
From: Nash, Margo
Sent: Thursday, September 06, 2001 1:52 PM
To: ALL DPA Statewide Leaders; Van Kirk, Pam
CC: DPA Network Services Helpdesk; DPA EIS Helpdesk
Subject: DPA Information Systems (IS) Access Forms and Procedures

To: DPA Hiring Managers

This procedure clarifies the forms needed and how to submit them to obtain access to information systems and services such as, Eligibility Information System (EIS), Case Management System (CMS), Ingens, LANS, printers, and Exchange/Outlook E-Mail. It also includes important instructions about modifying existing individual account information. Please share this information with staff as appropriate. A copy of this email is located on the DPA web server at <http://dpaweb.hss.state.ak.us/NETS/PDF/accessP-P.pdf>

There are three forms that may be required to establish system access:

1. EIS and Network Services Security Agreement
2. LogonID Change Request Form
3. State Employee E-Mail & Internet Directory Form

For new employees the best practice is to process all three forms at the same time.

EIS and Network Services Security Agreement

Systems Operations and Network Services require the *EIS and Network Services Security Agreement* for all personnel needing access to mainframe programs, such as EIS, web applications like Ingens, and email and other network services.

Distribution of this agreement form is always:

- Fax to Systems Operations (Fax 907-561-7685)
- Mail or route original to Systems Operations

Systems Operations distributes the form as appropriate to Network Services.

LogonID Change Request Form

The Department of Administration, Information Technology Group require the *LogonID Change Request Form* for all state and non-state employees who need access to the mainframe to use EIS, AKPAY and AKSAS. This form is used to create an individual account and determine what applications are available on the individual's main menu for the State of Alaska Computer Network via Alaska Data Center.

Distribution of this form is always:

- Fax to Systems Operations (Fax 907-561-7685)
- Mail or route original to Systems Operations

Systems Operations distributes the form as appropriate to ITG.

State Employee E-Mail & Internet Directory Form

The Department of Health and Social Services, Division of Administrative Services, Human Resources and Information Systems sections require the *State Employee E-Mail & Internet Directory Form* for all users. Human Resources and the employee's hiring Division E-Mail Administrators use this form to manage Exchange E-Mail, State of Alaska Employee Directory, and AKPAY information.

Distribution of this form is always:

- Fax to Systems Operations (Fax 907-561-7685)
- Mail or route original to the Division of Administrative Services, Human Resources Office* (Southeast

staff submit form to Juneau DAS-HR; Other locations submit to Anchorage DAS-HR)

Systems Operations distributes forms as appropriate to Network Services.

*The form *State Employee E-Mail & Internet Directory Form* is a mandatory part of the hiring and transfer packet. It is used to create an employee e-mail address, and the display/search name, duty location, and phone and fax number for the *State of Alaska Employee Directory* on the Internet. Division E-Mail Administrators **will not** create an e-mail address until a completed form is received. It is also used to modify employee information such as, name, phone and fax numbers, and location.

Important Note: For Name Changes the Division of Administrative Services, Human Resources (HR) section requires a new Social Security Number (SSN) card with the new name. Division E-Mail Administrators cannot modify an e-mail address until authorization is received from HR. The new E-Mail address name will be the same as that on the new SSN card.

Questions can be sent to mailto:margo_nash@health.state.ak.us

From: Nash, Margo
Sent: Thursday, June 28, 2001 12:56 PM
To: ALL DPA Division Managers
Cc: ALL DPA Assistant Regional Managers
Subject: Open Connect Accounts

Please route all requests for Open Connect Accounts to:

Margo Nash
Network Services
Division of Public Assistance
Phone (907) 465-2682
Fax (907) 465-3651
margo_nash@health.state.ak.us

From: DPA Network Services Helpdesk
Sent: Monday, April 02, 2001 3:04 PM
To: ALL DPA Statewide Staff
Cc: ALL DPA State Associates
Subject: Online Policy and Procedure Manuals

Broadcast to all DPA Staff

In response to popular request from the Business Analysis meetings, the following DPA policy and procedure manuals have been posted in Adobe Acrobat on the DPA Web page.

- Administrative Procedures
- Adult Public Assistance
- Alaska Temporary Assistance
- Child Care
- Food Stamp Program

The first link below will take you to the DPA manuals Web page. The second link will take you to instructions for navigating within Acrobat.

<http://dpaweb.hss.state.ak.us/main/manual/manual.htm>
<http://dpaweb.hss.state.ak.us/main/manual/AcrobatNavigatingOnlineManuals.pdf>

Check back frequently as the Division plans to post other documents, such as the Food Stamp Employment & Training Technical Assistance Guide and current Management Administrative Procedures.

Please direct questions regarding web links and bookmarks to <mailto:DPAHelp@health.state.ak.us>.

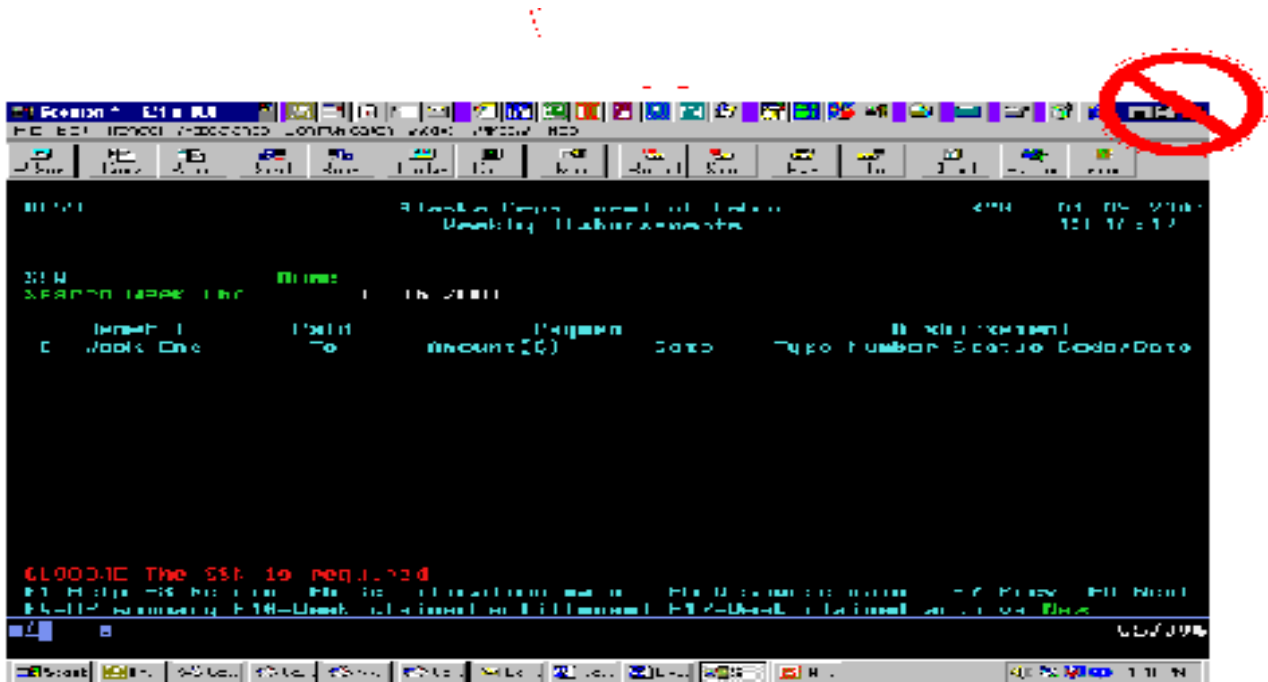
Direct policy questions on Child Care, Alaska Temporary Assistance, Adult Public Assistance, and Administrative Procedures to <mailto:dpapolicy@health.state.ak.us>.

Direct Food Stamp Program policy questions to mailto:joan_chase@health.state.ak.us.

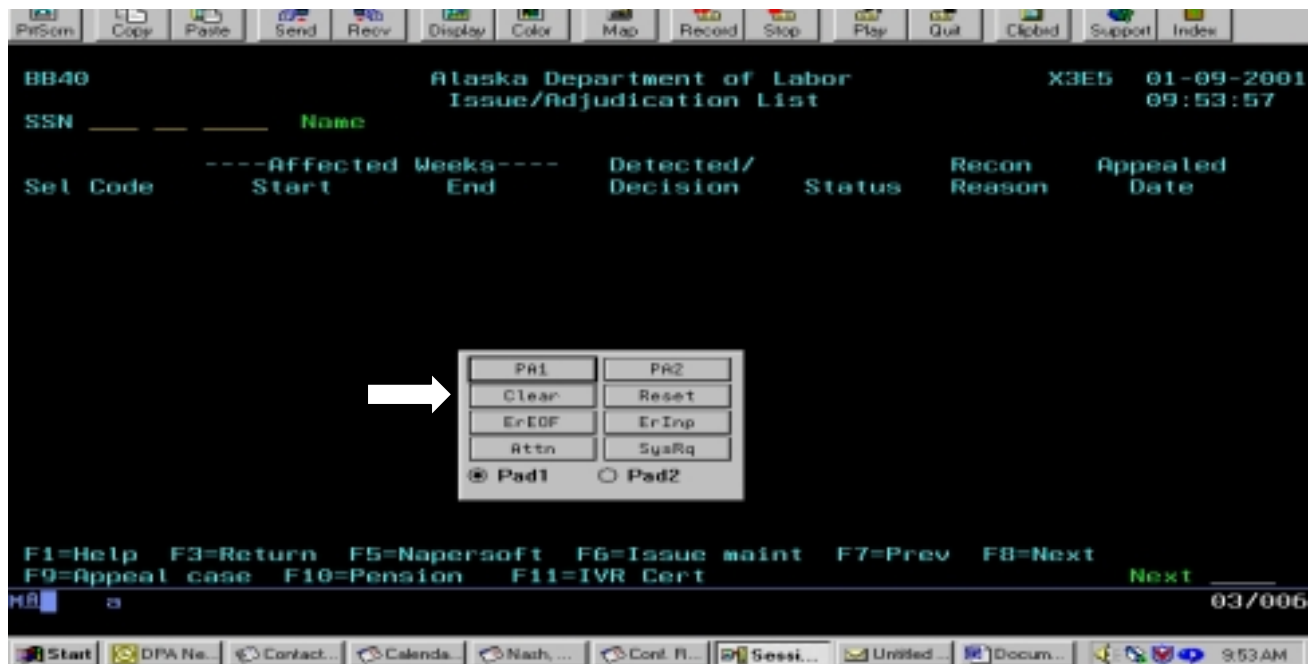
Logging-Off Procedures

“Dept. of Labor’s "Labor Prod CICS" Mainframe Session

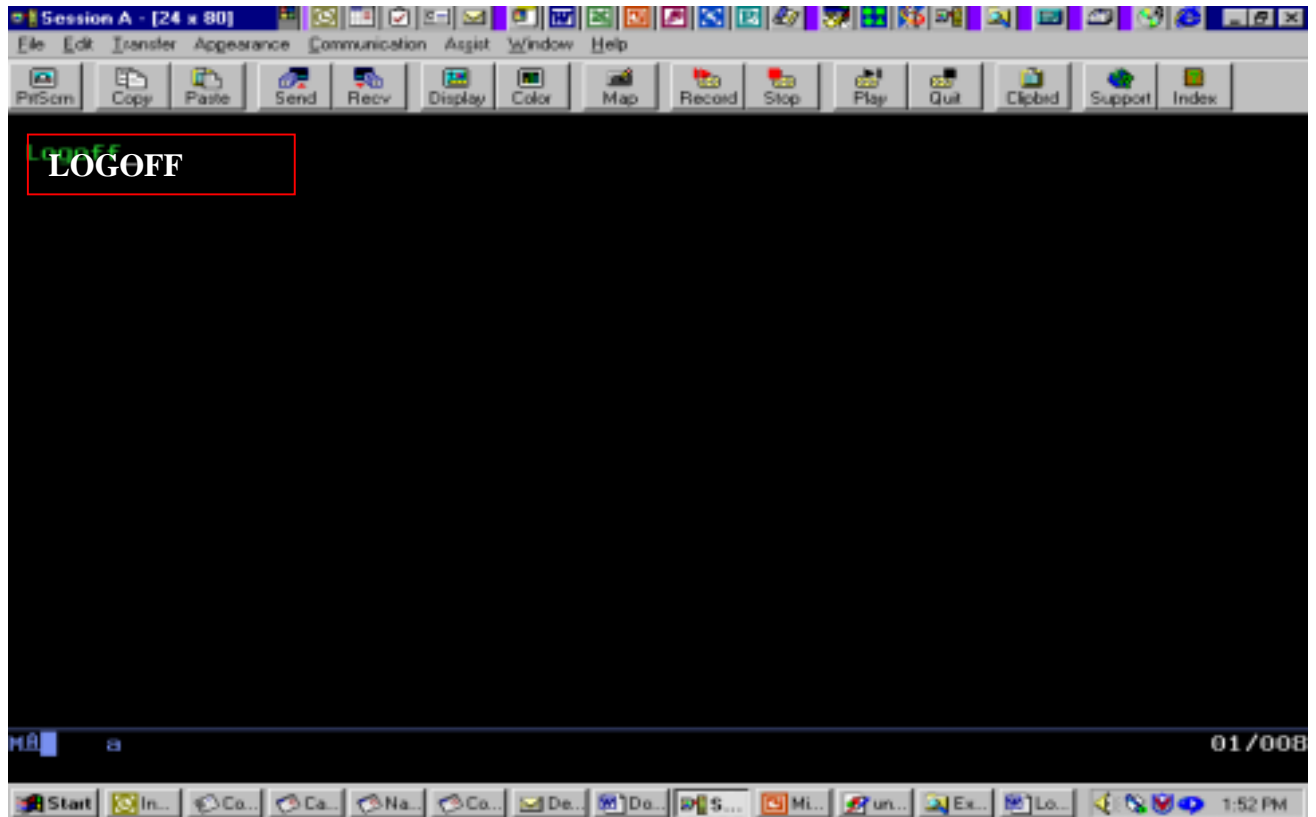
Simply clicking on the "X" without backing out and logging off properly leaves the Labor Prod CICS mainframe session running and is a security risk that can easily be avoided.



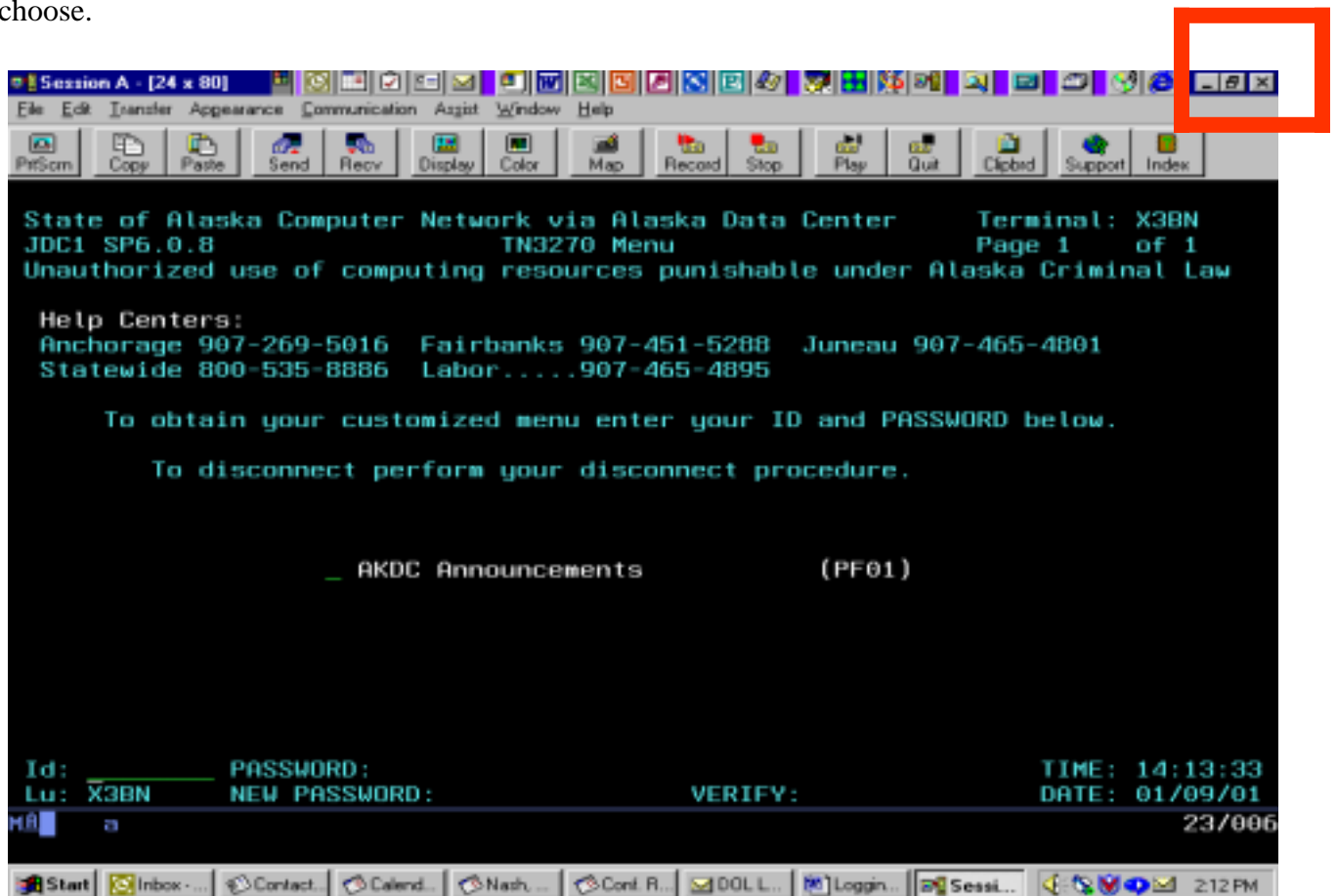
Right click anywhere on your mainframe session. The buttons in the illustration below will appear. Left click on “Clear” .



Type "LOGOFF" and press "enter". You will receive a message that your Logoff has been completed.



The mainframe will return you back to the main menu. You may now "X" out of the session if you choose.



From: Nash, Margo
Sent: Wednesday, December 27, 2000 11:28 AM
To: ALL DPA Division Managers
Cc: ALL DPA Field Supervisors
Subject: Network Services Projects Update

2000/2002 Computer Upgrades

In late 2000, Network Services began upgrading to Office 2000 and adding some multimedia web plug-ins. The attached document outlines current computer upgrades in progress by Network Services.

When doing upgrades of this magnitude it is important that we refresh the computers. In some instances it is necessary to refresh a computer to create sufficient hard drive space for the operating system and software programs. This means in most cases we will use a new "image" for the computer. However, this also means that we virtually wipeout the computers current configuration. In an effort to minimize the impacts of the refresh and upgrades technicians follow a "pre-ghost" checklist, which involves checking for files and customization on the computer that we need to restore after the upgrade. There maybe some instances where we miss something. Most often it is a configuration or setting. For example, if you have special settings, such as Outlook rules it is best to advise the technician of this or other customizations before we upgrade the computer. *Please note that we cannot guarantee specialized configurations will be restored.*

We will also be migrating staff Personal Address Books to Microsoft **Contacts**. Contacts is merely another version of a personal address book, with more features.

About Contacts

The contacts folder is your e-mail address book and information storage for the people and businesses you want to communicate with. Use the contacts folder to store the e-mail address, street address, multiple phone numbers, and any other information that relates to the contact, such as birthday or anniversary date. You can link any Outlook item or Office document to a contact to help you track your activities associated with a contact.

*You can file contact information under a last name, first name, company name, nickname, or any word that helps you find the contact quickly—for example, "grantee." Outlook gives you several naming choices to file the contact under, **or you can enter your own choice**. You can enter up to three addresses for each contact. Designate one address as the mailing address, and use it for mailing labels, envelopes, or creating mail merge letters.*

When you enter a name or address for a contact, Outlook separates the name or address into parts and puts each part in a separate field. You can sort, group, or filter contacts by any part of the name or any part of the address you want.

From a contact in your contact list, you can click a button or menu command to have Outlook address a meeting request, e-mail message, or task request to the contact. If you have a modem, you can also have Outlook dial the contact's phone number. You can have Outlook time the call and keep a record in Journal complete with the notes you take during the conversation.

The attached documents provide some information about Office 2000 features and includes a list of other software upgrades and the benefits. Also, included is our pre-ghosting* checklist.

2001/2003 Computer Replacements

In last FY 2001 Network Services will begin hardware replacements. We will follow the same site schedule we

did with the first installation. Ketchikan, Eagle River, and Wasilla will be our first sites, which will occur sometime between May 2001 and March 2002.

2001/2001 Server Deployments

Beginning in FY 2001 Network Services will begin the deployment of DPA file, print, and mail servers in AJCN offices. As needed we will still have file sharing with other AJCN partners, while allowing all DPA staff to be on the same email organization of "Health".

If you have any questions about these projects please contact DPAhelp@health.state.ak.us or call 269-7935.

*Ghosting: Ghost is a software we use to create a complete computer configuration. Once completed we are able to burn the Ghost image to a CD and use the CD to complete the upgrade. The initial image with all the required software can take up to four hours, while using a CD to create the image takes 5 minutes, plus another hour to complete the "pre-ghost" checklist and after imaging the mapping/restore punchlist. This is a significant time savings of over 3 hours per computer.

SOME NEW FEATURES OF INTEREST WITH Microsoft® Office 2000

Why did DPA upgrade to Office 2000?

Office 2000 offers a multitude of new features. Many are specific to each of the applications that make up the suite, but of particular importance for this release are the features that affect the entire suite. These Office-wide, or shared, features hold the key to the new functionality provided by Office 2000.

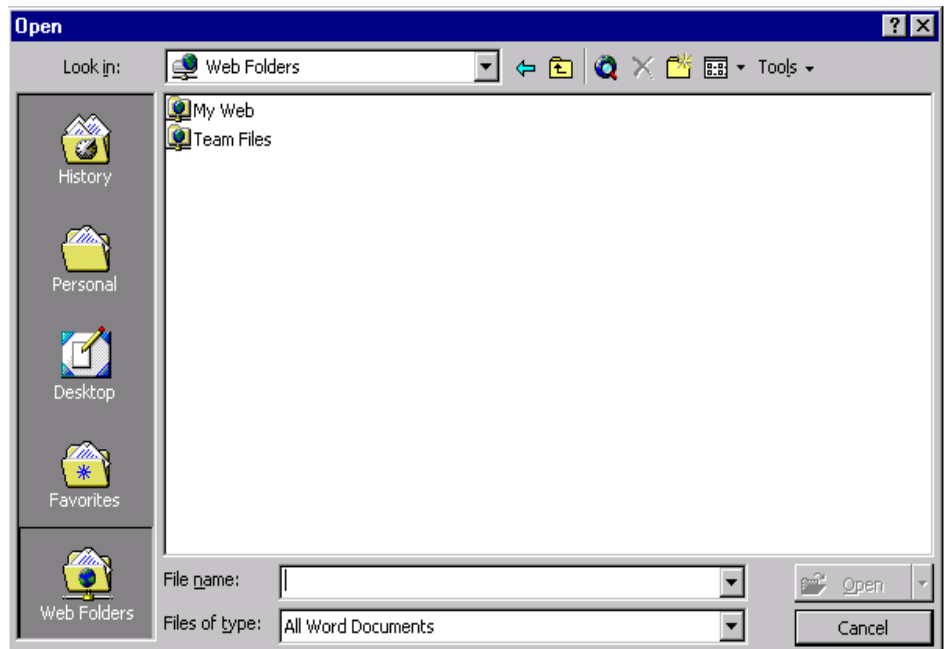
Personal Productivity

Users can often be overwhelmed by the complexity of application interfaces. Microsoft's approach is to make applications even smarter for users.

File Open and Save

The most commonly used dialog boxes in Office, File Open and File Save, have undergone many improvements in Office 2000. This includes easier access to more files, less clutter, and one-stop shopping to files used most often. A command bar has been added for common file management tasks such as copying, moving and deleting files. The Places bar, an Outlook-like display of icons, is provided for often-used document folders to help insulate users from the persistent confusion of a hierarchical directory structure. One of these icons points to the Recent Files folder, a collection of shortcuts with up to twenty of a user's most recently accessed documents. Web Folders points to Web servers for easy placement of files on an intranet or the Internet. The new dialog boxes also take a cue from the navigation method now familiar to millions of users through their Web browsers and include a Back button, which lets users easily return to recently visited folders, regardless of their location in the directory structure.

The new File/Open and Save dialogs make it easier for users to save, navigate and open files in various locations

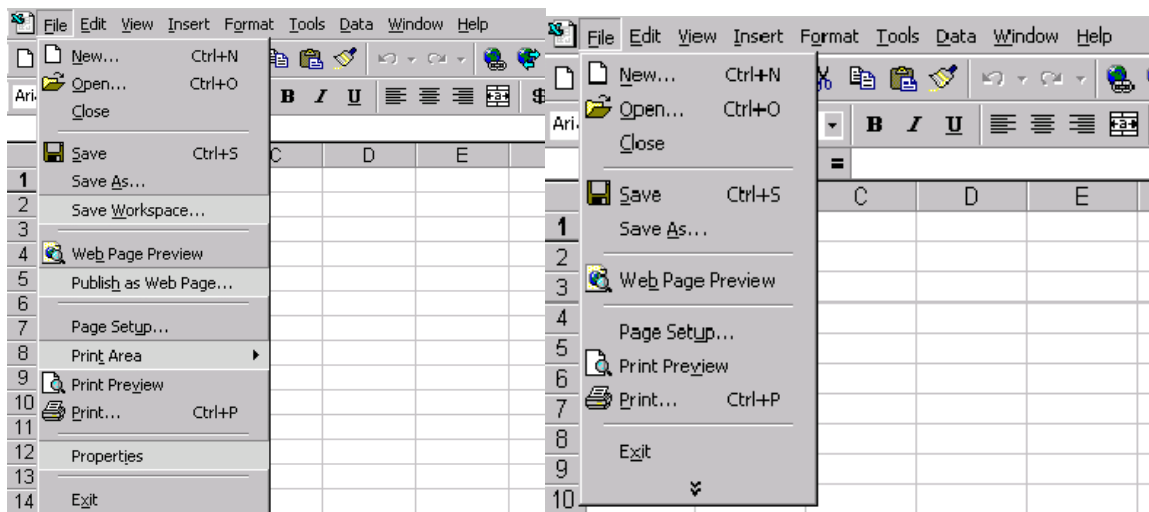


Collect and Paste

A common task for many users is gathering information from several sources. Now with the wealth of data on the Internet, users are demanding better integration and the ability to manage several pieces of information at once. Collect and Paste provides the means to manage multiple pieces of information in Office 2000 more easily, going beyond the single step Copy and Paste used with previous versions. Using the standard Clipboard in Windows, users typically copy information, switch windows, paste, switch windows, copy, switch windows, paste and so on. The Microsoft Office Clipboard now allows users to easily copy up to twelve chunks of text or pictures from one or more documents, e-mail messages, Web pages, presentations or other files. Users can then paste these chunks into any Office application, either individually, or all at once using the handy Paste All feature.

Personalized Menus

Personalized Menu display just the things a user needs and uses. When users first start Office, the application menus contain the commands that are used 95 percent of the time, while infrequently used commands do not immediately clutter the menu. At the bottom of each menu is a button that expands the menus to the full selection of choices so users can still easily find all menu commands. In addition, the menu will automatically expand based on IntelliSense rules (e.g., timing, hovering, etc.) As users access menu commands, they are “promoted” and displayed higher on the list. Unused menu commands are visually suppressed and not displayed on Personalized Menus. After a period of usage, menus display the commands used most often and hide the ones never or rarely used. When users want to explore new features, they can quickly expand the menus to find them. In the meantime, they are only shown what they most often use, greatly simplifying the interface. Individual end users as well as IT administrators have the flexibility to customize or disable this feature.

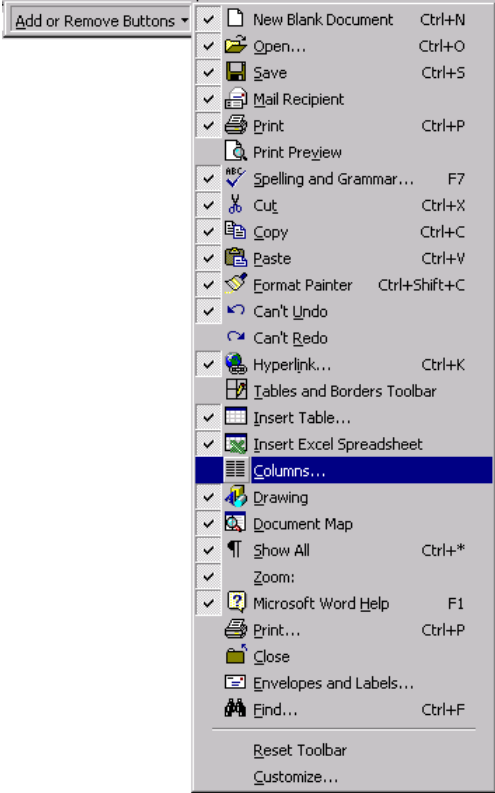


Personalized Menus adapt to usage patterns to give users easy access to the tools they use.

Note: The features of Personalized menus and toolbars have been turned off in your Office 2000 installation, to turn the features on go to view/toolbars/customize options tab. For the above feature, check Menu show recently used commands first. For the below toolbar feature check Standard and Formatting toolbars share one row.

Personalized Toolbars

Personalized Toolbars work very similar to Personalized Menus. Office 2000 Personalized Toolbars are displayed on a single row overlapped. Users can click a chevron button to see and access the full toolbar. As users use buttons by clicking on them, buttons are promoted to the visible toolbar. Unused buttons are hidden under the overlap, and users can drag the slider to see more buttons. Over time, the toolbars configure themselves to users needs. This provides for less screen clutter and increased access to the most commonly used functions.

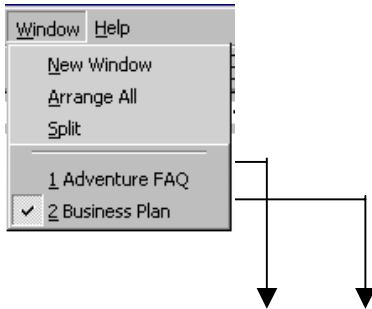


Quick Customize Toolbars

Customizing toolbars is now easier than ever. Click the Toolbar Options button on any toolbar to display a list of potential button icons. Users can select the button icons they want to display and uncheck the ones they want to hide.

Quick File Switching

Quick file switching provides immediate access to any individual Office document. If a user has more than one document open in any Office 2000 application, each document will have its own button on the Windows Taskbar. This is an easy way to switch between open documents, rather than just switching files through the Windows Menu, especially during cut-and-paste or drag-and-drop operations. Note the example below: Each individual presentation is easily accessible via the Taskbar, Quick file switching requires the Web-aware user interface, provided in Windows 98, Windows NT Workstation 5.0 or Windows 95 with Microsoft Internet Explorer 4.0.



Office 2000 enables quick file switching to show a separate button on the Task Bar for each open document.



Microsoft Office E-mail

In Office 2000, e-mail functions are built right into all applications through the Mail Header toolbar. This means that instead of having to launch an e-mail application and then attach a file, users can choose to send documents right from within the application. For example, instead of creating a sales report in Excel, saving it, starting Outlook and sending the report as an attachment, a user can create the report, send it right from Excel and continue working on the report.

Clip Gallery

Users appreciate better tools to find and manage graphics files. The Clip Gallery in Office 2000 provides several advanced tools to make these tasks easier. By using a combination of keywords, the Clip Gallery search tools help users locate the right graphic image, even without indexing. The *Find More Like This* tool locates images like the currently selected graphic. For example, if a user has a picture of a dog selected, *Find More Like This* displays more images of dogs.

The Clip Gallery supplies many standard categories for the built-in ClipArt. However, it also allows users to create custom categories for organizing images any way they like. Images can be added to categories from virtually any source and include keywords to make finding them fast. Images are passed through to the applications in their original format rather than being converted to a bitmap.

Other improvements make the Clip Gallery easier to use. It now supports drag-and-drop functions to move images from the gallery directly into Office documents. Users can leave the Clip Gallery open while editing documents, selecting graphics as they go rather than having to reopen it each time. The Clip Gallery can also display in a much smaller window, letting users see more of a document while selecting an image. When users click on any shape, a pop-up control provides the most common tasks, such as adding the clip to a document or searching for more like it. Office AutoShapes, including many new ones, are incorporated into the Clip Gallery, helping manage all Office graphics.

End User Assistance and Training

Windows 2000 responds more intuitively to plain language questions. The Office Assistant is more effective and less intrusive, and a powerful engine monitors user actions and produces the right help topic or tool automatically.

Office Assistant Out of the Box

Office 2000 improves the Office Assistant. Those who turned it off before may now appreciate the improvements and decide to keep it around. The Office 2000 Assistant works outside of the box. This means it has no window around it, so it takes up less screen real estate, blends in more naturally with users' work, and is more visually appealing.

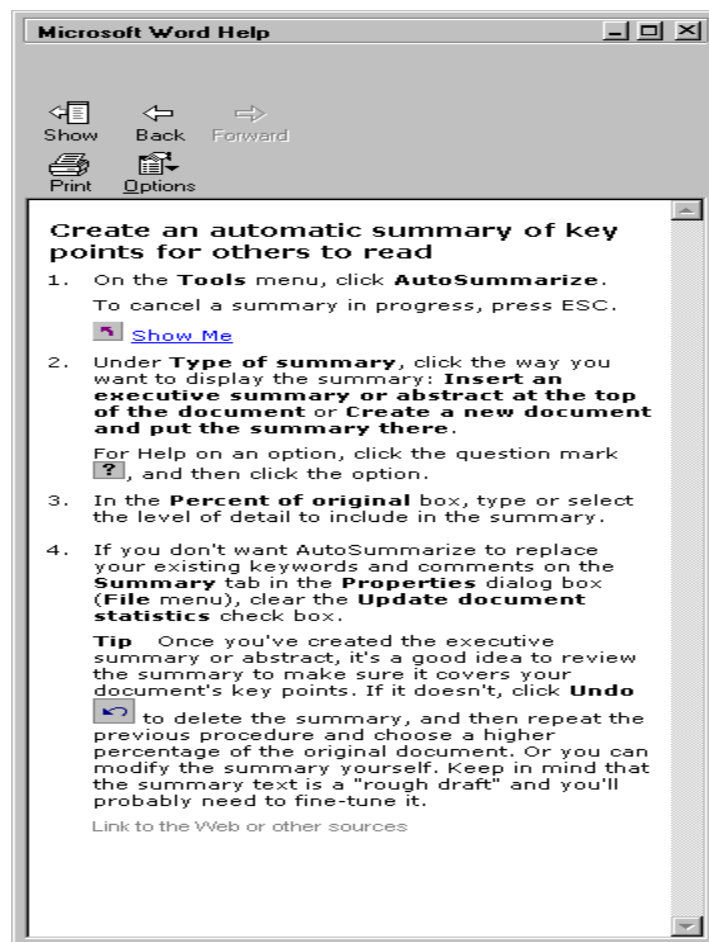
In spite of these improvements, some users will still want to turn off the Assistant permanently. Users who choose not to use the Assistant will still have access to the underlying help structure, including natural language questions and responses.

Help on the Web

While the Assistant's ability to understand user questions has improved, Microsoft also recognizes that every question can not be anticipated. In an effort to offer users additional help and to assist in improving the Assistant, Microsoft provides Help on the Web. If the Assistant can't answer a question, it provides the user with a link to a special Web site with additional information. This site also gives users the option of telling Microsoft what they were trying to ask and what kind of response was expected, so that Microsoft can improve the Assistant in the future. Administrators in organizations can also use this as a way to direct users to their own internal sites and capture information about their users.

Interactive Help

Interactive Help allows Office 2000 to complete a task automatically for a user. To eliminate unnecessary effort, the Office Assistant in Interactive Help will automatically perform the task for users. For example, the Office Assistant would actually show a user how to create a PivotTable dynamic view in Excel, not just explain how to do it.



Some other additional Office 2000 features include:

Office Anti-Virus API

With the rise of viruses that are tied to macros, it is important for Office users to feel secure about their documents, and to decrease time spent by system administrators resolving problems. With Windows 2000 virus checking tools are incorporated into the office applications. Office 2000 has a virus-scanning API that lets developers tie into the File Open features of Office to scan Office documents before they are loaded. The benefit to users is that they can use any anti-virus software to supplement Office's general macro warning tools.

Self-Repairing Applications

Office 2000 is using the same Microsoft Windows Installer technology to enable each application to be self-repairing. It determines at launch if essential files are missing and where they can be found. It then reinstalls the missing files with little or no user intervention. Office 2000 also automatically checks related registry entries for missing or corrupted files and repairs them as needed. The goal is to get users working as quickly as possible, often without even knowing there was a problem.

In certain cases, Office will start fine but there might be another problem, such as a corrupted font file or missing template. These kinds of problems are confusing and can take many hours to track down and fix. Fortunately, Office 2000 handles these as well when users select the Detect and Repair tool on the Help menu. Detect and Repair scans non-critical Office files looking for discrepancies between the original installation state and the current state of a user's machine and then fixes those problems wherever possible.

A number of the new features and functionality offered with Office 2000 are listed above. However, if you would like to know even more about this, visit this Microsoft's web site: <http://www.microsoft.com/office/evaluate.htm>

In addition to upgrading Office 97 to Office 2000, Network Services is upgrading computers with new software. Some of the software is necessary for new Staff Development and Training endeavors to provide audio and video capabilities, such as Realplayer and Windows Media Player. Shockwave, Flash, Authorware, and Quicktime are multimedia plug-ins to view animation and graphics. NetG provides staff with access to the States online Training center. Acrobat, Internet and Netscape are being upgraded or service releases are being applied as versions are made available, some upgrades and service releases plug security holes and fix bugs, others enhance the software with added features. An important service release is Netshield, which is our virus protection software. If you have any questions about scheduling of upgrades for your office, please email our helpdesk: <mailto:dpahelp@health.state.ak.us>

Install	New Feature/Purpose	Comments
Internet Explorer 5 SP1	None. Bug fixes only	We periodically install service releases that fix bugs in prior releases. We are also configuring Internet Explorer in addition to Netscape. Ingens works more efficiently with Internet Explorer.
Netscape Communicator 4.76	Enhances Encryption (128 bit); support for frames and multimedia software.	We periodically upgrade Web browsers to provide enhanced support for new web technology.
Windows Media Player	Audio and video Software	Microsoft's version of Realplayer, Media Player software adds an alternative for Audio and video; robust software, but because of its bandwidth use, please remind staff of the TIC and Division policies regarding use of State technologies.
Shockwave	Multimedia Animation plug in	Rich-media playback of content created with Macromedia Director 8 Shockwave Studio, such as interactive multimedia training and product, e-merchandising applications, and rich-media multi-user applications. http://sdc.shockwave.com/software/shockwaveplayer/whitepaper/
Flash	Multimedia Animation plug in	Design and deliver high-impact, low-bandwidth Web Sites with Macromedia flash 5, used by half a million Web authors worldwide. engaging graphics with the familiar Macromedia User Interface, and build advanced applications using scripting, forms, and -side connectivity.
Quicktime	Multimedia plug in audio video	QuickTime create Internet-ready

		audio and video, add special effect, play back full-screen video, create streaming movies, make presentations and slide shows and export videos, sounds and pictures to more than a dozen standard file formats.
Authorware	Animation multimedia plug in	Leading visual rich-media authoring solution for online learning applications. Training developers, instructional designers, educators, and subject matter experts create engaging learning applications, deliver them by Web, LAN, or CD-ROM, and track student results and return on investment. http://www.macromedia.com/software/authorware/
NetG	Plug in for State Employee online Training	State of Alaska On-Line Training Policies Job related courses may be taken during work hours only with prior approval from the employee's supervisor. Supervisors will not grant overtime for any courses. Employees may use computers at their state work site during non-working hours for taking either job-related or non job-related courses, with prior supervisory approval. For your own security, your username and password must be kept confidential. For more information about setting up training accounts go to: http://www.state.ak.us/training/
Netshield 4.5 & SP1	Upgrade	To ensure that your anti-virus software can protect your system or network against the latest virus threats McAfee releases new .DAT files regularly to provide protection against the approximately 500 new viruses that appear each month.
Acrobat Reader 4.05	Update compatibility of new PDF files	In addition to viewing and printing PDF files, allows filling in and submitting PDF forms and downloading eBooks.
Real Player	Multimedia plug in audio video	Web software for Audio and

		<p>video; robust software, but because of its bandwidth use, please remind staff of the TIC and Division policies regarding use of State technologies. Broad Format Support</p> <p>Besides playing both RealAudio and RealVideo, RealPlayer supports more than 20 different digital media formats, including Synchronized Multimedia Integration Language (SMIL), Flash, and Liquid Audio. RealPlayer plays all of the following formats: RealAudio, RealVideo, SMIL, Streamed Still mages (e.g. RealPix), Flash, Text, 3D Text, MP3 - Local, Streaming MP3, MP3 - Playlists (.pls, .m3u), Liquid Audio, AVI, WAV, MPEG, MIDI, AU, AIFF, GIF, Animated GIF, JPEG, VIVO</p>
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Pre-Ghosting Workstation Checklist

	Log in to the workstation as the user.
	Look for non-standard software which will need to be reinstalled. If there are special programs, check to see if data from them is being stored to the hard drive. Also, verify that you have the correct software to reinstall the program after ghosting.
	Open Netscape. Open user's bookmarks. Save them to the network as Username.html*
	Open Outlook. Check user's settings, and see if they are opening additional mailboxes, calendars, etc. Check for .pst and .ost files.
	Check C:\Program files\Personal Communications\private for user's personalized macro (*.mac), keyboard mapping (*.kmp), popup menu (*.pmp), and toolbar (*.bar) files.
	Search the hard drive for any user Office documents (*.doc, *.xls, *.mdb, etc.) or data files. Good places to check are C:\Winnt\Profiles\Username\Personal, and the root of C:\ Also check C:\Files and the other drives for files. (D:\, E:\, etc.)
	Check Display settings for any personalized backgrounds, photos, etc.
	Check for personalized desktop shortcuts, and files saved to the desktop.
	Check user's printers, and record which is set as default.
	Save all files to the user's network directory prior to ghosting the machine.

* Verify that all files being migrated from the hard drive or floppy disks are **virus checked!**