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Major Articles

Spread Your Message with CIT's Electronic Publishing Service

ISDP: Are You Paying Too Much for Software?

Shared Load Balancing – A New Virtual Service Offering

NIH Web Meeting Is Now Using NIH Login

The 2010 NIH Research Festival

CIT Training Fall/Winter Term – Open for Registration

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

	August	*September*	*October*
Total hits for the month	75,323,777	79,195,903	80,277,810
Hits per day	2,429,799	2,639,863	2,589,606
Different individuals per month	3,271,670	3,465,866	3,623,475

The server has been up 100% of the time* during October.
** Server uptime is independent of network accessibility.*

Articles

Spread Your Message with CIT's Electronic Publishing Service

Do you need an easy way to broadcast your message to the world? Are you looking for affordable ways to communicate with your audience beyond email and listserv lists? CIT is pleased to announce the availability of a new electronic publishing service, which is part of our new zLinux service offering (see also the "CIT Adds zLinux Virtual Server Hosting Service" article in *Interface* 247).

Easy online publishing

Our electronic publishing service, which uses WordPress blogging software, makes reaching a wide audience easy and economical. With the service, you can:

- Write your own website, *without knowing HTML.*
- Edit your website using a What-You-See-Is-What-You-Get (WYSIWYG) editor that is *as easy as Microsoft Word.*
- Easily add images and videos to your website.
- Write your own blogs and newsletters on the Web.

In essence, our service streamlines online publishing for you, offering a low price tag, ease-of-use, and fast set-up for your blog or newsletter. With CIT's WordPress-based publishing service to power your blog, you don't have to worry about keeping up with the fast pace of advancing technology because we will do it for you.

Service features

Our electronic publishing service offers customers space for individual sites on a multiuser host and uses WordPress, a widely used blog and content management system that offers flexibility and ease-of-use, to publish your content.

The service includes the following features and options:

- **CIT Support**: CIT configures the site based on user specifications and provides 24/7 support and routine backups.
- **Customer-controlled Site Access**: The site owner can define who should have access to the site to read and edit content. Access to the site can be restricted to computers within the NIH perimeter firewall or expanded to allow access from computers on the Internet, as decided by the site owner.
- **NIH Login Accounts**: If the site owner wishes to restrict access, site login uses NIH Login accounts, so you do not have to remember new accounts and passwords.
- **Customer-controlled Content Management**: The site owner has administrative-level privileges to lock content from editing, delete content, and otherwise manage the site and its content.
- **Easy Editing**: A WYSIWYG editor is included, making editing similar to using Word. This means that you don't need to worry about knowing web coding, because the WordPress blogging software does the code part for you. You can create, modify, retrieve, and update your content without ever having to touch the code required to perform those tasks.

For the most current service rates, please see the "zLinux Services" section of the NIH Data Center Rates page at http://cit.nih.gov/ServiceCatalog/DataCenterRates.htm.

Questions

If you are interested in using CIT's electronic publishing service or if you have any questions about electronic publishing or content management systems, please contact the NIH IT Service Desk at http://itservicedesk.nih.gov/support or call 301-496-4357, 301-496-8294 (TTY) or toll free at 866-319-4357.

ISDP: Are You Paying Too Much for Software?

As members of the NIH research community, we all rely on software to support our work. But purchasing new software is often a complicated and time-consuming process that may leave you with the sense that you've spent too much in both time and money. Wouldn't it be nice to have someone else manage the whole process for you? ISDP is here to do just that and to ensure you get the best price for the software you need.

What is ISDP?

The Information Systems Designated Procurement (ISDP) Program is an NIH software acquisition program, found within the Center for Information Technology (CIT), that serves all of the Department of Health and Human Services (HHS). The ISDP program saves NIH employees and organizations both time and money by leveraging large volume purchasing agreements at discounted pricing. ISDP is able to negotiate lower prices for a variety of software products used by NIH employees on a daily basis. Currently, the program serves an estimated 96,000 users across NIH and other HHS Operating and Staff Divisions.

Highlights of the ISDP Program include:

- Direct negotiation with vendors to obtain the **best price available**
- Handling of all administrative work, including licensing and contract management
- Customer perks: ISDP customers can download Microsoft Office 2010 onto their home computers for **only $9.95**
- Great discounts: ISDP negotiated up to 60% off the GSA price on select statistical software
- Easy access to IT products from major companies such as: Microsoft, SAS, Adobe, and Oracle
- Substantial savings for customers: In 2009 ISDP saved its NIH customers approximately $12 million

How can ISDP help me?

The ISDP program offers a variety of benefits for our NIH customers. We consistently negotiate discounts off the GSA listed price for popular software products.

Additionally, ISDP handles the administrative burden of acquiring the software, allowing NIH employees to focus on their mission. The program performs market research, collects software product information, issues competitive Request for Quotations/Proposals (RFQ/RFP), conducts proposal evaluations, and negotiates directly with vendors to obtain the best possible pricing, terms, and conditions.

If you, as an NIH employee, are interested in acquiring new software, be sure to check with ISDP first. The ISDP program may already have a negotiated agreement in place that realizes a significant discount. For example, ISDP has negotiated contracts on products such as Microsoft and Macintosh operating systems, as well as Microsoft server software. The ISDP team has also just finalized an Enterprise Level Agreement (ELA) with Adobe to acquire software that will be available at dramatically reduced prices.

How can I get started?

The ISDP program's newly redesigned website is now available at http://isdp.nih.gov. ISDP customers will be able to receive all of the same great savings and benefits of the ISDP program, with the added convenience of a more user-friendly website.

Some of the site's new features include:

- An easy way to locate and contact an ISDP representative to assist with the installation of your software
- A news section to keep you updated on recent software acquisitions and new software upgrades

- A redesigned "Products" page containing a Product Search Filter that makes finding the software products and prices much easier
- An "Enrollment" section that contains a list of exactly which software is included in each ISDP Enrollment Bundle

To start saving today, visit the ISDP website at: http://isdp.nih.gov or email us at NIHISDP@mail.nih.gov.

Shared Load Balancing—A New Virtual Service Offering

As an alternative to using dedicated load balancing devices, CIT has developed a new Shared Load Balancing Service for customers with hosted servers at the NIH Data Center. At a high level, load balancing refers to managing and optimizing traffic flow or workload across multiple servers for high availability, decreased response times, maximized throughput, and optimal resource utilization.

Drawbacks of dedicated load balancing

Previously, CIT only offered dedicated F5 load balancer solutions. The dedicated devices are a good choice for customers who have high-traffic applications that make full use of the devices' resources, but are less suited for applications with lower capacity requirements, which use only a fraction of dedicated device resources. If you need FIPS 140-2 compliance but have a low-traffic application, then because FIPS modules are only available on high-end (dedicated) F5 devices, you are paying a premium for dedicated hardware without making use of its full resources.

CIT's Shared Load Balancing Service provides a cost-effective option for customers who need either standard or FIPS-compliant traffic management but don't need the full capacity of a dedicated load balancer.

What benefits does shared load balancing offer?

The new service offers shared load balancing on F5 devices on a fee-for-service basis. The shared service maximizes hardware utilization without compromising performance or security by allocating the F5 device resources, such as CPU, memory, secure socket layer (SSL) transactions, compression, and FIPS processing, among multiple customers. The shared service provides the same technical features as the dedicated service at a lower cost.

The overall benefits of the shared option include:

- Cost Savings
  - Lower charges for CIT customers (compared to dedicated load balancing)
  - Reduced total cost of ownership for load balancing hardware
  - Reduced real estate costs by creating shared resources instead of adding physical devices
- FIPS Compliance
  - Provides cost-effective FIPS 140-2 compliant load balancer solution for customer applications and servers
- Greener Data Center and Operational Efficiency
  - Allows higher capacity utilization of system resources
  - Reduces the number of physical devices to support
  - Achieves higher degree of energy efficiency and saves on Data Center power and cooling

Is the shared service for everyone?

CIT believes the Shared Load Balancing Service will benefit a significant number of customers, however a customer's technical requirements or other factors may make dedicated load balancing or another service better suited to meet customer needs.

The shared service will not be available in the following instances:

- When customer technical requirements necessitate changes to the Shared Load Balancing Service configuration that could potentially affect other customers.
- When a customer has specific Service Level Agreement requirements that fall outside the Shared Load Balancing Service criteria.
- When a customer has varying maintenance window requirements.
- When a customer consumes a high enough percentage of the load balancer hardware or network resources that would warrant a dedicated solution.

What about security?

With the Shared Load Balancer Service, device resources are shared among customers, but security controls separate customer application traffic.

These controls include:

- Physical Controls – Physical separation of application traffic is achieved by means of separate physical ports on the F5 device.
- Logical Controls – Logical separation of customer traffic is accomplished through the use of individual Virtual Local Area Networks (VLANs) across the F5 device and network switches.
- Global IP forwarding is disabled on the F5 device so customers cannot forward traffic from one VLAN to another. Custom IP forwarding is created to allow traffic to securely flow only within a customer's subnet.
- F5 device configurations map each customer's Virtual IPs (URLs) to a unique group of destination servers. This prevents one customer's traffic from being forwarded to other customers' servers.
- Similar to a proxy server, the F5 device creates and manages a session table to track each packet flow.
- All SSL certificate keys are protected with a FIPS 140-2 compliant hardware module, which in turn prevents keys from being exported or tampered with.

Additionally, access to the F5 devices is limited to appropriate CIT staff, and an audit function is enabled to record changes made to the devices.

Monthly maintenance

The Shared Load Balancing Service includes an established monthly maintenance window for software patching and code upgrades when required. Emergency updates may be necessary to address critical system failures or vulnerabilities. In such cases, CIT will notify customers by email about emergency maintenance activities.

The Shared Load Balancing Service offering

The Shared Load Balancing Service offers the following technical features:

- One physical port per customer, configured with multiple VLANs. Speed is set at 1Gbps full-duplex.
- A redundant F5 BIG IP appliance infrastructure.
- Health check monitors for site/application high availability.
- Physical interface link up/down monitoring with automatic failover to standby F5 device.
- FIPS 140-2 processing of SSL certificates up to 500 transactions per second (TPS) per port.
- Web compression up to 200 Mbps.
- Certificate Keys stored in a FIPS 140-2 certified hardware module.
- Server load sharing and fault tolerance capabilities for customer applications, up to 50 virtual IPs (URLs) per port.

For more information

For more information about this service or CIT's other virtualization offerings, see the CIT Service Catalog online at http://cit.nih.gov/ServiceCatalog/, or call your CIT Customer Coordinator, or contact the NIH IT Service Desk at http://itservicedesk.nih.gov/support or 301-496-4357, 301-496-8294 (TTY), or toll free at 866-319-4357.

NIH Web Meeting Is Now Using NIH Login

On September 13, 2010, the NIH Web Meeting System began using NIH Login to authenticate users. This means that Web Meeting users no longer have a Connect-specific username and password, but instead use their federated username and password to log into web meetings.

What is my login now?

For NIH and HHS users, the federated username and password is your NIH computer login.

For non-NIH users, your federated username and password is your institution's login if your institution is federated with NIH. If your institution is not federated with NIH, your federated login will be your NIH External account.

What is federated identity?

Federated identity, implemented through the NIH Federated Identity Service, enables authorized individuals to securely access multiple applications and data sources across institutions—such as NIH, other federal organizations, and universities—using a single login and password.

For more on federated identity, see the article "NIH Federated Identity Service" (http://datacenter.cit.nih.gov/interface/interface243/FedID.html) in *Interface* issue 243, and the article "Open Identity for Open Government at NIH" in *Interface* issue 245 (http://datacenter.cit.nih.gov/interface/interface245/open_gov.html).

What is an NIH External account?

NIH External accounts are created through the NIH External Directory Service in order to allow non-NIH users to have secure and authenticated access to NIH data. Sponsors for external collaborators request "projects" via the Web, and then IC project owners

work with CIT to provide an account with specific permissions and tracking of service usage.

There is no charge for an NIH External account, however a Service Level Agreement (SLA) must be signed with the CIT Integrated Service Center (ISC) and a project must be set up to hold the accounts requested by a sponsor.

A separate account is created for each outside-NIH collaborator in the NIH External Directory. This option (NIH External account creation) for collaboration is short-term until the collaborator's institution/university/college has integrated their directory with NIH's Federated Identity solution, if at all applicable.

Additional background on the NIH External Active Directory is available at https://external.cit.nih.gov/.

How do I sponsor NIH External accounts?

For information on sponsoring an NIH External account, please contact the NIH IT Service Desk at http://itservicedesk.nih.gov/support or call 301-496-4357, 301-496-8294 (TTY), or toll free at 866-319-4357, or consult the steps of the process as explained on the Web Collaboration NIH Login page at http://webcollaboration.nih.gov/nihLogin.aspx.

The transition process for users

Users with a nih.gov email address: On September 13, 2010, all current Web Meeting users who previously logged into Connect with an NIH email address (for example: doej@mail.nih.gov) had their usernames updated to their NIH usernames (for example: doej), and the storage of passwords in the Web Meeting system itself was discontinued. At that time, all NIH users were automatically given participant-level accounts on the system, so you are now able to invite them to your meeting from within the system without having to go through the non-billable account request process. Current meeting permissions are unaffected by this change.

External users without nih.gov email addresses who have a federated account or an NIH External account: As of September 13, 2010, users who already possess a federated login should select the "Federated Login" option from the Connect Login page, and enter their credentials to login to the Web Meeting service. Since the implementation of the login change, we have made a link to detailed frequently asked questions and answers available on the Web Meeting login page.

Grace period: There will be a grace period from September 13, 2010, through November 30, 2010, in which users not currently using a nih.gov email address can still use their current Connect logins. This grace period is in place to ensure that current legitimate users are not denied access during the transition, and that NIH External accounts can be provisioned for non-NIH users who do not have access to a federated user account.

If you have a federated or external account, but are unable to log in to your Web Meeting account, please contact the NIH IT Service Desk to have your Web Meeting account associated with your federated or external account.

Note*:* As of the cut-over on September 13th, new Web Meeting users who do not possess a federated login will need to be sponsored for an NIH External account.

Why did we do this?

We made this change to better comply with NIH security policies and procedures and to provide a safe and responsible service to our community. Additionally, there were customer requests to eliminate the Connect-specific username and password. With NIH Login, users do not have to remember a separate username and password for Connect.

More information

We are striving to minimize the impact to users during the login transition. Updates on the transition will be posted to our Web Collaboration news feed (http://webcollaboration.nih.gov/news.aspx) and our NIH Web Meeting Login Page (http://webcollaboration.nih.gov/nihLogin.aspx), which will be continually updated.

If you have questions or concerns, please contact the NIH IT Service Desk at http://itservicedesk.nih.gov/support or call 301-496-4357, 301-496-8294 (TTY), or toll free at 866-319-4357.

You may also find the below links helpful:

- NIH Login (http://www.cit.nih.gov/ServiceCatalog/NIHLOGIN.HTML)
- Federated Identity (http://isc.nih.gov/federatedLogin.asp)
- NIH External Directory (http://isc.nih.gov/extDirService.asp)

A version of this article was published in the Summer 2010 issue of the Web Collaboration newsletter: http://webcollaboration.nih.gov/newsletters.aspx.

The 2010 NIH Research Festival

CIT's commitment to the advancement of computational science was on display this October at the 2010 NIH Research Festival (http://researchfestival.nih.gov), an annual showcase for the activities of the NIH Intramural Research Program.

This year's research festival, which took place from October 5th to the 8th, was co-chaired by Richard Leapman, Scientific Director, NIBIB and Richard Nakamura, Scientific Director, NIMH, and coordinated by NIH Research Festival Coordinating Committee (http://researchfestival.nih.gov/committees.php).

Festival events and sessions

The opening plenary session on Tuesday, October 5, began at 9:00 a.m. in the NIH Clinical Center's Masur Auditorium. The featured topic, *DNA Unwound: The Path from Characterization to Treatment of Rare and Common Genetic-based Disorders* (http://researchfestival.nih.gov/plenarysession.php), was dedicated to the legacy of Marshall Nirenberg and addressed diverse areas of DNA-related research, such as the genetics of complex phenotypes and of social behavior, the effects of epigenetics on disease development, the discovery of new genetic disorders, and the development of high-throughput technology.

Other events during the four-day research festival were presented in and around the Natcher Conference Center. They included a neurobiology symposium and tribute to Marshall Nirenberg on October 8th (Neurobiology Symposium), cross-cutting symposia and poster sessions, special exhibits on resources for intramural research, the 2011 Fellows Award for Research Excellence (FARE) Program and Award Ceremony (http://researchfestival.nih.gov/fare.php), and the Technical Sales Association (TSA) Exhibit tent show.

CIT participation

The CIT exhibit, hosted in the main hall of Natcher, showcased some of the many services through which we support NIH and other federal research programs. Visitors to the exhibit could learn about service offerings such as:

- Multi-platform application hosting on secure virtual and physical servers
- Enterprise Software Licensing/Information Systems Designated Procurement (ISDP)
- Google search engine services for NIH websites
- On- and off-campus co-location options for customers who own their own servers but are looking for a secure, environmentally-controlled location
- Efforts and strategies for greening the NIH Data Center

Staff members from CIT's Training Program were also present to tell festival attendees about course offerings and help them enroll in free training classes through the Training Program's website (http://training.cit.nih.gov/).

At the CIT Video Services table in the Natcher Atrium, an iPad display caught the eye of visitors and demonstrated the effectiveness of videocasting, one of many communication and collaboration services offered by CIT that allows the NIH community to interact with people around the world.

These services include:

- **VideoCasting & Podcasting**: Presentations are sent as live streaming video, then archived in a form that allows the viewer to rewind, fast forward, and pause the show. Podcast files can be downloaded and viewed offline on a computer or portable media player.
- **NIH Web Collaboration using Connect**: Online meeting application that allows you to hold virtual meetings and share documents, images, and video online with colleagues or collaborators across the globe, without the high costs and scheduling difficulties of travel.
- **Video Conferencing**: Enables people to attend meetings held in another location by sending a real-time, TV-style signal between two or more rooms.

- **Conference Room Design & Support**: Traditional spaces can be transformed into Multimedia Conference Rooms for meeting with people in the room, as well as remote attendees using VideoTeleConferencing (VTC) and Web Collaboration.

Helix Systems Services

Under the heading Applied Biomedical Supercomputing on the NIH Helix Systems, CIT's Helix Systems Services hosted a separate exhibit in the area adjacent to the scientific poster sessions. Their focus was on the high-performance scientific computational tools, training, consulting, and collaboration that NIH Helix Systems provide for the intramural NIH community. The exhibit highlighted Next Generation Sequencing as one of the powerful computational research tools available to Helix users and allowed visitors to try out SciWare, which enables Helix users to run desktop-suitable scientific applications directly on their Windows, Mac, and Linux workstations.

The exhibit also included information about other Helix resources, such as the Biowulf Linux cluster with almost 9,000 processors, very large memory systems (72-512 GB), high-performance file systems, as well as numerous applications that help researchers perform computations. Helix Systems applications include:

- Licensed products such as Matlab and the Biobase suite for gene regulation and transcription interpretation,
- Sequence assembly packages such as MIRA and Velvet,
- Web applications such as the EMBOSS sequence analysis suite,
- In-house-developed tools such as DNAworks for oligonucleotide design and StrucTools for 3-D structure analysis, and
- Applications for small- or large-scale use in the areas of computational chemistry, molecular dynamics, sequence analysis, linkage and phylogenetic analysis, structural biology, mathematical and statistical analysis, image processing, proteomics, and more.

For more information on the Helix Systems Services offered by CIT, visit the CIT Service Catalog's Scientific Computing section at http://cit.nih.gov/ServiceCatalog/Services.htm?Service=Helix+Scientific+Computing.

Poster sessions

Several research festival poster sessions featured scientists from CIT's Division of Computational Bioscience (DCB). The following projects included scientists from CIT at poster sessions:

Scientist's Name	**Project Name**
Esther Asaki, Kathleen Meyer, Yiwen He, Barbara Lynn Young, Wenming Xiao, John Powell	mAdb - microArray Database System: Bioinformatics for Managing, Storing and Analyzing Gene Expression microArray Data
Jennifer Barb and Peter Munson	ExonSVD: A New Model for Exon and Splice Junction Microarrays
Roby Joehanes, N Raghavachari, AD Johnson, CJ O'Donnell, Peter Munson, D Levy	Comparison of Gene Expression Profiles in Whole Blood, Peripheral Blood Mononuclear Cells, and Lymphoblastoid Cell Lines from the Framingham Heart Study
Calvin A. Johnson, William W. Lau, Guoli Wang, Krishna Collie, Michelle Vos, Lisa Krueger	An Ensemble Classification System for Research Categorization and Decision Support in Portfolio Analysis
William Lau, Kenneth Kho, Krishna Collie, L Krueger, M Vos, Calvin Johnson	An Auxiliary Classifier Providing Evidence to Support Coding of Biomedical Text

Scientist's Name	Project Name
Wenming Xiao, X Liu, R Schmitz, S Jhavar, G Wright, Lynn Young, John Powell, L Staudt	Establishing Informatics Tools for RNA-Seq with Next-Generation Sequencing Technology
LN Saligan, CP Hsiao, A Kaushal, D Citrin, D McNally, Jennifer Barb, Peter Munson, XM Wang	Investigating Molecular–Genetic Correlates of Cancer-related Fatigue
Nishith Pandya, Chun-Yuan Ting, Chi-Hon Lee, Matthew McAuliffe	A Novel Combination of Algorithms to Register Drosophila Optic Lobe Neurons to an Atlas
Justin Senseney, William Gandler, Iordanis Evangelou, Daniel Reich, Matthew McAuliffe	DCE-MRI Processing Framework

Scientist's Name	Project Name
S Yuditskaya, A Tumblin, G Hoehn, A Tailor, G Wang, SK Drake, S Ying, AK Mack, L Mendelsohn, X Xu, AT Remaley, R-F Shen, Peter Munson, AF Suffredini, GJ Kato	Proteomically Identified Biomarkers of Pulmonary Hypertension and Acute Pain Episodes in Sickle Cell Disease
Guillermo Bermejo, Charles Schwieters	Improvement of the Torsion-Angle Database Potential in Xplor-NIH
Yaroslav Ryabov, Charles Schwieters	Using NMR Relaxation Data in Globular Protein Structure Determination
Charles Schwieters	Software Tools for Biomolecular NMR Structure Determination

More on the NIH Research Festival

You can find information on past research festivals at the Research Festival website http://researchfestival.nih.gov/index.php under the link "Past Research Festivals" (http://researchfestival.nih.gov/past.php).

CIT Training Fall/Winter Term – Open for Registration

While the year is coming to an end, the CIT Training Program is adding training sessions for the new FY2011 term.

Our revolving term

In the past, individuals needed to wait until the term was announced before registering. With our revolving term, we can add courses to our website as soon as they are scheduled. No longer is there a need to wait for a new term before applying for courses.

Current courses

Courses currently available at the CIT Training Program include:

Seminars for Scientists and Researchers
NIH Biowulf Cluster: Scientific Supercomputing
BIOBASE
zLinux on the Mainframe
Phylogenetics & Structural Biology seminars
Microarray Analysis with Open Source Tools
Introduction to R
Advanced Microarray Analysis Using R/Bioconductor
SAS Enterprise Guide 2: Advanced Tasks and Querying (*NEW*)

Grants
QVR Introduction
Understanding and Using the "Cart" Feature of QVR
Understanding and Using the Standard Reports
Search Strategies and Custom Download

ECB –Basic & Advanced
SPIRES (Scientific Publication Information Retrieval and Evaluation System) for Bibliography Reporting and Program Analysis

Additional Topics
Creating Section 508 Word 2007 Documents
Creating Section 508 PowerPoint 2007 Presentations
Microsoft Office 2007 SharePoint Introduction
Microsoft Office 2007 SharePoint Designer
Outlook 2007 - Getting Organized
ITIL V3 Overview
Spend a Day with the NIH IT Service Desk
Data Center Tours - Division of Computer System Services

Registration details

We offer most courses free of charge to NIH staff. If there is a charge, the cost will be listed in the tuition section. NIH staff should obtain appropriate approval before registering to attend a seminar. Contractors are welcome to attend when space is available, the session is closely related to their current assignment, and when doing so is in the best interest of NIH. To view a complete list of courses, register for current FY2011 classes, join our CIT Training Mailing list, and view your transcript or current application status, visit our website, http://training.cit.nih.gov.

Teach a course yourself

The CIT Training Program strives to keep abreast of the needs of the NIH community with the help and expertise of volunteers who are willing to share their knowledge with their peers. We are happy to extend this opportunity to NIH employees and contractors, as well. We'll work with you to ensure that there are no contract limitations or other restrictions that may prevent our students from benefiting from your knowledge.

Feedback appreciated

This past year, CIT Training debuted a new website, online course completion certificates, and electronic surveys. In an effort to increase the quality of the program, we request that anyone attending a course take the time to complete the brief survey. This would be greatly appreciated.

Contact us

We are also able to facilitate classroom rentals, registration services, and custom training. Please visit the "Training Services" section in the CIT Service Catalog (http://cit.nih.gov/ServiceCatalog/) for more details. Contact us at 301-594-6248 or at cittraining@mail.nih.gov and let us assist you with your training needs.

Dates to Remember

Now . . .

November 25 • Thanksgiving Day

Later this year . . .

December 24 • Christmas Eve, Federal Holiday (Friday)
December 25 • Christmas Day (Saturday)
December 31 • New Year's Eve, Federal Holiday (Friday)

2011…

January 1 • New Year's Day (Saturday)
January 17 • Martin Luther King Jr. Day

Directories and Reference Information

NIH Computer Center Hardware and Software
[http://cit.nih.gov/ServiceCatalog/HardwareSoftware.htm]

Computer Services Telephone Directory
[http://cit.nih.gov/NR/rdonlyres/CD8200B2-35E6-424C-A1C9-48DA35CE8155/0/TelephoneDirectory.pdf]

Online Services Directory
[http://www.cit.nih.gov/ServiceCatalog/OnlineServices.htm]

The CIT Service Catalog
[http://cit.nih.gov/ServiceCatalog/]

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