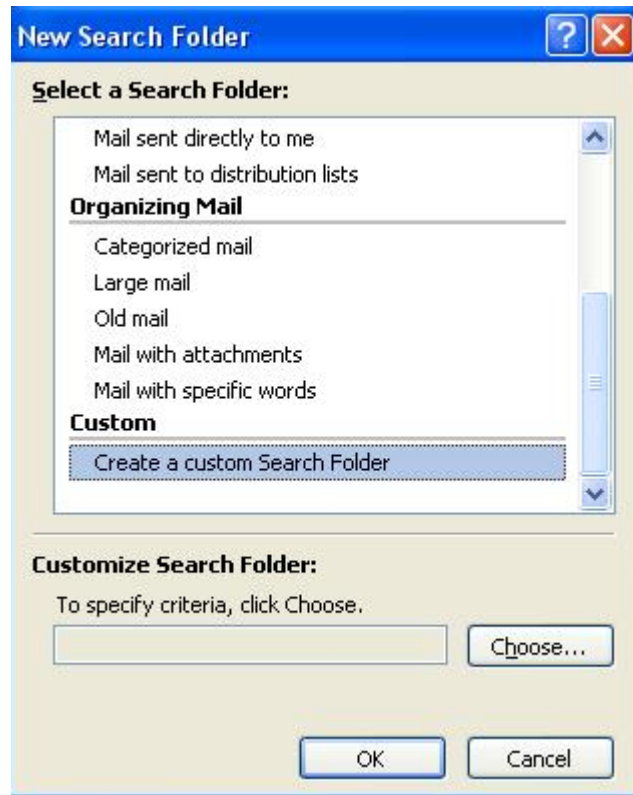


Figure 5: The New Search Folder window

3. Select "Choose" to specify search criteria, create a search folder name, and select the "Browse" button to specify the folders to be searched.



Figure 6: The Custom Search Folder window

4. Select the “Criteria” button to build the search query. Enter the search string in the “Search for the word(s)” box, and select “frequently-used text fields” in the “In” box.

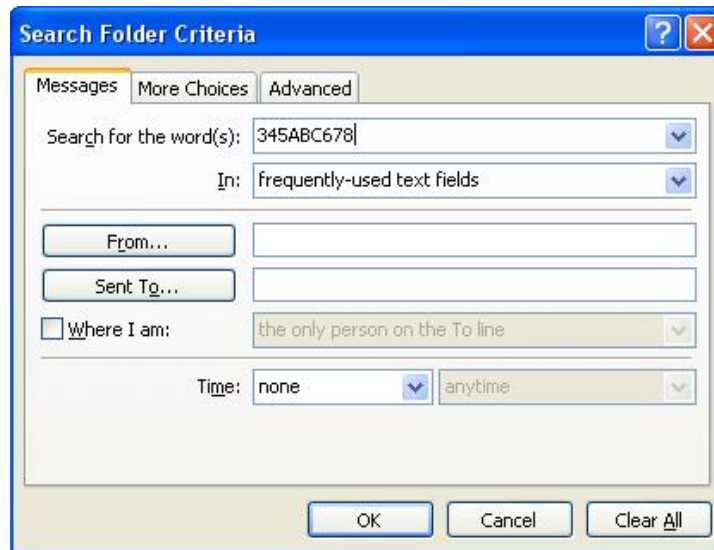


Figure 7: The Search Folder Criteria window

5. Finally, click “Ok” several times to save the new search folder.

Your new Outlook Search Folder is now ready for use. Clicking the search folder will execute the search.

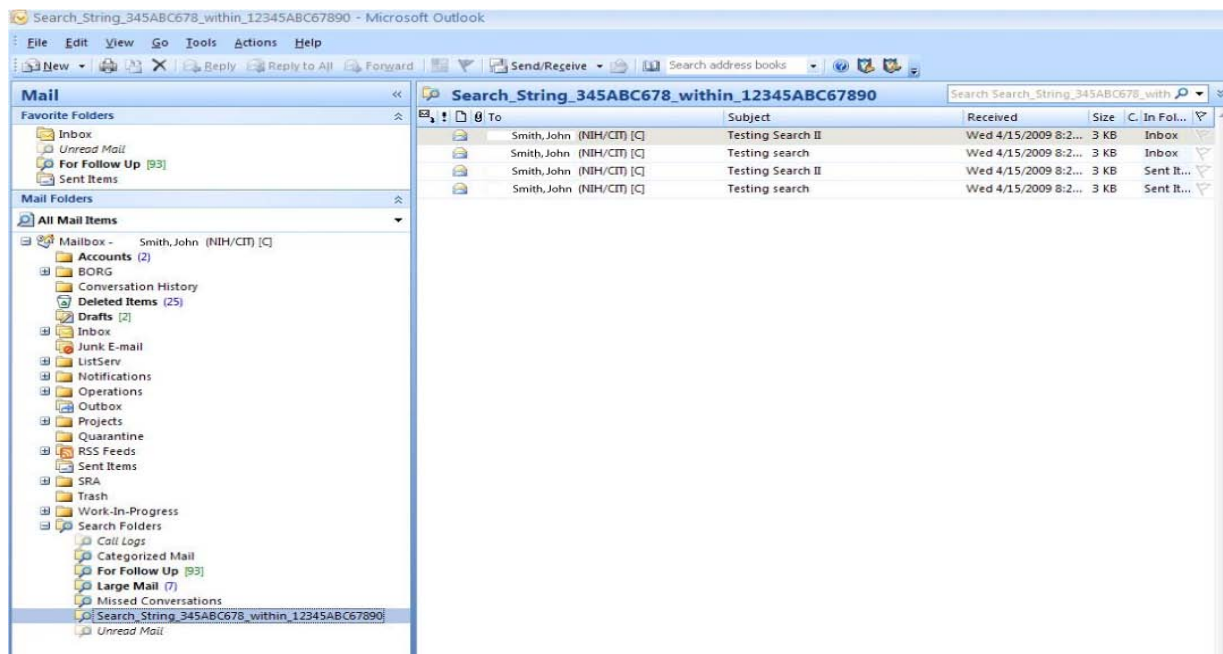


Figure 8: The Search Folder search results.



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## Editing a search folder

To edit a search folder, right-click the search folder you want to change and select “Customize this search folder.” You can then edit the partial-string search details without having to rebuild the search folder. The “Customize this search folder” menu also allows you to rename or delete a selected search folder.

The search folder can also be added to your Outlook “Favorite Folders” for quick access.

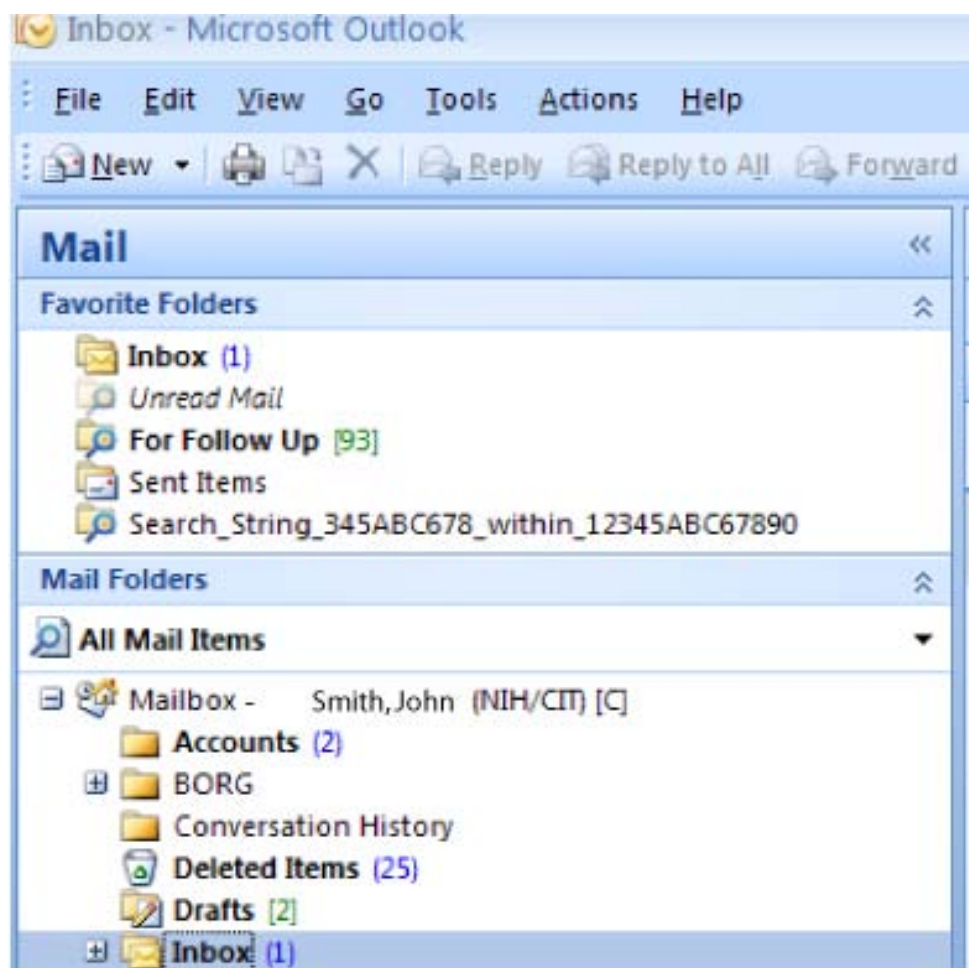


Figure 9: The Favorite Folders section in the MS Outlook Mail pane

The new search folder is also accessible in OWA, but is not editable within OWA.

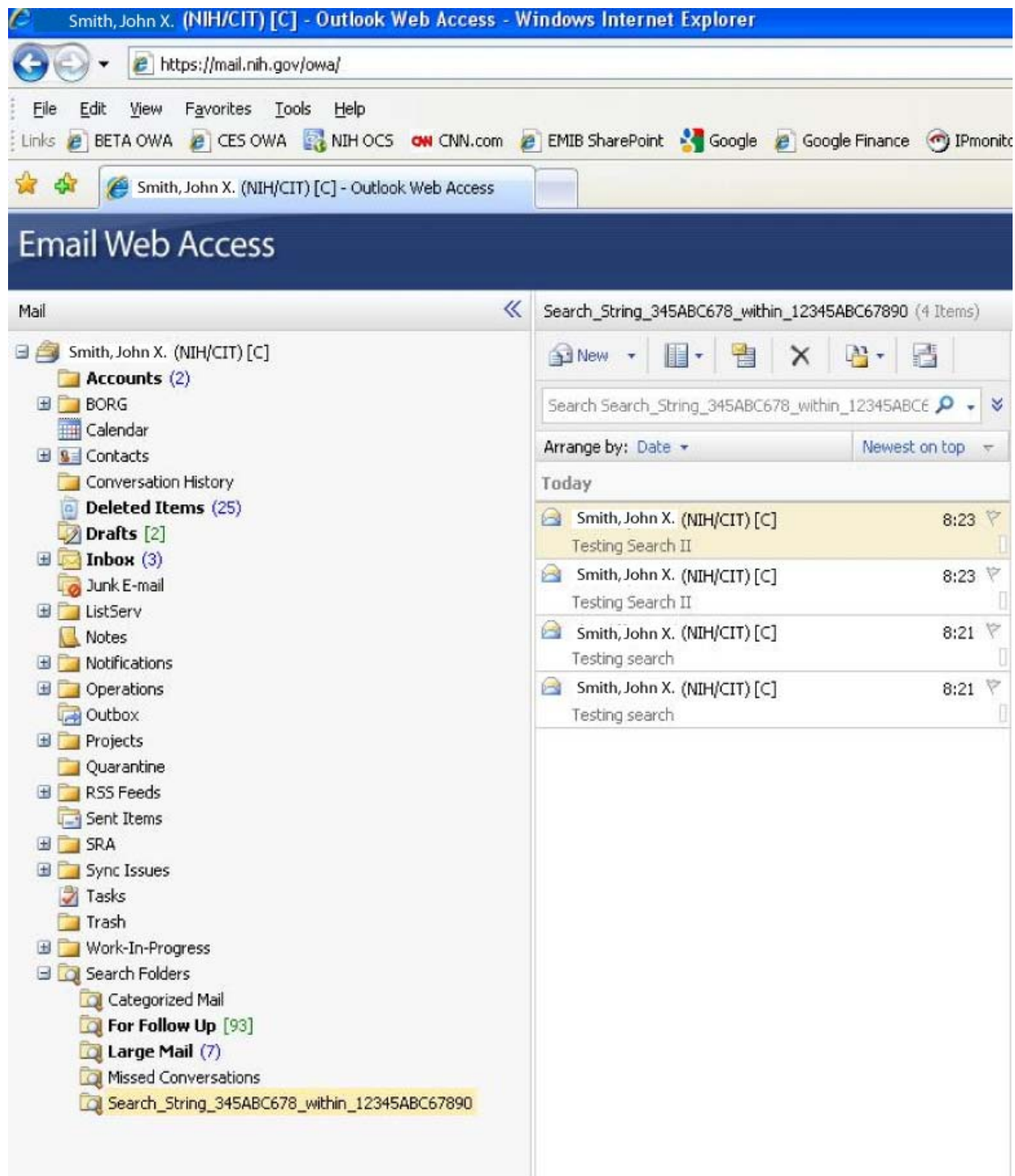


Figure 10: The OWA window



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## Questions?

If you have any question about the changes to your email program due to the Exchange Server upgrade, or need help establishing search folders in Outlook, please contact the NIH IT Service Desk online at <http://itservicedesk.nih.gov> or by phone at 301-496-4357 (6-HELP) (local), 866-319-4357 (toll free), or 301-496-8294 (TTY).



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## NIH Listserv Upgrade Offers Users New Features and Enhancements

Did a Listserv email notify you about this article (*Interface 246 is available online*)? Do you subscribe to NIH Listserv lists for newsletters like *Interface Online*, updates on NIH research, or links to others at NIH with similar interests (international graduate student groups, environmental groups, etc.)? Whether you are a subscriber or a list owner, this spring you may notice some changes and improvements in your Listserv experience.

On April 2, 2010, CIT upgraded NIH Listserv to a new version of the software, which opens up several new features and enhancements for Web Interface users and list owners of the 4,805 Listserv lists at NIH.

### **About the Listserv**

The NIH Listserv facility is an email-based server that allows users to create, manage, and control electronic "mailing lists" on a network. Listserv manages list subscriptions, maintains archives of posted messages, optimizes mass mail delivery, and so forth. Listserv allows any networked user to subscribe to lists, receive list postings, query the Listserv, set up a new list, access list archives, etc. The NIH Listserv facility is run by the NIH Central Email Service.

### **New feature highlights**

The new version retains all current functionality of the NIH Listserv, including all custom applications, while offering users major improvements, such as the implementation of Unicode text standard and a plain text digest format, and an overall more efficient, user-friendly interface for their communication needs.

Many of the new features in Listserv 16.0 not only make it easier to subscribe to lists, but also enable users to create attractive, streamlined HTML newsletters with less effort and need for technical knowhow. As a user, you will now be able to:

- Easily clear a command using the new option available from the LISTSERV Command Interface.
- Subscribe to digests via RSS feed in addition to or instead of email.
- Chose from more options in the Message Posting Interface when composing a message.

- 
- Create professional-looking HTML newsletters with or without HTML coding experience.
  - Enter a profile for sending newsletters using the built-in HTML newsletter template system.
  - Decide whether you want recently visited pages of the Web Interface to be cached in your browser, via a newly added option on the General tab of your personal preferences.
  - Confirm deletion of a message via the message deletion screen, which now displays any messages to be deleted.

Several changes have been made to the List Archives:

- Searching can now be performed across all subscribed lists.
- Viewing of archives has been enhanced: a Java hovering feature displays the content of each individual message in your browser so that you do not waste time opening each message unless it is a message of interest to you.

New features for List owners include:

- A pre-defined Newsletter template for Announcement Listserv owners that can be customized and used regularly/periodically to send email to subscribers.
- The ability for list owners to remove any potentially offensive messages from their list archives. Please employ this function cautiously. Once the message has been removed, it **cannot** be restored.
- An HTML Mail Template Gallery that allows the list owner or the site administrator to select a template style for the list or the site as a whole.
- Numerous enhancements to the List and Subscriber Management Interface.
- List reports, subscriber reports, and server usage reports can now be downloaded as CSV files.

### **For more information**

For more information about the new version of NIH Listserv, contact the NIH IT Service Desk online at <http://itservicedesk.nih.gov> or by phone at the following numbers: 301-496-4357 (6-HELP) (local), 866-319-4357 (toll free), or 301-496-8294 (TTY).



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## AD Account Provisioning Transitions from Constellation to ADM

In January 2009, NIH consolidated its two overlapping Active Directory (AD) tools, Active Directory Manager (ADM) and Constellation, by transitioning the AD service to using ADM exclusively. AD tracks information about users, computers, printers, servers, network servers, etc., and is behind your access to NIH applications and network services through your NIH userID.

### **The transitioning project**

The NIH Constellation to ADM Transition Project, led by CIT, began in July 2009, by validating existing account provisioning requirements for 17 individual organizations/ICs at NIH. Several entities within individual ICs had distinct organizational boundaries, necessitating specialized approaches for each inter-IC organization to accommodate different account provisioning requirements.

By mid-September, the project team began the final reviews with each IC/organization. Testing CIT's implementation of requirements began in mid-October, and the process of switching over to production occurred in lockstep with completed testing. Within two months, in December 2009, ADM had seamlessly assumed full responsibility for account provisioning for all ICs – a total of 17 organizations plus data synchronization for all the others using AD.

### **Conclusion**

All Active Directory provisioning was transitioned from Constellation to ADM by December 22, 2009, effectively retiring Constellation and making ADM the sole enterprise provisioning service at NIH.

NIH Constellation was formally retired on February 26, 2010. The success of this transition was due to the contributions, cooperation, and outstanding teamwork of the transition team and the IC IT community.

With the transition concluded, our focus is now on enhancing IC business processes by aligning ADM configuration and capabilities with current customer needs and customization requirements.

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## Questions

If you have questions about details of the transition, our enterprise provisioning services, or ADM, or would like to talk about your IC's specific customization requirements, please contact the NIH IT Service Desk online at <http://itservicedesk.nih.gov> or by phone at 301-496-4357 (6-HELP) (local), 866-319-4357 (toll free), or 301-496-8294 (TTY).



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## Logical Domains Added to Virtual Server Hosting Service Offerings

CIT's server virtualization offerings have expanded: virtualization using Solaris Logical Domains (LDOMs) is now available as a new virtual server hosting service.

Server virtualization allows multiple operating system instances to access resources from a single server, providing access to the memory and processors of that server. Each operating system runs in isolation, side-by-side on the same physical machine.

### **What is LDOM virtualization?**

LDOM virtualization is a solution from Sun Microsystems that runs on hardware with the UltraSPARC T2 processor. Using LDOM virtualization, administrators can allocate system resources on a physical server into multiple logical domains with each domain functioning as an independent virtual machine. Each LDOM has its own operating system and runs its own applications. Also, each LDOM on a physical server can be identified as a stand-alone unit within a computer system.

### **The benefits of LDOMs for customers**

CIT customers running applications on a virtual server in an LDOM environment receive the same hosting services as customers using dedicated physical servers for a lower cost investment. Virtualization with LDOMs reduces cost by using less hardware. Fewer physical servers mean less space, less administration, and decreased power and cooling demands. These operational cost savings translate to lower charges for CIT customers. The cost for supporting LDOM environments will vary depending on the underlying server hardware and the number of LDOMs being virtualized.

### **LDOM features**

In addition to cost savings, virtualization with LDOMs offers the following features:

- Oracle Support – CIT's Hosting Services Branch plans to support Oracle in LDOM environments.

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- SPARC Optimization Support – Supports applications that are optimized for the SPARC processor.
  - Potential Licensing Benefits with Fewer Cores per Environment – Depending on how application software is licensed, virtualization with LDOMs may provide cost savings compared to non-virtualized options.
  - Fast, Flexible Provisioning – Resources within a server running LDOMs can be re-provisioned, allowing for quick increase in resources to the LDOM when needed.
  - Rapid Deployment – Virtual servers can be rapidly deployed through the use of preconfigured master images. Additional test or development servers to validate system changes can be deployed according to customer needs.
  - Secure Systems – LDOMs run in an environment completely isolated from the host machine and other LDOMs. Data does not leak across LDOMs, and applications can only communicate over configured network connections. An outage of one LDOM has no effect on the others in the system.
  - Efficient Server Utilization – LDOMs provide application environments with low resource requirements with the ability to share a single server instead of needing a single server per environment.
  - Small, Dedicated Environment – LDOMs meet the needs of customers requiring small, dedicated hardware environments.

## **The service**

CIT provides LDOM customers with the same hosting service as customers with physical servers. These services include:

- Full technical support
- 24x7 system monitoring and problem resolution
- Software upgrades, hardware maintenance, and backup recovery services
- Security validated by a yearly SAS70 audit
- Comprehensive change management

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### **For more information**

For more information about LDOMs or other services, contact your DCSS coordinator or the NIH IT Service Desk online at <http://itservicedesk.nih.gov> or by phone at the following numbers: 301-496-4357 (6-HELP) (local), 866-319-4357 (toll free), or 301-496-8294 (TTY).





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## CIT Holds Monthly MOSS/SharePoint User Group Meetings

Are you an administrator for a site on the CIT-hosted MOSS/SharePoint environment? Would you like to have the opportunity to meet other SharePoint site administrators for an exchange of experiences and ideas? CIT invites you to join the monthly MOSS/SharePoint User Group meetings facilitated by CIT's Hosting Services Branch (HSB) within the Division of Computer System Services.

### **The purpose of the meetings**

The meetings are meant to allow the administrators of sites on the CIT-hosted MOSS/SP environment to share ideas, learn of new products, and network amongst themselves. Although CIT initiated the meetings, the goal is for all members to play a part in determining the format and agenda. Ideally, the user group members themselves will govern the meetings and identify the technologies and the various SharePoint-related items that they find interesting and that might assist them in meeting their requirements.

### **When and where**

The group has been meeting since October 26, 2009, and has continued to meet every month with the exception of December.

All user group meetings are held at the NIH Campus, usually in building 45, although the location and time may be subject to change depending on availability. Please go to <http://moss.cit.nih.gov/community> for the most recent date and room listing. (Note: If you are not using Internet Explorer as your browser, the community site will require you to log in with your NIH loginID and password, using the format of nih\username.)

### **Topics from the initial meetings**

Topics discussed by the group since October 2009 include the new Center of Excellence as well as Microsoft's demonstration and discussion of the new version of MOSS/SharePoint, SharePoint 2010, and its anticipated release.

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## Visit the MOSS/SharePoint community site

To learn more about the user group and what the meetings have to offer, please visit the MOSS/SharePoint community site at <http://moss.cit.nih.gov/community>. The site offers such information as the times and places of the meetings posted in the Community Calendar as well as meeting slides and any documentation we get from the presenters at the meetings, so that members can review the materials and use them as a record of topics covered by the group.

## Join the group

We hope you will join us at the MOSS/SharePoint user group meeting each month to meet and share ideas, solutions, and success stories.

If you have questions regarding the MOSS/SharePoint user group, please visit the Community site located at <http://moss.cit.nih.gov/community>.



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## Two Servers to Retire: *eos.nih.gov* and *silver.cit.nih.gov*

CIT has begun the process of re-architecting the environment for our shared hosting service offering. Over the next few months we will move the hosted databases to different hardware and a different operating system, and retire the two original servers, *eos.nih.gov* and *silver.cit.nih.gov*.

### The evolving service

This shared hosting service, which supports multiple Oracle databases in single server environments, started in 1997 on the server *eos.nih.gov*. Through the years the server has been upgraded, resources have been enhanced, and an additional server, *silver.cit.nih.gov*, was added to the service.

The current environment, AlphaServer hardware and Tru64 Operating System, is nearing the end of its vendor support. These servers are being replaced by Intel-Itanium-based hosts running HP-UX. The new environment will offer customers enhanced capability, flexibility, and availability.

### Preparing for the transition

CIT has been meeting with owners of applications running on *eos.nih.gov* and *silver.cit.nih.gov* in order to ensure a smooth transition.

The new environment will be available for production migrations starting on June 1, 2010.

### Questions?

If you have any questions regarding the retirement of the *eos.nih.gov* and *silver.cit.nih.gov* servers, please contact the NIH IT Service Desk at <http://itservicedesk.nih.gov/> or 301-496-4357 (6-HELP) (local), 866-319-4357 (toll free), or 301-496-8294 (TTY).



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## The Help Desk is now the NIH IT Service Desk!

As part of our commitment to continually improve the service provided to our customers, the NIH Help Desk has transitioned from an IT Help Desk to an IT Service Desk.

### Enhancing our service

Over the past year, we have put in place enhancements to our organization, processes, and tools in order to deliver a more robust level of support to our users and partners. These changes reflect our commitment to service, stated here specifically as three major principles:

- To be a **Single Point of Contact** for all IT requests—One single place to request IT assistance
- To provide **Total Service Request Lifecycle Management**—Effective means to track requests from beginning to end
- To focus on **Resolution at First Contact**—Deliver requests to the most appropriate responder as quickly as possible

By delivering high-quality IT support and services, the NIH IT Service Desk is an active partner in the effort to ensure that NIH's mission is fulfilled. CIT's focus is to support IT services and to enhance your ability to do your job at NIH.

### Our name change

The changes we have made to fulfill these principles are mostly transparent to the everyday user of the Service Desk, with the exception of the name change. As of December 10, 2009, the NIH Help Desk is now referred to as the "NIH IT Service Desk."

As a result of the name change, we have a new URL: <http://itservicedesk.nih.gov>. The old URL will redirect appropriately, and it is our hope to slowly change all references from the NIH Help Desk to the NIH IT Service Desk in the upcoming months.

### Looking ahead

We hope that this focus on service and a renewed commitment to our customers will make a positive impact. This is not the end of our transformation, it is just the beginning. We will never stop changing to meet the evolving needs of our customers.



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# A New Year is Unfolding at the CIT Training Program

## **A soggy start to 2010**

The year 2010 began with a watery challenge for the CIT Training Program due to flooding in the building 12A training rooms. As the restoration of the training facility progressed, it necessitated the cancelling of several classes. The good news is that we were able to resume campus classes at building 12A as of March 1<sup>st</sup>. We would like to thank our instructors and students for their understanding and cooperation during the recovery process.

## **Rising above the water with available training sessions**

Undaunted by this turn of events, we continue to look ahead. With the ingenuity of our staff and volunteer instructors, several of our training sessions have been rescheduled or are being offered online to minimize the discomfort of this situation. We still have many training sessions to offer. Several of them are:

- Office 2007 - What's New
- Creating 508 Compliant Word 2007 Documents
- Photoshop Elements
- Home Networking Fundamentals
- Working from Home - Understand the Technologies
- Adobe Connect
- zLinux on the Mainframe
- Making Publication-Quality Tree Figures
- Building Trees - Phylogenetics II
- Selection Analysis Using PAML
- Introduction to NetCirChro
- AFNI Bootcamp
- Introduction to the QVR System

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### **For more information**

To obtain a complete listing of all courses offered through our program, register for an upcoming session, join our CIT Training Mailing list, and check out your transcript or current application status, please visit our website: <http://training.cit.nih.gov>. Most of our courses are free of charge to NIH staff. If you have any questions about the CIT Training Program you may give us a call at 301-594-6248 or send an email to [CITTraining@mail.nih.gov](mailto:CITTraining@mail.nih.gov).



# *Publications*

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The following documentation has 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, online, 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>].

## *Updated*

Titan Batch Processing April 2010

Unix Hosting Services User’s Guide April 2010

Procedures for Deregistration Officials and Account Sponsors May 2010



## Directories and Reference Information

### **NIH Computer Center Hardware and Software**

[<http://cit.nih.gov/ServiceCatalog/HardwareSoftware.htm>]

### **Computer Services Telephone Directory**

[<http://cit.nih.gov/NR/rdonlyres/CD8200B2-35E6-424C-A1C9-48DA35CE8155/0/TelephoneDirectory.pdf>]

### **Online Services Directory**

[<http://www.cit.nih.gov/ServiceCatalog/OnlineServices.htm>]

### **The CIT Service Catalog**

[<http://cit.nih.gov/ServiceCatalog/>]



## Major Contributors

Surya Chunduru, DCSS

Phil Day, DCS

Sarah Fichter, DCSS

Elgin Harten, DCSS

Robert Klein, DCSS

Katherine Matthews, DCSS

Tim Pickett, DCSS

Michele Schwartzman, DCS

Norma Stern, DCSS

Jonathan Thomas, DCSS

Robert Waxman, DCSS

DCS      Division of Customer Support

DCSS     Division of Computer System Services