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### Major Articles

How to Avoid Phishing Scams

VPN is Available for Remote Access

Rates for Fiscal Year 2005

NIH Business System Update

Disaster Recovery Test in December

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

	<i>July</i>	<i>August</i>	<i>September</i>
Total hits for the month	42,880,826	43,353,770	48,253,453
Hits per day	1,383,252	1,398,508	1,608,448
Number of different individuals	1,127,327	1,088,093	1,047,801

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

\* Server uptime is independent of network accessibility.



# Articles

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## Avoid Being a Victim of a Phishing Scam

Internet scammers hunting for people's financial and personal information have a new way to lure unsuspecting victims: they go "phishing." Individuals who "bite" are exposed to some type of theft such as identity theft.

### What Is Phishing?

Phishing is a high-tech scam that uses spam and clever e-mails to deceive consumers into disclosing their credit card numbers, bank account information, Social Security numbers, passwords, and other sensitive information. Phishing attacks involve the mass distribution of spoofed e-mail messages with return addresses, links, and branding that appear to come from legitimate businesses the potential victims deal with—for example, banks, insurance agencies, retailers, credit card companies, or Internet service providers (ISP).

The scammers tell recipients that they need to "update" or "validate" their billing information to keep their accounts active, and then direct them to a web site that looks like that of the legitimate business, further tricking consumers into thinking they are responding to a bona fide request. The unsuspecting consumers submit their financial authentication information to what they believe to be their legitimate business contact, but in fact it is going to the scammers who use it to order goods, services, and obtain credit leading to identity theft.

### How to Avoid Becoming a Phishing Victim

Be aware that many scam artists are making forgeries of company sites that look like the real thing. They may take every precaution to make consumers believe their site is secure and, therefore, legitimate. Following are some tips on avoiding the trap.

- **Don't trust e-mail headers.**  
They can easily be forged.
- **Avoid filling out forms in e-mail messages.**  
One can't know with certainty where the data will be sent, and the information can make several stops on the way to the recipient.
- **Verify the legitimacy of a web address with the company directly before submitting any personal information.**  
Don't click on a link in an e-mail message from a company until you check.
- **Protect yourself through education and thorough evaluation.**  
Don't trust everything you read.

- 
- **Verify the legitimacy of the company first before acting.**  
What's the rush? A simple phone call may make all the difference.
  - **Be alert to phishing messages.**  
Reputable companies *do not* contact their customers via e-mail to request that they update their files or to verify an account or security setting.

If you do go to a link offered in an unsolicited e-mail, check to see if there are two things at the site:

an **https** – with an “s” after the http in the address

a **lock** at the bottom of the screen

These indicate the link is secure and encrypts data. An on-line form that asks a consumer to submit sensitive personal information should always be encrypted. Although this is not an indication that the site is legitimate, scam artists are less likely to have encrypted forms.

### **What If You Have Taken the Bait?**

If you have been phished – that is, given your SSN to a web site – immediately place fraud alerts on the three major credit reports (Equifax, Experian, and Trans Union).

If you provided your bank account or credit card number, call the institutions, report the fraud, cancel the account(s), and open a new account.

### **More Information**

If you would like more information on computer security, check out the security web site [<http://www.cit.nih.gov/security.html>], or contact the NIH Help Desk [<http://support.cit.nih.gov>] at 301-496-4357.



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## “Just Ask”—About the NIH VPN Client

The NIH Help Desk receives many calls each day from users who are experiencing similar problems. “Just Ask” articles present frequently asked questions, along with answers and helpful tips. We hope you find this information useful. “Just Ask” replaces “Ask TASC.”

### **Q What is a VPN and what does it do?**

**A** A VPN (virtual private network) is a way to provide remote access to an organization’s network via the Internet. A VPN sends data from the Internet through secure “tunnels.” VPN systems use encryption and other security mechanisms to ensure that only authorized users can access the destination network and that the data cannot be intercepted. The NIH VPN client allows NIH employees, with NIH VPN accounts, to securely access the NIH network and NIH computing resources from a third-party Internet service provider (ISP).

### **Q What do I need to use the NIH VPN service?**

**A** You will need a valid NIH VPN account and the Cisco VPN client (see below) installed on the computer that you are using to access the NIH network via the NIH VPN service.

### **Q How do I get a VPN account?**

**A** To obtain a VPN account, contact your NIH account sponsor, who will submit a request via the CIT Web Sponsor web site. Once the account has been created, an e-mail containing your account information and a link to the Cisco VPN client software will be sent to you and your sponsor.

If you need assistance determining who your sponsor is, contact the NIH Help Desk at 301-496-4357.

### **Q What do I need to do after I install the NIH Cisco VPN client?**

**A** The VPN client that NIH users download from the NIH iSDP web site is pre-configured. There will be two connection entries configured:

- The **NIH VPN connection** entry is used for NIH staff to access the NIH network and NIH computing resources from a third-party Internet service provider.
- The **Wireless VPN connection** entry is used when accessing the NIH wireless network in an NIH wireless compatible building. To see a map of these NIH buildings, go to the NIH “Wireless Locations for NIH Staff” web site [<http://www.cit.nih.gov/nihWireless/maps.asp>].

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**Q How does the VPN client work once I have an NIH VPN account and the Cisco VPN client is installed?**

**A** First, ensure that you have a working Internet connection and launch the Cisco VPN client software. Then select the NIH VPN connection entry and click the Connect icon in the top menu of the VPN client. You will then be prompted for your VPN login credentials. Enter your NIH VPN account credentials that were provided to you by your NIH account sponsor.

**Q When I log onto VPN, I receive a prompt to upgrade the VPN client. What should I do and what does this upgrade affect?**

**A** Before you accept this update make sure you know your VPN username and password. During the upgrade, the VPN login credentials are cleared from the VPN client. If you perform the VPN client update and do not know your VPN username and password, you will not be able to connect via VPN until your VPN password is reset by your NIH account sponsor.

If you know your login credentials you should accept this update. Once the update is complete, you will be prompted for your VPN login credentials when making a VPN connection. At that point, enter your VPN login credentials to establish a VPN session.

## **More Information**

If you have questions, please call the NIH Help Desk at 301-496-4357.

We welcome your ideas about topics to cover in future editions of "Just Ask." Please send suggestions to [helpdesk@nih.gov](mailto:helpdesk@nih.gov).



# NIH Computer Center Rates for Fiscal Year 2005

The fiscal year 2005 rates for CIT services became effective October 1, 2004.

Each year CIT reviews its rates for the services provided by the NIH Computer Center [<http://datacenter.cit.nih.gov/>]. We evaluate the costs associated with our various services and modify rates appropriately. The most significant change from FY2004 is the elimination of OS/390 South system charges resulting from the merger of that system into the Titan system.

We expect that most OS/390 users will find their overall costs in fiscal year 2005 to be comparable to or slightly lower than those in fiscal year 2004. Additions to the rates table include co-location hosting service [<http://datacenter.cit.nih.gov/colocation>] in two locations – on the NIH campus and in Sterling, Virginia.

Highlights of the rates for FY05:

	<i>FY 2004</i>	<i>FY 2005</i>	<i>Change</i> <sup>1</sup>
<b>EOS managed disk storage</b> (including backup) (per GB, per month)	\$ 16.00	\$ 12.00	- 25 %
<b>MS SQL services</b> (dedicated and shared servers) Additional application DB (per month)	\$ 210.00	\$ 120.00	- 43 %
<b>Firewall services for applications</b> Setup per ruleset (one-time charge) HW, system, and ruleset support (per month)	n.a. \$ 2,435.00	\$ 2,930.00 \$ 2,568.00 <sup>2</sup>	n.a. + 5 %
<hr/> <sup>1</sup> Rounded. <sup>2</sup> Includes upgraded Cisco PIX firewall.			

## Where to Find the Rates

The NIH Computer Center's fiscal year 2005 rates [<http://datacenter.cit.nih.gov/rates/>] are available on the Web; the site will be updated when rates change. Major rate adjustments will continue to be announced in *Interface*.

If you have any questions, please call the NIH Help Desk at 301-496-4357.



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# NBS—Supporting Scientific Research through Business Solutions

NIH has begun replacing its Administrative Database (ADB) with the fully integrated NIH Business System (NBS). You've probably noticed that your travel documents are now electronically routed and "project" numbers are used instead of CANs.

The ADB system, initiated in 1978, was developed to automate the processes related to the procurement of goods and services and to translate the procurement actions into accounting transactions that are processed by the Central Accounting System (CAS).

## What Is NBS?

NBS uses an "off-the-shelf" business software package that automates and links NIH's administrative processes, resources, and financial information. The NBS software integrates important NIH business functions—Finance, Travel, Acquisition, and Property.

## Why Does the NIH Need the NBS?

NIH recognizes that advancing its scientific agenda in the 21<sup>st</sup> century depends on an administrative infrastructure that supports world-class biomedical research. As a result, NIH has declared the Administrative Restructuring Advisory Committee (ARAC) and NBS to be *priority* initiatives. Modern administrative efforts, such as the NBS, will help transform NIH's administrative foundation to parallel its scientific progress.

The NBS technology will enable NIH to:

- modernize its administrative and research support processes
- standardize and streamline business processes
- adopt "best practices" from private industry
- integrate administrative functions to improve information flow, managerial control, and financial reporting

Some of the benefits of using NBS that you will see are:

- on-line document routing, signature, and approval
- reduction of paper
- more accurate reporting

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## Is NIH Using the NBS Yet?

Last year, NIH successfully launched its first two modules.

**NBS Travel System** – released on September 1, 2003, to process fiscal year 2004 travel. NIH Travelers, Planners, Reviewers, and Approvers are using state-of-the-art technology to electronically prepare, route, and sign travel documents.

During FY 2004, the new NIH Travel System processed 70,719 Travel Authorizations, 56,988 FY04 Travel Vouchers, and 6,543 Local Travel Vouchers.

**NBS General Ledger** – implemented on October 1, 2003, with some supplementary financial management software

## Where Do NBS Users Go for Help?

The NBS Management Center (NMC) was established September 1, 2003, to help the NIH community navigate through challenges they may experience when using the NBS. During FY 2004, the NMC logged 15,000 help calls – 99 percent of these are resolved.

The primary avenue of assistance involves NIH community leaders. Travel Help “Points of Contact” (HPOCs) are appointed in each IC as liaisons between their IC’s user community and the NMC. HPOCs provide their IC’s users with assistance, basic training, and system updates.

## What’s Next?

Input and support from the NIH community enabled the NBS Project Team to successfully implement the NBS Finance and Travel Systems in 2003. The next wave of implementations is expected to be much larger and more complex. You may be contacted to provide specific guidance on matters within your particular area of responsibility and expertise.

The NBS team is preparing to roll out more modules in fiscal year 2006 – Property, Acquisitions, Station Support, and Research and Development Contracts, Supply/Inventory, and additional Finance modules.

To learn more about the NBS project at NIH, visit the NBS web site [<http://nbs.nih.gov>]. *Interface* has published numerous articles on the NBS. See the article, “ADB’s Successor – The NIH Business System,” in the March 2003 issue [<http://datacenter.cit.nih.gov/interface/interface214/nbs.html>].



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## Next Disaster Recovery Test Is on December 7

The next disaster recovery test is scheduled for December 7, 2004. If you wish to participate in the NIH Computer Center's disaster recovery program [<http://datacenter.cit.nih.gov/disaster/>] or to discuss your critical application requirements for either OS/390 (Titan) or Unix (EOS), please call the NIH Help Desk at 301-496-4357 and ask to speak to the disaster recovery coordinator.

### **Training Course on Disaster Recovery Will Be Held in January 2005**

If you wish to learn about disaster recovery planning and the computer center's disaster recovery program, attend the course being offered on January 11, 2005, by the CIT 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 on-line via the training web page [<http://training.cit.nih.gov/>], or call the CIT Training Program at 301-594-6248.



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# CIT Computer Training—Classes Free-of-Charge

The CIT Training Program fall term runs from September 2004 through January 2005. Many popular topics are returning to the schedule, and more than 20 exciting new topics have been added. With 120 different courses, the schedule contains something for everyone wishing help in doing work at NIH. Classes, as always, are available free of charge to NIH staff.

## New Classes

### Web Development

- “Using Web Services to Build Service Oriented Architectures” will define what web services are, how they are built, and how we can use them to create Service Oriented Architecture implementations. The class will also explain the use of different web services security standards.
- “Introduction to Agile Software Development” will look at different principles and practices behind agile software development. Students will learn how to integrate different development tools into the processes.

### Security

- Bob Todd is returning to present “Security Penetration Testing, a Practical Overview,” which will explain how the Incident Response Team conducts penetration testing and the analysis methodology used.

### Networks

- Emergent OnLine will present “Citrix MetaFrame Access Suite 3.0.” This course will discuss new features such as SmoothRoaming, the new licensing model, and the common management interface.

### Grants

- Dr. Thorsten Fjellstedt adds “QVR Advanced Topics” to his extensive list of QVR classes. This will be presented in a workshop format; participants will be called upon in advance of the class to suggest particular topics and information needs that they have.

### NVision/ Data Warehouse

- The nVision group will be offering a new course for students. “NVision: Technology Transfer” focuses on the new nVision Technology Transfer Business Area and teaches students how to access data regarding NIH inventions and related licenses, patents and work orders.

### Statistics for Research

- The SAS Institute will be teaching three classes this term. In addition to two returning favorites on SAS and JMP, the new “JMP Software: Analysis of Attribute Data” teaches how to analyze data with a single categorical response variable.

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- Dr. David Luckenbaugh is adding a new course, "SPSS: Statistics." This introduction to using statistics in SPSS is intended for NIH staff with some familiarity with SPSS who need to find and run various statistics.

#### **Other Seminars for Scientists**

- "Writing Scripts and Plug-ins for MIPAV (Medical Image Processing Analysis and Visualization)" will cover how to write plug-ins for users who have specific requirements and programming skills.
- NIMH staff led by Dr. Robert Cox continues to offer a dynamic series of AFNI and Cortical Surface Bootcamps. This term they have added, "AFNI Mini-Course," which will teach the basic concepts of AFNI, some hands-on use of the program, and some sample data analyses with 3dDeconvolve.
- "Introduction to Linux" will provide a high-level introduction to the operating system as well as some of the popular programs (Apache, MySQL, Mozilla Suite, etc).
- Mathworks returns to teach their popular "MATLAB Fundamentals" course as well as a new offering, "Bioinformatics with MATLAB." This course will teach staff how to complete microarray analyses and biomarker detection.
- In an effort to reach students who work off-campus, the NIH Library continues to offer some of their courses in the Fernwood Building through CIT Training. "Library Skills" will help NIH staff navigate and use the NIH Library's in-house and on-line resources. "EMBASE" is a seminar on this international biomedical and pharmacological database that provides access to the most up-to-date information about medical and drug-related subjects.

#### **General Knowledge**

- Roy Bohr will offer "Effective Management of Telecommunications Requests: A Dollars and Cents Approach." This class gives an opportunity to hear about processing telephone service requests, using voice mail and ISDN effectively, the latest on FTS2000 services, and billing.
- Students interested in learning techniques on how to manage time should register for a new course, "Using Outlook for Time Management." This course will give staff practical, tactical use-it-right-away tips for the top ten technology time wasters.
- John Makulowich, OD, returns to present a new course, "Tackling a Presentation Assignment, Including Talking Points." This class will review the tasks involved in preparing a presentation, identify tasks to automate, develop a practical plan and timeline, perform research, match logistics with content, and prepare talking points. It should be useful for anyone who prepares presentations for someone other than themselves.

#### **Database**

- Microsoft is returning with "Developing Forms with InfoPath." As a new program in the Microsoft Office System 2003, it can be used to both design and electronically populate forms. The data from the forms is saved as XML and can be connected with a wide variety of databases. Developers will learn how to create a form and link it into a database using InfoPath 2003.
- "EHRP Training for HR" is a three-day hands-on course to provide HR users with instruction on using EHRP to process personnel and pay actions and administer benefits.

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## Register for Classes

All classes in the CIT program are offered free of charge to NIH staff. The schedule of classes and course descriptions can be found on the training web page [<http://training.cit.nih.gov>]. Registration is now available on-line. If you want more information, call the CIT Training Program at 301-594-6248.



## Training Calendar—Fall 2004

### November

917	From Scan to PDF: Composing Scientific Figures with Adobe Photoshop and Illustrator	11/1 - 2
832	Save Your Time - Learn How to Manage Email	11/1
191A	NIH Data Warehouse Query: Research Contracts & Grants	11/2
369	Network Security and Firewalls	11/2
301	Relational Database Overview	11/2
730B	Introduction to the QVR System	11/2
385	Introduction to VOIP/VVOIP	11/2
792B	Improve Your Public Speaking When Using PowerPoint	11/3
340	NIH Enterprise Directory (NED): Administrative Officer and Technician Training	11/3
423	Statistical Analysis of Microarray Data using the MSCL Analyst's Toolbox & JMP	11/3
357B	What is the NIH Portal?	11/3
170	NIH Data Warehouse Analyze: Budget & Finance	11/4
735	QVR Advanced Topics	11/4
965B	PubMed	11/4
964A	EndNote	11/4
966B	Introduction to the Web of Science and PORPOISE	11/4
930	AFNI Mini-Course	11/4 - 5
648	Using Flash User Interface Components	11/5
846	Polish Your Images with Photoshop Elements	11/8
358	Introduction to NIH Portal Community Management	11/8
731	Introduction to Using the ECB Council Administration Module	11/9
740	New and Advanced Features of Council Administration Module Version 5	11/9
237	SPSS: Statistics	11/9 - 10
732	Hands on ECB Early Concurrence Workshop	11/10
823B	Creating Presentations with PowerPoint 2003 for the PC	11/10
190	NIH Data Warehouse Query: Human Resources Fellowship Payment	11/10
195	NIH Data Warehouse Query: Staff Training & Development	11/15

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**November (Continued)**

875	Intermediate FileMaker Pro	11/15
200B	Introduction to Statistics	11/16 - 17
412	Analyzing Microarray Data using the mAdb System	11/16 - 17
382	Wireless LAN & VPN Client Training	11/16
104	Web Sponsor - New Features	11/16
750	Effective Management of Telecommunications Requests: A Dollars and Cents Approach	11/16
197C	nVision: Technology Transfer	11/17
640	Advanced CSS / XHTML	11/17
478	EMBOSS & GCG: All the Sequence Analysis Tools You Need	11/17
932	Cortical Surface Bootcamp	11/18 - 19
831B	How to Get the Most out of Outlook 2003	11/18
962B	Reference Manager 11 (PC) Basics	11/18
970	NIH Library Nursing Resources	11/18
961B	Library Skills	11/18
886	Leveraging Office 2003 as a Development Platform	11/18
184	NIH Data Warehouse Query: Procurement & Market Requisitions	11/22
790	Using Outlook for Time Management	11/23

**December**

393	Citrix MetaFrame Access Suite 3.0	12/1
611	Seeking Information on the Web	12/1
723	Security Penetration Testing, a Practical Overview	12/1
373	LISTSERV Electronic Mailing Lists: Hands-On Workshop for General Users	12/1
977	NCBI's Blast Quick Start	12/1
411C	Introduction to mAdb	12/1
374	LISTSERV Electronic Mailing Lists: Hands-On Workshop for List Owners	12/2
199	NIH Data Warehouse Query: Advanced Query & Reporting Workshop	12/2
967B	PDA's: Introduction	12/2
968B	PDA's: Advanced Applications for Clinical Use	12/2
964B	EndNote	12/2
649	Accessing Web Services from Flash	12/3
913	Using Photoshop to Work with Scientific Images	12/3
947	MATLAB Fundamentals and Programming Techniques	12/6
349	Remedy - NIH Central Service Ticket System	12/6
637	Creating Web Pages with HTML/XHTML	12/6
714B	Public Key Infrastructure (PKI) 101	12/7
950	Bioinformatics with MATLAB	12/7
945	Introduction to Perl for Biologists	12/7, 8, 14, 15
983	NCBI's Unmasking Genes in the Human Genome	12/8
180B	NIH Data Warehouse Query: Budget & Finance	12/8
191B	NIH Data Warehouse Query: Research Contracts & Grants	12/9
215	Bringing Data Files into SAS	12/9
962C	Reference Manager 11 (PC) Basics	12/9

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965C	PubMed	12/9
308	Using SQL to Retrieve DB2 and Oracle Data	12/9 - 10
367	Building a Home Network	12/10
820	What's New in Microsoft Office 2003?	12/13
819	90 Microsoft Office Tips in 90 Minutes	12/13
876	Advanced FileMaker Pro	12/14
160B	Budget Tracking	12/15
350	Remedy Queries and Reporting Using Access and Excel	12/15
941	Introduction to Linux	12/15
957	Improving Your Search for Biomedical Information in Medline	12/15
441	Statistical Analysis and Visualization of Microarray Data with Partek	12/16
639	Introduction to Cascading Style Sheets	12/16
940	Fundamentals of Unix	12/20 - 22

### January

311	Advanced SQL	1/4 - 5
981	NCBI's Making Sense of DNA and Protein Sequences	1/6
263	Statistical Analysis with R	1/6
376	ePolicy Orchestrator 3.5 for System Administrators	1/10
861	New Features of VirusScan 8.0	1/10
452	Evaluation Methods in Biomedical Informatics: A Course and Lecture Series	1/10 - 4/25
718B	Disaster Recovery	1/11
854	Microsoft Windows Desktop Security	1/11
410B	Statistical Analysis of Microarray Data	1/11 - 12
264	Statistical Graphics in R	1/13
481	Genetics Computer Group (GCG) Sequence Analysis	1/25 - 27
411D	Introduction to mAdb	1/27

On-line training and Independent Study Courses are listed on the CIT training web page [<http://training.cit.nih.gov/>].



# Dates to Remember

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## Now ...

- A VPN (virtual private network) client is available for NIH employees – with a valid NIH VPN account – who want secure remote access to the NIH network and NIH computing resources.
- NIH Computer Center rates for fiscal year 2005 are available on-line. <sup>E T</sup> [<http://datacenter.cit.nih.gov/rates>]
- CIT Training Program fall term runs until January 2005. [<http://training.cit.nih.gov>]

## Coming ...

- December 7
- Disaster recovery off-site test. <sup>E T</sup> [<http://datacenter.cit.nih.gov/disaster>]

## Next Year ...

- January 11, 2005
- Training course on disaster recovery planning. <sup>E T</sup> [<http://training.cit.nih.gov>]

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E EOS (Unix system)  
T Titan (OS/390 system)

Subscribe to the "Interface" list via Listserv to receive notification of new issues as soon as they are available on the Web [<http://list.nih.gov/archives/interface.html>].



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DCS      CIT, Division of Customer Support

DCSS     CIT, Division of Computer System Services

NBRSS    NIH, NBRSS Project (NBS, EHRP)

OPEC     CIT, Office of Planning, Evaluation, and Communications