



OIT Newsletter

Office of Information Technology



May 2009

**Welcome to the
IHS OIT Newsletter**

Inside This Issue

- 1 **Headlines**
- 2 **American Recovery and Reinvestment Act**
- 3 **Coming Soon
ITAC Online**
Hot Topics
- 4 **Section 508**
- 5 **Enterprise Performance Lifecycle (CPIC Corner)**
- 6 **Web Applications
Physicians' Intranet**
- 8 **What is this Card?**
- 10 **Registering for RPMS Training**
- 11 **Information Systems Advisory Committee
Updates**
- 12 **Information Security Tips**
- 13 **IHS Event Calendar**
- 14 **Contributors**

The OIT Newsletter staff compliments each of you for your unlimited potential. This issue highlights only a few of the things you have accomplished in recent months.

Treat the earth well; it was not given to you by your parents, it was loaned to you by your children. We do not inherit the Earth from our Ancestors; we borrow it from our Children.

Tribe Unknown

American Recovery and Reinvestment Act (ARRA)

What ARRA means to you

By: LT Mark Rives, MSCIS, MBA

If you haven't read all 407 pages of American Recovery and Reinvestment Act, sometimes called ARRA or "the President's economic stimulus package," you should know that it holds great potential for improvement in Indian country. The Act, signed by the President on February 17, 2009, contains many items that can be leveraged into direct benefit for us, our tribal and urban partners, and, most importantly, our patients.

While not every potential benefit to the American Indian/Alaska Native (AI/AN) community contained in the \$787B Act flows through the Indian Health Service, \$490M of the Act's funding is earmarked for the IHS. The Act directs that \$415M be used for sanitation and facilities. The Act also directs the IHS to use \$85M for improvement in health information technology.

The funds directed to the IHS are not the only source of potential benefit to the AI/AN community contained in the Act. The National Congress of American Indians published a partial list of potential funding areas meant to improve AI/AN life. The list totals over \$31B and includes almost every aspect of daily life: water, communications, transportation, public safety, business and Workforce development, Health, Education, and the list continues. Funds for improvement flow through the many federal programs and agencies that touch our lives.

More information about the Act can be found on the web at <http://www.recovery.gov/>. The National Congress of American Indians website can be found at <http://ncai.org/>.



When we show our respect for other living things, they respond with respect for us.

Arapaho



Coming Soon: *ITAC Online*

By: Michael McSherry, (LTJG USPHS)

The IHS Web Team and Division of Information Security are in the final development stages and will soon begin formal testing on the new online Information Technology Access Control (ITAC) systems. These systems will replace our current paper-based ITAC form processing. The system provides functionality for 'new', 'update', and 'remove' types of access requests, team management and annual access review and request tracking, as well as workflow processing for request approvals, request granting, systems management, and reporting tools. Formal testing began in early February 2009 and initial implementations are starting. The system will be implemented one area at a time, beginning with National Programs/Office of Information Technology (NP/OIT) and Phoenix. If you have any questions regarding the new ITAC systems, please contact Cathy Federico, Juan Torrez, or Jim Beyer.

ITAC INFORMATION TECHNOLOGY ACCESS CONTROL
Division of Information Security
Protecting IHS information systems
Wednesday, January 21, 2009

Information Technology Resources
ITAC Home

Request Submission Sub-System

Welcome!

Welcome to the Information Technology Access Control (ITAC) system, **Request Submission** Sub-System. The purpose of this system is to enable qualified Indian Health Service (I H S) personnel to submit requests for access to computer and network resources.

Appropriate supervisors can submit **new access**, **update access** or **remove access** requests for their team members, as well as perform required **annual access reviews** and **team management** functions.

To access this system, you need:

- 1. An IHS Web Login:**
If you have an I H S Web Systems Login (username and password), you can login by clicking the 'Login' button (left). If you do not have an I H S Web Systems Login, you can register with the system by clicking the 'Register' button (left).
- 2. System Permissions:**
For permissions to access this system, you will need to have your supervisor submit an access request for this system.

LOGIN REGISTER

<- Please login to continue.

As always, if you'd like information concerning IHS.gov or how we operate, you can email LTJG Michael McSherry (Michael.McSherry@ihs.gov), IHS Web Manager.

Hot Topics

Section 508

By: Michael McSherry, (LTJG USPHS)

Creating section 508-compliant web sites has been on the forefront for all of IHS.gov. The web team is making great strides by identifying all documents on the World Wide Web from IHS web sites and working with content managers to remediate these documents. There are an estimated 40,000 documents throughout IHS that need to be deleted or updated and remediated. The goal is to have 30% of these documents remediated by mid-2009 and to have all documents remediated by 2010.

Background

Section 508 is a federal requirement for all federally funded agencies to develop and maintain 508-compliant documents that can be accessed by any disabled person. The web team is responsible for developing 508-compliant web sites. Content managers are responsible for ensuring that documents are uploaded to these sites are 508-compliant. Documents include any Word documents, Acrobat PDFs, PowerPoint files, Excel spreadsheets, etc., that can be accessed through the World Wide Web.

Content Manager Responsibilities

Content managers assigned to any web site under IHS have an ongoing responsibility to ensure each document that resides on their web site is 508-compliant. In addition, the information available on the web site must always be up-to-date and relevant.

Available Training

Training is available through Department of Health and Human Services (HHS) at no cost. The training material can be found at <http://www.hhs.gov/web/508/index.html>.

Learning how to create 508-compliant documents can be cumbersome and time consuming without any guidance. Take advantage of the training available and remember that the web team is available to assist content managers with any questions or clarification about 508-compliant documents.

Contact LTJG Michael McSherry (Michael.McSherry@ihs.gov) or Janell Waquie (Janell.Waquie@ihs.gov).



We will be known forever
by the tracks we leave.

Dakota



Hot Topics

CPIC Select Stage of the EPLC

By: Carl Gervais

There are three stages of the Capital Planning and Investment Control (CPIC); Select, Control, and Evaluate. In this article we will explore the first Enterprise Performance Lifecycle (EPLC) phase that defines the processes involved in selecting an IT project or investment for funding, (the Initiation Phase).

The main outcomes of the Initiation Phase are:

- A “Business Needs Statement” is created that defines a possible IT solution
- The possible IT solution fits within the current Enterprise Architecture (EA)
- A business sponsor (champion) is identified for the IT solution
- CIO approval to move to the Concept Phase

During the Initiation Phase of the EPLC, the business sponsor is responsible for providing information required in the Business Needs Statement. This information will be presented to the EA Team for review to see if the possible IT solution fits within the IHS EA. Once a determination is made that the IT solution could work within the current architecture, that information, along with the Business Needs Statement, is forwarded to the CIO for approval. It is the responsibility of the CIO, as the first member of the IT Governance Organization, to determine if the proposed IT solution is sound enough to proceed with developing a full Business Case.

If approved, the business sponsor is responsible for developing the Business Case, which will be presented to the Technical Review Board (TRB) for review of the technical soundness, and the Information Technology Investment Review Board (ITIRB) for funding approval during the Concept Phase.

The main outcomes of the Concept Phase include:

- A fully developed Business Case that adequately describes the proposed IT solution
- A high-level analysis that demonstrates the IT solution fits within the current EA
- Consideration of applicable security and privacy standards
- An acceptable score by the (TRB)
- Approval of funding by the (ITIRB)

During the Concept Phase, the CPIC manager is responsible for coordinating the Business Sponsor, TRB, and ITIRB to ensure that the Business Case is adequately developed and that the business sponsor can present the Business Case to each group. Once a Business Case is adequately developed, the CPIC manager coordinates a review meeting with the TRB so they can score the Business Case. The business sponsor will present the Business Case during the scheduled ITIRB meeting, and a vote will be taken by the ITIRB to determine if funding will be approved and the project can move forward to the Planning Phase.

Once an IT solution is approved, it becomes an IT project, which will be managed by the appropriate Program Management Office (PMO) within the Office of Information Technology (OIT). The PMOs correspond with the three 300 Investments, Resource Patient Management System (RPMS), National Patient Information Reporting System (NPIRS) and the Information Technology Infrastructure (ITI) Contributing Investment.

The main outcomes of the Planning Phase include:

- Assignment of a Project Manager
- Development of the Project Management Plans and Subsidiary Plans
- Approval of the Project Baseline Review by the TRB

The Planning Phase begins once the project has been formally approved and funded. The Project Charter is developed and the project manager is assigned. The project manager is responsible for developing the Project Management Plans and Subsidiary Plans. The project manager will present the defined project to the TRB during the Project Baseline Review. Once the project is baselined and approved, the project moves on to the next stage of the lifecycle: the CPIC Control Phase.

If you have any questions, please contact Carl Gervais, CPIC Manager, at Carl.Gervais@ihs.gov or 505-248-4197.

Next article: CPIC Control Phase of the EPLC

Hot Topics

Web Applications:

By: Michael McSherry, (LTJG USPHS)

Physician's Intranet

Physician's Intranet is the intranet portion of the physician's implementation of the Multi-Program Online Recruitment Enterprise (MORE) system. The site is used to disseminate specific program information. All the information on the site is maintained through a content management system accessed by the administrators of the IHS Physicians' program. The site is also used for recruitment and contains an electronic 'file cabinet' of candidates who may be interested in working for IHS as physicians. Administrators can modify candidate information, add notes, upload related documents, and share all information with other recruiters.

<http://home.physicians.ihs.gov/index.cfm?module=home>

Physicians Intranet

INDIAN HEALTH SERVICE INTRANET

IHS HOME MY IHS PORTAL DIRECTORY / LOCATOR SITE MAP Search for: go

Medical Programs Resources

PHYSICIANS' INTRANET
Resources for IHS Physicians

Home
WELCOME TO OUR INTRANET SITE
PROGRAM NEWS
FOR WEDNESDAY, MARCH 25, 2009

NCC IHS Physician Recruitment Presentation
Posted February 10, 2009
This is the NCC [NCCD IHS Physician Recruitment Plan 2.10.09 \(2\).ppt](#) presented by Dr. Olmes at the NCC meeting.

Home
News Archives
General Info
Publications
Links
Site Admin

Need a plug-in?

Questions?
Contact
Susannah Olmes at
301-443-0049

Login Register

No Fear Act Directory / Locator My IHS Portal HHS
FAQs Privacy Disclaimer FOIA Accessibility Webmaster

As always, if you'd like information concerning IHS.gov or how we operate, you can email LTJG Michael McSherry (Michael.McSherry@ihs.gov), IHS Web Manager.

Hot Topics

What is this card and why did you give it to me?

By: LT Mark Rives, MSCIS, MBA

As you and your coworkers receive new identification (ID) cards, you may be wondering what's the big deal and why do you need to have a new (ID) card? The answer is simple, but the process behind it is quite complex. The cards were not dreamed up by anyone in the Information Technology (IT) department, nor are they solely an IHS requirement. The cards are a result of security measures signed into law by President Bush in the wake of the September 11, 2001 attacks. In an effort to make our country more secure, a Presidential directive known as Homeland Security Presidential Directive 12, or HSPD-12 as it's commonly called, was issued in August of 2004. While there are various HSPDs for other topics, this one directs us to develop and use a common form of ID.

HSPD-12 calls for a mandatory, government-wide standard for secure and reliable forms of ID issued by the Federal government to its employees, employees of Federal contractors, and others for access to Federally-controlled facilities and networks. The idea of a common ID has prompted many different areas within various Federal agencies to work together. Within IHS, the Division of Administrative Services, Program Integrity and Ethics Staff, Facilities, Human Resources, IT and others all have a part in either, securing a card for you or helping you make use of it. The cards follow a standard format already in use by the Department of Defense (DoD), so the IHS cards look very similar to a DoD Common Access Card. Despite their resemblance to a beefed-up driver's license, the cards are really quite sophisticated. They contain both visual and digital recognitions of who you are. The metal chip, the magnetic strip, and bar code on the back can all be used to verify who you are or grant you permission to Federal resources.

The IHS IT department is working hard to make the cards useful. When used in conjunction with your computer, the cards will eventually allow you gain access to the network and other applications (GovTrip, ITAS, etc.), digitally "sign" documents, encrypt email, provide access to very secure information, and even lock your files. Though the use of the cards is still in its infancy, there are a number of people working diligently to ensure their capabilities aren't overlooked. Eventually the cards will be in wide circulation and you may be able to use them for almost every part of your job, starting with the minute you walk in the door. Even better, the card will eventually allow you an easier and more secure way to perform your job.

The cards aren't cheap, so protecting them and keeping them secure is a major concern that will require your diligence. However, when you pause to realize that using them is a step you can take to help make the country more secure, you'll realize what the card really means and why you have it.

On a final note, if you are having problems with your card, talk to your card issuer. If you have problems using the cards with your computer, however, call your local IT support staff. They can help.



One finger can not lift a pebble.

Hopi



Hot Topics

Registering for RPMS Training Classes

By: Joann Henry

Helpful hints

Where do I go to find out what classes are being offered?

RPMS HOME PAGE

<http://www.ihs.gov/cio/rpms/index.cfm?module=home&option=index>

- Click on **RPMS Training**
- Click on [OIT National Training Schedule and Albuquerque Area Office](#)

To see a Course Description

- Click on the **Class Title**

To Register for a Class

- Click on the **Register Now** button.

Please Enter All Data Carefully

All fields are mandatory and your registration will not be submitted until fields are complete.

- Click on the **Register for This Class** button

You should receive an email confirmation right after you register. If you do not your email address may have been entered incorrectly. You will be unable to update your registration.

Please follow up with Kim.Crespin-Richards@ihs.gov

PLEASE DO NOT REGISTER AGAIN.

To see a Course Syllabus

- Click on the **Class Title**
- Click on **View Syllabus** button.

If the class is full, you MAY be able to add your name to a Wait List

- Click on the **Class Title** button.
- Click on the **Join Class** button.

You will be asked to enter your information as laid out on Slide 2.

- Click on **Join Wait List for This Class** button

Not all classes will have a wait list available; registration is first come, first serve.

For more information about this application, please contact Joann Henry at Joann.Henry@ihs.gov or 505-248-4160.



We are all inventors,
each sailing out on a
voyage of discovery,
guided each by a
private chart, of
which there is no
duplicate. The world
is all gates, all
opportunities.

**Ralph Waldo
Emerson**



Hot Topics

Information Systems Advisory Committee (ISAC)

By: Christy Tayrien

INFORMATION SYSTEMS ADVISORY COMMITTEE REPRESENTATIVE NOMINATIONS SOLICITED

The Indian Health Service (IHS) Information Systems Advisory Committee (ISAC) is soliciting Tribal and IHS nominations for ISAC term appointments. Nominations are accepted from IHS area directors, area health boards, and individual Tribal and Urban Indian organizations in accordance with the ISAC Charter. The Director, IHS, will appoint ISAC representatives based on recommendations submitted by the ISAC.

ISAC Tribal Co-chair: Chuck Walt
Associate Director
Human Services
FonDuLac Reservation
927 Trettel Lane
Cloquet, MN 55720
Email Address: chuckwalt@fdlrez.com
Phone: (218) 878-2101

ISAC IHS Co-chair: Floyd Thompson
Chief Executive Officer
Navajo Area IHS
State Route 264
St. Michael
Window Rock, AZ 86515
Email address: floyd.thompson@ihs.gov
Phone: (928) 871-5812

For detailed information on the purpose of the committee, please refer to the ISAC Charter located at:

http://www.ihs.gov/PublicInfo/Publications/IHSMannual/Part8/pt8_chpt2_revised/pt8chapt2.htm

Updates

Information Security Tips

By: Kathy Federico, CISSP IHS ISSO

What is a botnet?

Computers that are taken over by secret, hidden software planted by hackers and scammers often become part of a robot network, known as a "botnet", for short. A botnet, also known as a "zombie army," is usually made up of tens to hundreds of thousands of home computers sending emails by the millions. Computer security experts estimate that most spam is sent by home computers that are controlled remotely by their criminal masters, and that millions of these home computers are part of botnets.

How do botnets get started?

Criminals install hidden software on your computer in several ways.

First, they scan the Internet to find computers that are unprotected, and then install software through those "open doors." Spammers may send you an email with attachments, links, or images which, once you click on or open them, will install hidden software. Sometimes just visiting a website or downloading files may cause a "drive-by download," which installs malicious software that could turn your computer into a "bot."

The consequences can be more than just annoying. Your ISP may shut down your account if your computer is detected sending out spam.

How can I tell if my computer is part of a botnet?

It can be difficult to tell if a spammer has installed hidden software on your computer, but there are some warning signs.

- You may receive emails accusing you of sending spam.
- You may find email messages in your "outbox" that you didn't send.
- Your computer may suddenly operate more slowly or sluggishly.
- Programs that used to run on your computer no longer run.
- Your hard drive is spinning (making a noise) when you are not using your computer.

What should I do if I think my computer has been botnetted?

- Take action immediately.
- Disconnect your computer from the Internet right away.
- Have your entire computer scanned by a knowledgeable computer professional. If botnet software is found, it will probably require restoring your computer to the state it was in when it came from the factory. (You DO have backups of your important files, don't you?)
- Report any verified tampering with your computer to your Internet Service Provider (ISP).
- Change your passwords immediately. If you need help, call the company or service on the phone.

What can I do to prevent botnetting?

Botnets are not inevitable. You can help reduce the chances of your computer becoming part of a botnet by:

- Using anti-virus and anti-spyware software and keeping it up to date.
- Setting your operating system to download and install security patches automatically.
- Being cautious about opening or downloading email attachments.
- Using a firewall to protect your computer from hacking attacks.
- Disconnecting your computer from the Internet when you're away from it
- Checking your "sent items" or "outgoing" mailbox for messages you did not intend to send.

Updates

IHS Event Calendar

By: Michael McSherry, (LTJG USPHS)

The IHS Event Calendar has been redesigned and is now in production. It has a whole new look with a new header, home page, and menu. Some of the changes include the following:

- Events for the whole year and next year can be seen at once, and by clicking Print Event Calendar on the top of the page, a nicely presented list can be obtained. New events will now have a standardized “New” icon next to them which will automatically disappear after 30 days. There is also a Monthly View from the left side menu that will give a viewable and a printable representation of events for a specific month, including Federal holidays.
- Search has been modified to now let you enter a partial description of an event title and the name of a city or a state, the results will be shown for the current and following year.
- Archived events go back to 2003 and are represented the same way as the current events.
- When entering a new event, up to five PDF or Word files can be attached.
- Calendar Subscriptions lets you subscribe to receive emails whenever a new event is added, as well as when any changes or updates are made to the calendar.
- Register for an Event now brings up a list of all events for which you can register.
- The whole application has been made Section 508 compliant.



If we wonder often, the gift of knowledge will come.

Arapaho



Contributors

Lynette Waters: Managing Editor

Theresa Cullen, M.D., M.S.	Rockville, MD
Michael McSherry, (LTJG USPHS)	Albuquerque, NM
Carl Gervais	Albuquerque, NM
Christy Tayrien, MPH	Rockville, MD
LT Mark Rives, MSCIS, MBA	Rockville, MD
Kathy Federico, CISSP IHS ISSO	Albuquerque, NM
Joann Henry	Albuquerque, NM



About the IT Newsletter

The IT Newsletter is published several times throughout the year by the IHS Office of Information Technology. All articles and article suggestions are welcomed for consideration.

If you would like to submit an article for approval, or have any questions regarding this publication, please contact Lynette Waters at: lynette.waters@ihs.gov

All articles should be no longer than 1200 words in length and should be in an electronic format (preferably MS Word). All articles are subject to change without notice.

THANK YOU