

OCIO COMMUNICATES!

May 2008

OCIO COMMUNICATES! IS A TECHNOLOGY INFORMATION RESOURCE

Starting with this issue, OCIO will deliver a quarterly technology information resource called "OCIO Communicates!" It will be delivered to you electronically and can be printed or saved for reference.

It includes "today's hot topics", fact -filled articles, technical tips to help you use your computer more efficiently and information you can use and share.

Also featured will be an introduction to different OCIO employees.

This issue has information on security, Adobe 8, Message Screen, E-Vault ,and much more.

In future issues we will be providing links to training information and PowerPoint

presentations.

This past year was an eventful one filled with changes in network systems, upgrade of PCs, migration of files, applications, and email - and we're not done yet!

Technology changes so swiftly and we have been hard at work training and evaluating future needs and information to impart to you in this and future issues.

As we plan for the projects ahead, we look forward to communicating what is being accomplished and helping you get tidbits of IT information to help you do your job better.



Let us be your information resource!

If you would like us to address a specific topic, please contact Melody McFadden, 301 504-1118 or email her at

melody.mcfadden@ars.usda.gov

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Customer and Technical Service Branch STATS

- Last year the CTSB Help Desk serviced and closed 10,009 calls!
- The CTSB Training Team trained over 1,000 people last year in Outlook and other applications!

For more training info see page 4.

TECHNICAL TIPS-

Microsoft Word Tip

If you want to quickly zoom in and out within your document, hold down the CTRL key and roll the scroll wheel on your mouse to zoom in and out.

Microsoft Outlook Tip

If you empty your deleted items folder, the deleted items are saved on the mail server and can be retrieved;

- Open the Deleted Items folder and click on Tools on the menu bar

- Click on Recover Deleted Items
- Highlight desired messages
- Click on the Recover Selected Items icon

Recovered Messages will be stored to the Deleted Items folder.
Tips provided by CTSB Training Team

E-VAULT IMPLEMENTATION

What is E-Vault? Enterprise Vault (E-Vault) is a system that allows email messages to be archived automatically to a server. Messages are stored safely in Vaults. The advantages are :

- Improves performance on email servers
- Reduces mailbox size
- Allows you to access archived items through Outlook Web Access
- Is transparent to users
- Provides powerful search tools for finding archived files quickly
- Archived messages can be Forwarded, Deleted, and Replied To.
- Archives are backed up centrally and safely.

Items that are archived are any items that are older than 30 days. These are located in your Exchange mailbox and include:

- Messages
- Attachments
- Calendar items
- Audio, video, images

Items that E-Vault will not archive are messages that have not been opened or messages located in your deleted folder. E-Vault does not automatically archive any information held in personal folders (PST files). This includes all mail that has been previously archived. These items will remain in your current Archived Folders.

Once E-vault is installed (by an IT Specialist) you will have a new toolbar in your Outlook client. An administrator enables E-vault archiving of your mailbox. Your auto-archive will be disabled.

You will have an entry on the tools menu called "Enterprise Vault". In addition, there will be new icons on the right of your toolbar. These allow you to search and manage from multiple devices.

This is an exciting new enhancement to the email system and will allow users more flexibility in managing archived email. If you have any questions, please call the ARS-OCIO Service Desk at 1-866-80BITSS (1-866-8024877)

Article contributed by ARS OCIO Training Team

COMPUTER READINESS

US-CERT Federal Information Notice, FIN-0-331-01, dated November 27, 2007 was sent to OCIO from the United States Computer Emergency Readiness Team. This notification details the attempts to compromise government networks and systems. The sophisticated level and scope of these cyber security incidents indicate they are coordinated and targeted at Federal systems.

OCIO has been diligently working to fight these incidents by implementing the Message Screen attachment policy and not permitting in-bound attachments that could contain these types of serious threats.

In October 2007 Message Screen captured 65 virus incidents directly related to attachments. The recommendations set forth in the above notification include the following basic measurements when working with email:

- Do not trust unsolicited email.
- Treat all email attachments with caution.
- Do not click links in unsolicited email messages.
- Install anti-virus software and keep the virus signature up to date.
- Turn off the option to automatically download attachments.
- Block executable and unknown file types at the email gateway.
- Configure your email for security.
- Employ the use of a spam filter.

The sophisticated level and scope of these cyber security incidents indicate they are coordinated and targeted at Federal systems.

The primary sources of infection have been through Trojan emails; however, there is also evidence of compromised websites redirecting users to malicious sites without a user's knowledge.

The filter policies we implement attempt to balance usability with system security. In the formulation of policies, consideration is given to the following factors:

- Is the file type authorized for use?
- What is the risk presented by this type of file?
- Is this file type known to be actively exploited by suspicious organizations or individuals?

File types such as .zip, .exe, .bat, .mps, .video files and others are known to be the types exploited by threatening parties and are either deleted, quarantined, or parked.

If you have any questions, contact CTSB.

MESSAGE SCREEN

Not receiving some of your email?

Don't forget to access your Message Screen User Quarantine regularly by going to the following link ...

<https://messagescreen1.ars.usda.gov/user/index.php>

At the login screen:

Enter your full email address, i.e.,
john.doe@ars.usda.gov

Enter your network password.

Click Login.

After a successful login your quarantine area will appear.

Take a moment to do a general review of the messages listed. It may be easiest to verify that almost everything visible is a spam message, and then single out exceptions that are not.

If a message is NOT spam, release it for delivery (to your inbox) by clicking the Release icon . The message row will turn green.

It is also possible to "Release and Trust Sender", which will both release

the message and add the sender to the Trusted Senders list so that messages from this sender will

not be quarantined again.

When all messages have been highlighted as desired, click the "Commit"



Helping you manage email!

button at the bottom of the screen to process all the messages. Click Next Page.

To Delete desired items, highlight each message (by selecting the red X or you can select All at the top or bottom of the page. Select Commit. A window will ask you, "Do you really want to delete these messages?" Click on OK and then Click on Commit. Repeat the same procedure until the quarantine area is empty.

Did you know?

That we had over 27,209,981 Total Messages in the month of March and Message Screen deleted 22,966,822 SPAM messages! That's 84% SPAM.

ADOBE VERSION 8

If you are using the new e-Forms software it will require Adobe Reader versions 8. Individuals will need to purchase upgrades for Adobe Professional.

We are currently working on an upgrade to the e-Forms software which includes additional security to the stored data and the ability to use electronic signature.

The first phase of this multi-phase project was deployed in January 2008. Based on information from the contrac-

tor, we strongly recommend users migrate to Adobe 8, as users will encounter

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ter performance issues with Adobe 7. We are giving you this "heads up" so you can start to prepare now. Remember, you cannot have mul-

tiple versions of Adobe on your machine.

If you have any questions or concerns regarding these issues, please forward them to aris@ars.usda.gov with a subject of e-Forms.

If you need assistance upgrading to Adobe Reader version 8, please contact helpdesk@ars.usda.gov

Quote to Ponder -
Well done is better than well said!
~ Benjamin Franklin

ARS.USDA.GOV WEB INFORMATION

The ARS-OCIO Web Branch supports and maintains the ARS web site. Since 2004, every ARS Area Location, and Management Unit has had a web presence on the centralized ARS web site – that's over 355 sites hosted by ARS. At the Location level, web site content and updates are performed by a local webmaster using Site Publisher, the web content management system, used by ARS.

There are approximately 400 local webmasters with equal numbers of working titles of Scientist, Information Technology Specialist, and Administrative support. All webmasters are provided training through online tutorial and orientation videos. In addition, on a monthly basis, the Web Branch hosts net conferences for sharing information about the ARS web site and Site Publisher, providing OCIO-Web Branch updates,

getting feedback from our users, and having an open Q & A session. Our focus for net conferences this year has been guest speakers on topics of importance and interest to local webmasters. There are usually around 50 people in attendance for our monthly net conferences. Local webmasters are also emailed weekly reports on pages within their sites ([continued on page 4.](#))

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**INTRODUCING OCIO EMPLOYEE**

Katherine Chu-Hickman, Certified Enterprise Architect, has 10 years of experience in the field of Information Technology.

For the past eight years, Katherine has specialized in the EA arena, including developing architectures at the USDA and leading GAO audits on EA programs at the White House, the Department of State, the Department of Defense, and the Federal Bureau of Investigation.

Currently, Kathy is the ARS, Chief Architect at USDA's Agricultural Research Service (ARS). In this role, she has guided and evolved the EA program at ARS from an informal, ad hoc effort to a more mature, disciplined program that integrates closely with the Capital Planning and Investment Process and IT Security.

Kathy is the Chair of the REE mission area EA Working Group in USDA, where she has been involved in the overall direction, vision, and alignment of four agency EA efforts. She also serves as the Co-Chair of the Department's Enterprise Architecture Value Management, which was established to highlight value gained by implementing successful EAs at USDA. Additionally, she is a member of the Federal Chief Architects Forum, the Association of Enterprise Architects, and the Enterprise Architecture Network.

Recently, Kathy completed an IT assessment of NAL's IT environment. During the assessment, she led a team that provided a comprehensive picture of NAL's IT infrastructure. The picture identified the full spectrum of hardware and software that NAL uses to provide its IT services. The team also developed a set of structured, disciplined processes for the Library based on the analysis and best practices. These processes have been adopted by the Library and have already shown significant value in helping the Library identify and prioritize its IT initiatives. Further, the team identified the Library's current set of IT skills and compared the inventory to the Library's needs. This gap analysis will go a long way to helping the Library understand its IT training needs. The assessment has been an enormous success for the EA program, providing significant value to the Library as well as the ARS EA. Similar EA work has already been requested by other ARS organizations..

We're on the web!
www.ars.usda.gov

(ARS.USDA.GOV CONT.)

The policy behind the ARS web site is based on the "ARS World Wide Web Sites Policies and Procedures Issuance 265.0" available at

<http://www.afm.ars.usda.gov/ppweb/PDF/265-0.pdf>.

OCIO-Web Branch is currently in the process of updating this P&P, initially issued in January 2006.

Article contributed by Pete Lombardo

DID YOU KNOW?

The ARS web site has 77,000 pages: 11,000 static pages, 50,000 dynamic research publication information pages, 4000 dynamic research project information pages, 9000 dynamic personnel pages, and 3000 news story pages. Over 20,000 visitors come to the ARS web site daily. The average visit lasts eight minutes. Tuesday is the most heavily trafficked day. Local webmasters have access to web statistics for their individual sites.

Information contributed by Web Branch

OMAR INFORMATION

The Records Management Team successfully completed and received NARA approval for the NASS Consolidated Records Schedule. In addition the ARIS, GRIN, and Correspondence Tracking System record schedules have been submitted to NARA for approval. OMAR hopes to keep the momentum going despite the retirement of our Records Management Officer, Steve Pollard.

The Issuance Review System is almost ready for Prime Time with REE wide pilot testing. This has been a long arduous journey but we can see light at the end of the tunnel!

The NFC Security Team has had another stellar year, passing the A123 security compliance testing, setting up for MITS, and being on the new GovTrip Implementation Team.

Information contributed by Michele Koff

TRAINING OPPORTUNITIES!

The Training Team conducted classes for over 1,000 people in Maryland, the District of Columbia, North Dakota, and Colorado. Classes were also conducted via webcasting to several other locations in the United States. Classes include Microsoft Word, Outlook - including email, calendaring, and tasks. We have just completed overview sessions on the new E-Vault system being deployed nationwide. We plan to film some of the classes to make them available to all ARS employees around the country. Plans are underway to conduct training on the differences between Microsoft 2003 and 2007. We will be focusing on Word, Outlook, Excel, and PowerPoint. This will take place once the decision has been made to upgrade to the Office 2007 Suite.

Stay tuned for more details in an upcoming issue!

Information contributed by CTSB Training Team