

Information Technology  
Services Training Laboratory



U.S. Nuclear  
Regulatory  
Commission

Office of Information  
Resources Management  
Office of Personnel

## The New IRM Customer Support Center

By Debbie Runion, IRM

Several years ago, the NRC had one Office of Information Resources Management (IRM) hotline to provide operational support for the IRM computer and information resources environment. This hotline provided operational support to the agency and helped resolve microcomputer, telecommunications, and application questions and problems. Having this one hotline to provide support was sufficient when the agency only had a few computers, and did not have the complex information resources environment to support as it has today. There was a time when the IRM hotline received only ten calls a day for service and there was no need for a sophisticated centralized tracking system to document problems and to ensure problem resolution. At that time, providing support wasn't difficult; however, things began to change.

*To provide improved service, we at IRM knew we had to make changes in the way we were providing service. In December of last year, we began to develop a strategy to improve customer service.*



Pictured from left to right in the front row are the IRM CSC staff members: Chuck Fitzgerald, Jim Schaeffer, Debby Jonas, Marty Kerrigan, and Gerald Cranford. Back row, left to right are: Moe Levin, Jim Shields, Mike Deleonibus, Mike Hutchenson, Jim Schessler, and Debbie Runion.

In the early days, most of us at the agency were using the IBM 5520 for word processing and communications. There were no local or wide area networks, and very few specialized applications. As technological enhancements grew rapidly throughout industry, NRC's information resources environment also grew, and the level of effort required to support it changed dramatically. This ever changing environment began to consist of a myriad of hardware and software components which required an in-depth knowledge of numerous

systems in order to provide support. Providing support to this environment became increasingly complex. As a result of the rapid growth in technology and the evolution of the local and wide area networks, as well as the development of specialized software applications, IRM quickly moved from one agency hotline to multiple hotlines.

To meet the increasing demand for support, individual IRM support groups started their own hotlines to support each unique environment. Each group

*(Continued on Page 2, "Support")*

*("Support" Continued from page 1)*

began to utilize its own tracking system. Although each of the support groups worked very hard to support its agency users, the complexity and increasing diverse environment made it more difficult to provide such service. Many users were confused about which hotline to call for service. The level of coordination to resolve problems became increasingly difficult with the advent of these multiple hotlines, each with its unique tracking system. As a result, customer service was not always prompt.

To provide improved service, we at IRM knew we had to make changes in the way we were providing service. In December of last year, we began to develop a strategy to improve customer service. First, we looked at our own environment to determine what services were required to enhance support and improve service. We solicited recommendations from our customers, and from our staff. We determined that we needed to improve our response time and communications with our customers in order to resolve problems quickly and efficiently, and to ensure

customer satisfaction. We knew that we needed to focus our limited resources on providing improved service, and not on having personnel in each IRM support group expending valuable resources answering multiple hotlines. Services must and could be consolidated.

As a result of our study, an approach was developed for improving customer service. Multiple hotlines were to be consolidated and a single point of contact provided for the customer. We wanted to provide "a one-stop-shop" concept, and to utilize a centralized service request tracking system to document service calls, and coordinate problem resolution among the IRM support groups.

In September of this year, a contract was awarded to Global Management Systems, Inc., and I-Net, Inc., to establish an IRM Customer Support Center (CSC). On November 1, 1993, the CSC began operations. The CSC serves as the **SINGLE POINT OF CONTACT** to assist you in resolving all your computer, telecommunications, network, minicomputer, mainframe, application, and other IRM-related

*(Continued on Page 3, "Support")*

#### Old Support Numbers

492-4357 (PC Help)

492-4160 (IRM)

492-4222 (SDB)

492-4666 (Telecom)

492-8603 (NUDOCS)

504-2353 (PC Help OWFN)

#### Your One-stop Help Source



**(301) 492-1234**

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## ITS NEWS CREDITS

The ITS NEWS is a publication providing information of interest to users of computer technology at the NRC. It is produced by the staff of the NRC Information Technology Services Training Laboratory in conjunction with the NRC's Office of Personnel.

We welcome questions and comments and articles.

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*("Support" Continued from page 2)*

support questions and problems. You will no longer have to figure out which hotline to call for service! You will now have only ONE phone number to call. The following IRM "hotlines" were consolidated:

492-8867 (AUTOS)  
492-4357 (PC Help)  
492-4160 (IRM)  
492-4222 (SDB)  
492-4666 (Telecom)  
492-8603 (NUDOCS)  
504-2353 (PC Help OWFN)

The CSC serves as the primary customer interface for first-line problem analysis, problem resolution, referral, follow-up, status monitoring, and verification of problem resolution with the customer. In addition, a centralized service ticket tracking system is utilized to record and track your problems to ensure they are resolved quickly and efficiently. We anticipate that the CSC will process over 2,000 service calls per month.

The CSC staff, located in P-370, can be contacted by calling

**(301) 492-1234**

Monday through Friday between 6:30 a.m. and 6 p.m. You may also contact the CSC staff by E-mail directed to "CSC." ■

~ UNIX ~

Training  
coming soon  
to the ITS Lab!

Watch for  
announcements.

## Macros in Word Perfect 6.0: A Whole New Approach to Editing

*by John N. Ridgely, RES*

There are many changes between Word Perfect 5.x and Word Perfect 6.0. Many of these changes are positive, but some are negative. For example, the keyboards that were created in 5.x will not work with 6.0, neither can they be converted with the Macro Convert utility (MCV.EXE). To move the keyboard over to 6.0, each of the macros must

---

*Many of these changes are positive, but some are negative.*

---

be saved out of the keyboard, converted to the 6.0 format, and retrieved in a new keyboard. That is not too bad, but wait, there is more. Some of the macros will not convert! The only choice is to recreate those macros in 6.0 and then retrieve them into the new keyboard.

In Word Perfect 5.x, the macros could be edited in the "macro editor." This editor displayed a small window where the macro was displayed and you could insert macro commands from a pop-up menu activated by the Ctrl-PgUp keys or using the Ctrl-V sequence. Each line represented a line of actions to be taken by the macro in a document (i.e. ended with an {Enter}) or wrapped to the next line based on the line length and the space available within the box.

Enter Word Perfect 6.0. Recording a macro is the same as in 5.x. Editing the macro, however, is quite difficult. The macro is edited in a document format. Each action is on a separate line; which can make reading a line of text with embedded commands

difficult. To enter a command or text, insert a new line and enter the command. The note in 5.x to bring up the command list (Ctrl-PgUp) does not appear anywhere on the screen or in the Help facility, but it is still there. After selecting a command, if additional information is needed you are immediately placed into the edit line to input the information (an example follows). After completing the changes, "insert" the command. If you are familiar with the command syntax, you can enter the command one character at a time. (Remember in 5.x if you did this the result would be text and not recognized as a command.) For example, if you want a hard return, you would type "HardReturn" (without the quotation marks). Make sure that each command or action is on a separate line!

Not all commands in 6.0 require the same syntax as was used in 5.x. For example, if you wanted to type "Dear Fred:" in 5.x, that is exactly what you would type (without the quotation marks). In 6.0 you would type: "Type("Dear Fred:");" (WITH the " style quotation marks). Now let's say that you want the program to pause and let you enter the name. In 5.x you would type:

```
Dear {STATUS PROMPT}Enter  
addressee's Name-{PAUSE};  
{Enter}
```

If you were to edit the macro and used the macro command facility in 6.0 EXACTLY as provided, the macro would end up looking like this:

```
Type("Dear STATUSPROMPT  
(Enter address's Name).")  
PAUSE
```

*(Continued on page 4, "Macros")*

(*"Macros" continued from page 3*)

HardReturn

Two errors have been committed. First the first line contains three actions. It should be written as follows:

Type("Dear ")

STATUSPROMPT(Enter addressee's Name)

Type(":")

PAUSE

HardReturn

The second error, which prompted this article in the first place, is an undocumented "feature." Word Perfect 6.0 allows two different types of arguments for the STATUSPROMPT command. There is the variable and text arguments. Simply put, the macro insert menu (Ctrl-PgUp) defaults to assuming that the argument is a variable. Text arguments require quotation marks,

as follows.

Type("Dear ")

STATUSPROMPT("Enter addressee's Name")

Type(":")

PAUSE

HardReturn

Nowhere could I find this documented. There may be other commands that also require the quotation marks.

The key may be if the macro will not compile but results in the error "expected" and with the selection of the edit key leaves you in the middle of the field; try placing quotation marks around the text.

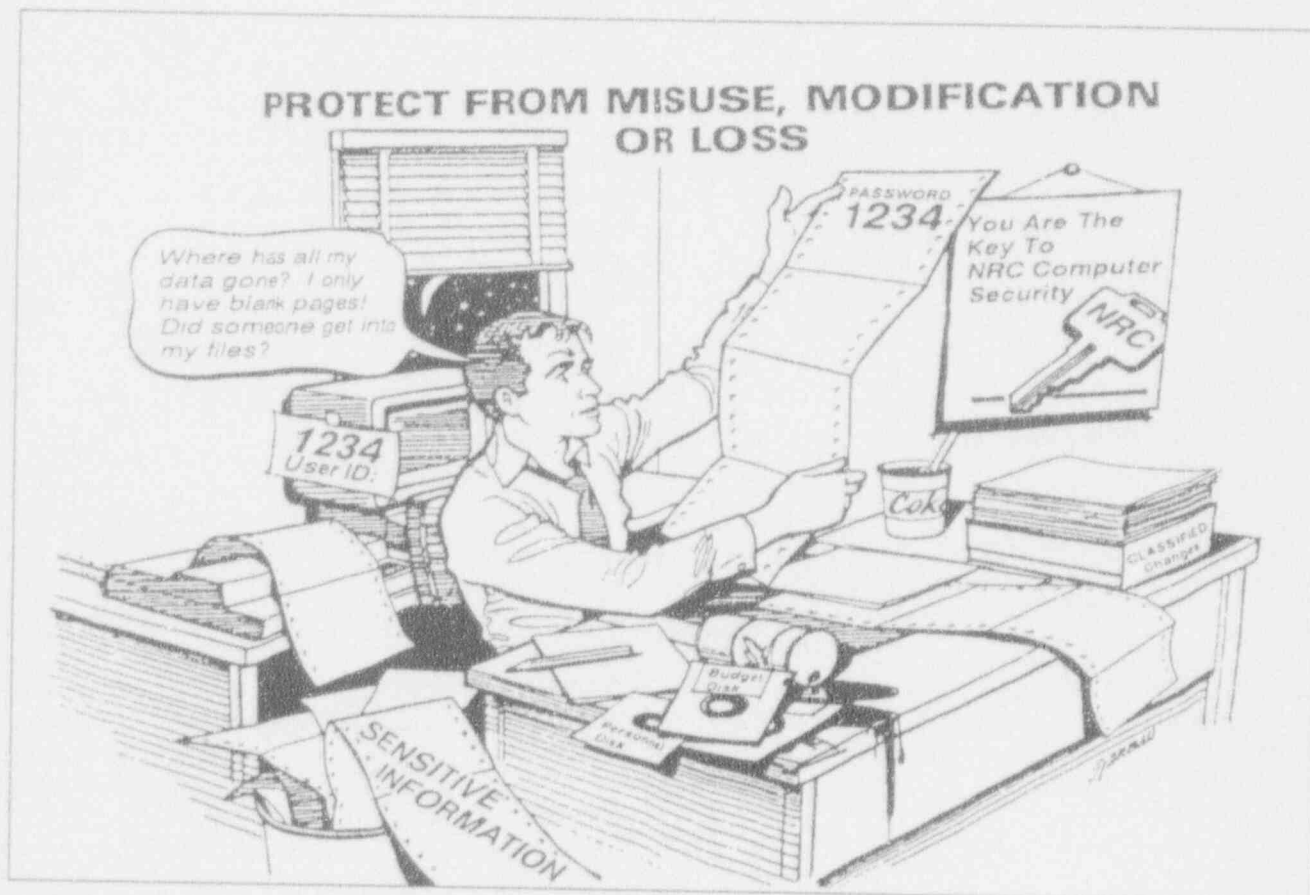
One of the macros in 5.x set up the document for labels (LABEL.WPM). In 6.0, this is completely done without the use of a macro. In addition, existing label definitions can be edited, copied, and new ones added. This is one of the many great enhancements in version 6.0! ■

## NRC AIUG

By Les Lancaster, RES

Since April 1993, the NRC Artificial Intelligence User Group (AIUG) has been meeting every second Tuesday at the NRC One White Flint North building. The members collect a brief summary of each meeting and combine them in a single PC file. During these meetings we have discussed various AI topics such as virtual reality, NRC AI training, the Inference Corporation's case-based reasoning development tool, expert systems, the IT Strategic Plan (including lively discussions by Ray Hoffmann and Louise Wolff of IRM/SPTAS), and the AIUG Action Plan. In keeping with the Action Plan, we are choosing a simple NRC pilot project to demonstrate an expert system application.

If you would like to join AIUG, or learn more about AIUG, obtain more information, or ask any questions, please call Les Lancaster on (301) 492-3969. ■





## Protect Your Personal Computer From Unauthorized Users

By Louis H. Grosman, IRM

Are you concerned about unauthorized individuals using your personal computer (PC) after you have left for the day or over the weekend? PC users have reported finding files on their PCs unrelated to work, indicating that unauthorized individuals apparently used the machines for personal purposes.

This problem can be easily remedied by using the password options available on the newer PCs (such as the NEC PowerMate) at the NRC. Many of the newer PC systems support a "System Password" (power-on) and a "Keyboard Password."

The system or power-on password protects your data by allowing your system to boot only after YOU enter a password. After you set your initial password, a password prompt appears each time you power-on your system. If the password is entered incorrectly, your system does not boot. Setting a

system or power-on password prevents unauthorized individuals from using your system.

The other password option usually available is the keyboard password. This feature allows YOU to lock and unlock your keyboard without turning off your system. If you lock the keyboard, you can leave your system unattended while it is powered on and still protect it from unauthorized use.

To determine if these features are available for your PC, and how to use them, refer to the PC User's Guide that came with your system.

**Remember, always log off and backup your PC when not in use, especially at the end of the business day.**

If you have any questions concerning this subject or any other computer security matter, contact Louis H. Grosman at (301) 492-5019. ■

## Maintaining Security While Processing Unclassified Safeguards Information Using Wordperfect

By Louis H. Grosman, IRM

NRC policy (NUREG/BR-0168) stipulates the use of removable media (diskette or Bernoulli box) when processing Unclassified Safeguards Information (SGI).

When processing SGI, save the SGI file often and only to removable media (diskette or Bernoulli box), never to a fixed disk. Change the location of the WordPerfect (WP) backup file with the Location of Files feature <Shift-F1,6> from the fixed disk to the directory of the removable

---

*These precautions should be implemented as soon as possible.*

---

media that you are using to process and store the SGI data.

If you are processing SGI using WordPerfect (WP), you will need to specify a special DOS command line switch when starting WP. This switch will ensure that any overflow files created by WP are placed on the removable media with your document instead of being placed in the WP directory on the microcomputer's fixed disk. The general format for this DOS command line switch is /d-drive\directory. Assuming that the removable media is in the "A:" drive and WP is installed in the directory

(Continued on Page 6, "Security")



("Security" continued from page 3)

"C:\wp51," start WP with the **path statement switch** and the **overflow drive switch** directing the system to use the removable media:

```
c:\wp51\wp /ps=a:\ /d-a:\
```

To verify that this procedure is implemented correctly, you will see on the WP opening screen "Note: WP system is using A:\." The overflow files can be recognized by the extension TV1 and TV2. WP erases the overflow files when you quit the program normally. However, the file contents remain on the hard disk, in the erased file space, until that space is reallocated and can be easily retrieved by anyone familiar with the DOS UNDELETE command. If WP is not terminated normally, if the machine locks up, or power is lost, the overflow files remain intact on the hard disk until WP is restarted.

These precautions should be implement-ed as soon as possible. If you find that you need help in doing so, contact the IRM Customer Support Center at (301) 492-1234, or E-mail "CSC" to request assistance as necessary ■

## New! Windows Advanced Course

This new course begins  
February 25th.  
Call the ITS lab to book  
your seat.

(Using Windows 3.1 is  
the prerequisite)

## INEL Tech Notes

Emily Robinson, IRM

### New Software

INEL Software Support (208-526-9340) can assist users in obtaining and or accessing new software packages. New software which may be of interest to NRC users:

**CCC-617/QBF** - simulates radiation dose rates around a vehicle or ship that is loading containers of radiation sources.

**CCC-586/REPRISK** - models transport of radionuclides from repository through the environment to exposed human populations.

**TOOLPACK1** - software tools for FORTRAN77.

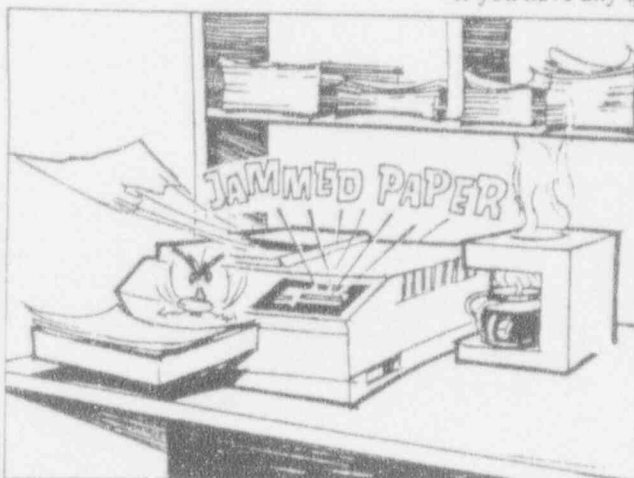
### Simplify File Ddumps

The CRAY provides a utility called "udmp" which simplifies file migration from disk to magnetic tape. It can also be used to recover files from tapes written via the old "tbackup" utility.

An updated UNICOS 6.0 file system has been installed on the CRAY and will reduce time needed for file system operations.

### Renew Accounts

Be sure to renew your INEL account promptly when you receive your annual notice.



## NIH Computer Security Upgraded

By Herbert M. Parcover, IRM

Effective January 24 1994, all users of the National Institutes of Health (NIH) Computer Center are now registered automatically to the Resource Access Control Facility (RACF). If your initial is already registered to RACF, your password will not change. If you are not registered to RACF, your password will be set to your current keyword.

What does this mean to the average NIH computer user? You will have the ability to expand your RACF "password" from the 3 characters in your current "keyword," to up to 8 characters. But most importantly, you will have to change your "password" every 6 months. If you are one of the very few who currently have the same initial with different account numbers (WDC1, WDC2), you will be assigned a single RACF password for all of your initial/account combinations.

Programmers should change to this RACF environment. Users who submit JCL that is stored in online data sets need to make changes. Data sets should be RACF-protected with a Universal Access (UACC) on NONE, job statements should specify Project rather than User initials, and every data set containing JCL should be identified before action is taken.

If you have any questions, please contact Herbert M. Parcover at (301) 492-8699. ■

Try:  
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Laserjet  
ITS training  
class



## Color Them "Government Green"

The Environmental Protection Agency (EPA) has fostered the concept of energy-saving computers capable of saving up to 75 percent of their energy use — the so-called "green machines." Brian Johnson, an EPA employee, was directed to conduct a study to determine the amount of energy PCs actually used. The results astounded everyone at EPA. The researchers found that office equipment is the fastest growing consumer of electricity in the commercial sector. Computer systems alone consume as much as 5 percent of all commercial electricity. Furthermore, that figure is expected to double in the next seven years.

Since manufacturers were already handling power consumption problems with power-down technology on battery-operated laptops, Johnson reasoned that EPA could and should convince manufacturers to apply those same techniques to desktop models. EPA did, of course, blitzing manufacturers with information on energy savings, convincing them to build energy-efficient systems capable of entering a low-power state when the unit is inactive. In the process EPA's Energy Star program was born.

Over 170 U.S. computer companies, accounting for 70 percent of U.S. sales of desktop computers, and 90 percent of the laser printer market, are now participating in EPA's Energy Star Program and building systems that meet the EPA's standards for energy-reduction. Those standards require that monitors and CPUs must be able to power down to no more than 30 watts of power when they are not in use. The

standards for printers are set based on printer speed. Printers with speeds of 8-14 pages per minute, for instance, are required to enter the low-power state of 30 less watts of power when inactive for 30 minutes.

Many companies expect to convert most of their product lines and qualify for the Energy Star logo within the next couple of years - at no additional cost to consumers. Under the Energy Star program, EPA promotes the energy efficiency of these products, permits the Energy Star logo to be displayed on the products, and provides public recognition of public service for corporate partners in Energy Star. EPA does not endorse any particular company or its products.

### Mandatory Compliance by Agencies Ordered

Under Presidential Executive Order 12845 published in the Federal Register on April 23, 1993, all government agencies are directed to purchase only PCs, monitors, and printers that comply with Energy Star

guidelines effective October 1993. Because the US Government is the largest buyer of computer equipment in the world, President Clinton's Executive Order will accelerate the trend to energy-efficient, environmentally responsible computers. By the year 2000, these "green machines" will save 26 billion kilowatt-hours of electricity annually, enough electricity to power Maine, New Hampshire, and Vermont, save ratepayers nearly \$2 billion in annual electricity bills, eliminate the need for ten coal-fired power plants, reduce emissions of the primary greenhouse gas, carbon dioxide, by 20 million tons, the equivalent of 5 million automobiles, and reduce emissions of 140,000 tons of sulfur dioxide and 75,000 tons of nitrogen oxides, the two pollutants most responsible for acid rain.

Effective October 1993, "all agencies must be in compliance with the President's Directive provided that Energy Star units are commercially available and meet the agencies' performance needs. ■



**EPA POLLUTION PREVENTER**

## Building a Case for Backing Up Your Data

Who among us has not heard the warning: **Back up your hard disk!** Only when the realization of loss hits, do the dire consequences of not having done this simple house-cleaning chore come crashing into focus.

If you are feeling confident because the network backs up files every night, be forewarned. The network only backs up the network data, **not** your personal C drive. You can lose data from hardware failure. Hard drives do crash -- even yours!

### Further causes for concern

You can accidentally overwrite important files that required hours of hard work to produce. It is possible when in WordPerfect to overwrite a file by naming a new document a name you have already used on another file. When prompted "**Replace filename? (Y/N)**", you answer yes without thinking because you are so used to saying yes to "replace."

An even easier way to overwrite a file: Use the Copy or XCopy command at the DOS prompt. DOS will copy files from one place to another, overwriting files of the same name without even giving a warning that the file is about to be replaced. At least WordPerfect warns you!

### DOS 6.0 to the Rescue!

Now there is a cure for backup apathy, and cause to celebrate, because DOS 6.0's new MSBACKUP command may just entice you to reconsider and employ good PC backup habits. The MSBACKUP utility comes with new graphical screens, easy to select menu choices, and speed you wouldn't believe possible. On a 486 class PC, during an actual backup, the program estimated a full backup of 129 MB of data on a 200 MB hard drive (616 files) from the C drive to the A drive,

would take 16:06 minutes to complete. (In reality, it took 17:34 minutes because a phone call interrupted the diskette exchange. The clock keeps ticking whether you are actually participating in the process or out to lunch.) Because the backup is compressed (unless you change the default to non-compressed), the backup uses fewer diskettes, too. During backup, on screen feedback gives you the estimated time, number of files, and ratio of compression.

Using the Backup command has always provided the advantages of quicker copying, copying large files that span multiple disks, and selective backup choices. With MSBACKUP, you enjoy all those benefits plus data compression and speed of performance.

### Making It Happen

Having established how easily and effectively a full backup can be under this new program, there still remains the discipline to perform a backup on a regular basis. In past versions of DOS, you could "append" to a backup to have it include files created or changed since the last backup by adding parameters (/a /d:date of last backup). With MSBACKUP, having chosen to run a full backup, you will want to add new data to the information already saved in backup

format. Two new features give you alternative choices for appending to your backup without having to run the full backup all over again.

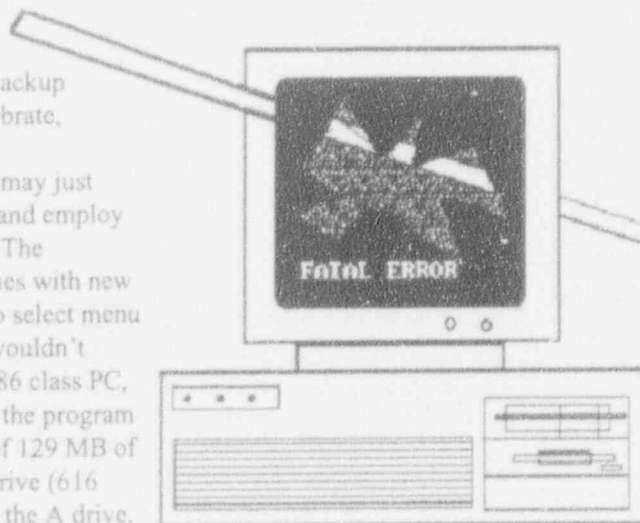
From Backup Type, select Differential Backup to collect a backup of all files that are new or altered since the date of the full backup. A Differential Backup will always refer back to the last FULL backup and will write files dated from that time forward to the backup disk. You do not need to keep old differential files. Each time a new differential file is written, it makes the previous version somewhat redundant. When the size of your differential file begins to get large, you will want to run a full backup again to replace the current backup file.

Incremental Backups will backup all new and revised materials from the date of the full backup the first time it is run. Thereafter, it will backup materials from the date of the last incremental backup. This type of backup is useful if you use the same files all the time and you need to see what a document's contents were before the current edit. Incremental backups build on each other.

### How Does MSBACKUP Know What is New/Edited?

Each time MSBACKUP runs, it writes a file called a catalog that stores the backed-up disk's structure: the names, sizes and attributes of the directories and fields that were selected, the total number of files, the total size of the backup, the name of the setup file that was used to select the drives and files to be backed, and the date the backup was made. MSBACKUP gives the catalog a unique name that helps you identify the backup's contents.

(Continued on page 10, "Backup")





("Backup" Continued from page 9)

Say on September 30, 1993, a full backup was run twice on the C and D drives. Could you decode the following file name?

CD30930B.FUL

- The first two letters describe the drives backed up in this set. (If only one drive was backed up, the first two letters would be the same, i.e., CC.)
- The next five digits are the date: last digit of year, two digits of month, two digits of day of the month.
- The 8th letter counts the number of backups run in a day. In this case, two backups were run, hence "B."

The extension clearly states the full backup; otherwise the extension would be either dif or inc.

The catalog file is stored on the default drive of your hard disk, ready for use the next time you run a backup or require a lost or corrupted file be restored.

### To Learn More

For additional information on DOS 6.0 and MSBACKUP, including how to restore backed up files, attend the DOS Advanced Commands class offered at the ITS Training Lab. DOS Fundamentals and some experience with DOS is necessary for this class.

If you do not have DOS 6.0, you need to know more about alternative means of backing up your data. All the following classes will help you protect your important work:

- *Files & Document Management* teaches how to backup all your data (not just your WordPerfect documents) using the WordPerfect List function. You will learn how to copy, rename, move, and delete files.

- *DOS Fundamentals* provides instructions in backing up files using copy and xcopy commands (See sidebar for XCOPY instructions)
- *Using Your AUTOS LAN* will help you understand differences in the LAN disk structure including where to save sensitive material, where and when to save group

files, when to use the P drive and when to use S & R; it also teaches LAN access to all drives; and explains how the AUTOS Network Control Center backs up data.

- *AUTOS & WP OFFICE: Saving/archiving messages and default/appropriate drives for these activities* ■

## When You Don't have DOS 6.0...

If you don't use DOS 6.0, there are several other means of backing up files. And, please do plan on backing up on a regular basis.

XCOPY is one effective method. It allows the copying of files that have been written to disk since the last copy, and those written to disk on or after a specified date. It is not as powerful as MSBACKUP and is best used when you want to copy subdirectories that occupy less than the space available on your diskette.

### XCOPY /M

The switch /M copies is similar to the Incremental Backup feature. It copies source files that have not been backed up since they were modified. The next time the command is used, those files will not be copied unless they have been modified.

### XCOPY /D:date

The switch /D, followed by a colon and date, looks at the date stamp DOS gives a file when it is written to disk (saved, not copied or moved), and copies files dated on or after the specified date. The format for date depends on the country setting. The US setting is mm/dd/yy.

### XCOPY source [destination] [/M] [D:date]

/M copies source files with archive attribute, then sets it off  
/D:date copies files written to disk on or after supplied date  
These switches may be used in addition to /S, which copies subdirectories and the files in them, and /E which copies empty subdirectories.

EXAMPLES:

### XCOPY A: B: /S /E

Copies all the files and subdirectories (including any empty subdirectories) from the disk in drive A to the disk in drive B:

### XCOPY A: B: /D:01/18/93 /S

In this example, only files on the disk in drive A that were written on or after 01/18/93 are copied to the disk in drive B. All files from A: will be copied, including those in subdirectories. The subdirectories will be created on B: if they don't already exist.

# Recognizing Achievement

The full suite of WordPerfect courses presented at the ITS Training Laboratory covers just about every function and feature in the WordPerfect, version 5.1, program. Our objective in presenting this series of WordPerfect courses is to encourage mastery of the advanced features of WordPerfect. Those features give the user a real advantage in the work place as he or she moves quickly and effortlessly through tasks, and develops effective, creative, attractive documents.

Beyond the Basics and Intermediate courses, some 70 specific subjects are addressed in the advanced courses. Taken together they represent 33 hours of instruction. If you take to heart the ITS Training Lab recommendation and practice using the new features, add at least another two hours of practice for every hour of instruction.

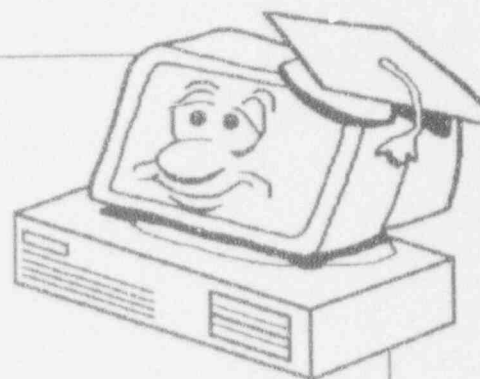
Given the amount of time and effort necessary to master all of the skills presented in the advanced WordPerfect classes, it is appropriate that the ITS Training Lab recognize those who have completed all the WordPerfect courses.

## The following rules govern the Certificate of Achievement Program:

1. All participants must have completed *WordPerfect: The Basics* and *WordPerfect Intermediate*. They are prerequisites for advanced training.
  2. It is the responsibility of the person taking the courses to notify the ITS Lab of completion of all courses. The ITS Training Lab will confirm the completion when the certificate is requested.
  3. No advanced classes may be waived and all prerequisites for
- (Continued on page 11, "Achievement")

## The Honor Roll:

We are pleased to acknowledge those NRC employees who have succeeded and received the ITS Training Laboratory's WordPerfect Certificate of Achievement to date.



Francine Randolph (2/2/93)

Kim Lee (2/2/93)

Dianna Papini (3/18/93)

Theresa M. Mayberry (3/18/93)

Ardenia Lewis (3/29/93)

John Ridgely (4/27/93)

Darl Hood (5/7/93)

Lois Showkeir (5/10/93)

Connie Kendrick (05/12/93)

Patricia Wilson (05/27/93)

Thomas Murphy (05/27/93)

G. Paul Bollwerk (05/27/93)

Elaine Koup (06/17/93)

Sandra Franklin (06/22/93)

Linda Lewis (06/23/93)

Lee Berry (06/30/93)

Thomas Dunning (07/06/93)

Theresa Botkin (07/15/93)

Wendy D'Souza (07/21/93)

Unte Cheh (07/22/93)

Sophia Mickens (07/23/93)

Tillie Maria Welch (07/23/93)

Lotte Mechner (07/27/93)

Lisa Berlinger-Koenick (08/12/93)

Rose Zotto (09/09/93)

Lena M. Gallop (09/14/93)

Karen B. Jackson (10/06/93)

Annie Bennette (10/25/93)

Betty Doult (11/03/93)

Linda Mitchell (11/09/93)

Edythe L. Becker (11/23/93)

Doreen Turner (11/30/93)

Deloris Lewis (12/03/93)

Noble Green (12/22/93)

Robert Pettis (01/06/94)

Elaine Raphael (01/06/94)

Mary L. Tenaglia (01/11/94)

**Your name goes here!**

("Achievement" continued from p. 10)

courses must be honored. Participants must preregister and complete all listed classes.

4. This program does not give continuing education credits (CEUs).

5. There is no particular order in which the courses must be taken except where a prerequisite exists.

Courses that must be completed to achieve the Certificate of Achievement: *Taming The Laserjet Printer, Working Smarter With Large Documents, Parts I and II, Merging For Office Productivity, Making Your Point With Graphics, File & Document Management, Columns & Tables, WordPerfect Tables & Spreadsheets, and WordPerfect Macros*. Extra credit option: *Working Smarter With Legal Documents*.

Contact the ITS Training Lab at 492-4744 for additional information.

## New Library Books

Communication gurus will be interested in the following new books available from the NRC Main Library.

"A Guide to the TCP/IP Protocol Suite" by Wilder, Artech House

This book includes information about the Internet Society and provides an example of typical requirements and connections.

"Writing Disaster Recovery Plans for Telecommunications Networks and LANs" by Wrobel, Artech House

This book discusses the purpose for disaster recovery plans (remember the World Trade Building) and all issues associated with developing a cost-effective proposal for emergencies of all kinds.

## The Lotus Connection

By Ilyne Miller, IRM

It was through complete frustration that the idea of a LOTUS Users' Group was born. I'd print my spreadsheets, and watch in horror as one printed on top of the other. I was convinced that little gremlins attacked my printer! I checked with the ITS hotline. Their suggestion was to press "page" after I pressed "go." It didn't work. The LAN folks tried, but to no avail.

Now this was ridiculous! My spreadsheets printed ok before we got our new printer. I asked myself, "what's wrong with this picture? Something about the new printer, perhaps? Yes, it is the setup string!" I checked my printer's manual, looked at the setup strings in my spreadsheets, and found that what worked for the old printer did not work with the new printer. I changed the setup string and haven't had a problem since.

The point of this confession is that we all learn in different ways. Now that

I've told my story, if you have a problem printing in LOTUS, you'll at least have a starting point for where to look for the problem. That's the idea behind the LOTUS Users Group. We share information, tips, and tricks. We learn from each other in a relaxed atmosphere conducive to learning.

So come join us if you're interested in sharing information and learning more about setup strings, how to import a LOTUS spreadsheet into a WordPerfect document, or any other LOTUS topic you'd like to discuss. The LOTUS Users' Group meets twice monthly, once in Bethesda, and once in White Flint. Please call Ilyne Miller (492-7295) or send an e-mail to "ISM" for more information.

*The user groups, whether for LOTUS or WordPerfect, are not intended to take the place of the classes offered at the ITS Training Laboratory. Lotus classes are offered which address many of the problems Lotus users experience.*

## Protect Sensitive Data on the Autos/Lan

Some users have need to protect sensitive unclassified data being transmitted from one site to another in an approved manner. Remember that e-mail messages are currently encrypted on the AUTOS LAN, but attached files are not, unless you use WordPerfect Office Mail send options for encryption. These features are explained along with other guidelines in the easy reference card NUREG/BR-0168. To obtain this card, call NUREG copies 492-7333, or contact Computer Security on 492-5019 or 504-3311.

## HELP!!!!

When your computer, printer or modem does not work properly....

When you feel like screaming.....  
call the HELP desk.

492-1234

# NUCLEAR REGULATORY COMMISSION

## Computer Services Directory

### TRAINING LABORATORY FACILITY

**Location:** 3rd Floor, Woodmont Building, W-306  
8120 Woodmont Avenue  
Bethesda, MD 20814

**Phone:** (301) 492-4744

**Laboratory Hours:** 7:30 a.m. - 4:30 p.m. M-F

#### Class Hours:

Full Day Classes: 8:30 a.m. - 3:30 p.m.

Half-day Morning Classes: 8:30 - 11:30 a.m.

Half-day Afternoon Classes: 1:00 - 4:00 p.m.

#### Services:

Three classrooms for formal ADP training providing "hands-on" instruction in the use of microcomputers and timesharing systems.

Note: The Training Laboratory is operated by the Graduate School/USDA under contract, and managed by the Office of Personnel, to provide training in end-user computing for the NRC staff. Technical guidance is provided by IRM. NRC Project Manager, Carolyn Bassin; GS/USDA Training Manager, Mary Holmes.

### NRC END-USER COMPUTING CONTACTS

#### ITS News Communications:

Herbert Parcover, MNBB, Rm 7602, (301) 492-8699

**Computer Security:** Louis Grosman, MNBB-7602, (301) 492-5019

**Timesharing Access/IDs:** Herb Parcover, MNBB-7602, (301) 492-8699

**Records Support:** Brenda J. Shelton, MNBB-7714, (301) 492-8132

**Automated Graphics Support:** Al Blunt, 2G-40, (301) 504-2216

**Commercial Database Support:** Eileen Chen, P-160, (301) 492-8501

**Scientific Code Distribution:** Herbert Parcover, MNBB, Rm 7602, (301) 492-8699

#### Systems Development and Modification:

Bill Usilton, P-712, (301) 492-8322 (Mainframe)

Dick Hartfield, P-712, (301) 492-4328 (Mainframe)

George Mathews, P-712, (301) 492-4744 (PC)

#### Scheduling for ITS Training Laboratory

Eduardo Cunningham, W-306, 492-4744

### IRM CUSTOMER SUPPORT CENTER

Your single point of contact to report all problems concerning computers, telecommunications, network, minicomputers, mainframes and applications or questions about IRM-related services.

- |                                  |                |
|----------------------------------|----------------|
| • PC Maintenance                 | • SINET        |
| • Application Support            | • Data General |
| • Local Area Network             | • IBM 9370     |
| • PC Relocation and Installation | • UNIX         |
| • Telecommunication Services     | • EXSIS        |
| • Voice Mail                     |                |

FOR IRM CUSTOMER SUPPORT DIAL: (301) 492-1234

Post this Computer Directory for Future Reference.

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