

Focus on IT Newsletter

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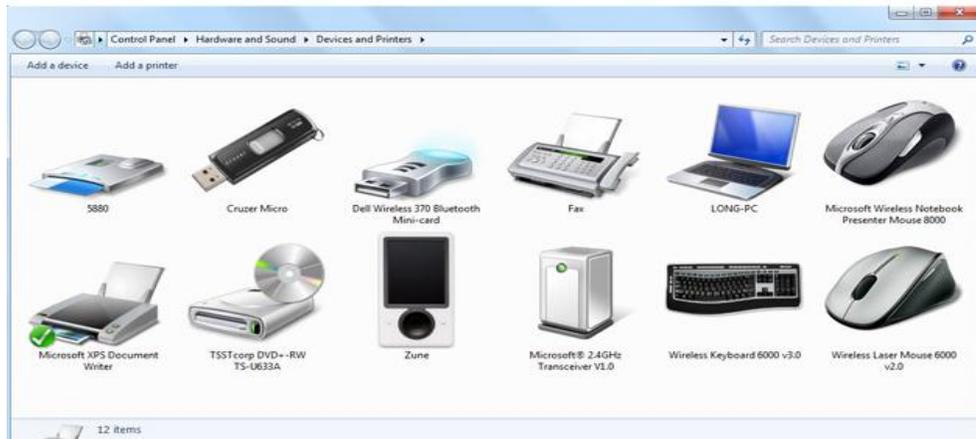
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ADIR's Corner- DOI CIO and IT Programs Win Prestigious Recognition

On November 21, 2013, DOI CIO Bernard Mazer won recognition at the 2013 FedScoop 50 Awards celebration as one of the federal IT community's 50 best innovators.

FedScoop is a Government Information Technology (IT) media company that assembles top leaders from federal agencies, academia and the tech industry to discuss ways technology can improve the government.

DOI was recognized for its forward movement using IT Transformation to modernize its existing network infrastructure and provide cloud-based solutions to transition large-scale commodity IT to customer oriented service delivery. The example given was in 150 days' time, DOI moved over 70,000 employees from 14 decentralized email systems to a single, cloud-based email and collaboration service. The unified messaging system, BisonConnect (Gmail), provides employees with the communication and collaboration tools needed to perform their day-to-day business operations.

DOI was also nominated for 3 other IT awards:

- *Innovation of the Year*: Unified Messaging & Collaboration System.

- *Innovation of the Year*: Email Enterprise Records and Document Management System.

- *IT Program of the Year*: Financial and Business Management System.

Andrew Jackson, Deputy Assistant Secretary for Technology, Information and Business Services stated that "Although these programs did not win FedScoop 50 Awards this year, their nominations speak volumes to our staffs' passion for supporting the mission of Interior."

DOI CIO Posting 18 Unified Messaging Vacancies

As of January 2, 2014, DOI has only made 2 selections from the 18 vacancy announcements for Email Technical Specialists and the Mobile Device Program manager. The names will be announced once DOI receives acceptance certification and start dates are determined. Two vacancy announcements for Enterprise Systems Active Directory and Messaging Gateway Engineer will be re-advertised due to no qualified candidates.

Windows 7 and Office 2010 Enterprise Deployment

As of January 3, 2014, there are approximately 1,800 Windows XP computers still in the FWS Active Directory (AD) domain. All employees that still have

Windows XP and Office 2003 on their computer(s) are urged to contact their local IT support as soon as possible to schedule a time to upgrade their computer(s) to Windows 7 and Office 2010, using the FWS standard desktop image. Any FWS computer(s) that have not upgraded by April 8, 2014 will not be allowed to connect to the FWS/DOI network beginning April 9, 2014.

FWS IRTM Catalog of Services

FWS IRTM offers a personalized approach to customer service, by setting new standards and goals for 2014. Our goal is to listen to our customers, continue to lead innovative and efficient mobile technology solutions to support the mission of the Service, while continuing to align with the Department CIO on IT Transformation. The following are samples of Services IRTM currently support:

- **User Support Services**
 - Help Desk Services
 - PC Deployment and Software Management Services
- **Computing Services**
 - Distributed Network Services
 - Web Hosting Services
 - Messaging Support Services
- **Telecommunications Services**
 - Internet Services
 - Remote Access Services
 - Voice communications Services
 - Local and Wide Area Network Services
 - Infrastructure Provisioning Services

- **Application Development Services**
 - Application Development Services
 - Application Maintenance Services
 - GIS / Geospatial Data Management
- **Portfolio Services**
 - Portfolio and Budget Management Services
 - FOIA / IT Privacy
 - Project Management
- **Risk Management Services**
 - Security and Monitoring Services
 - IT Service Continuity Management Services
- **Communication Services**
 - Monthly IT Newsletters
 - IT Bulletins and Memos
 - Informational Materials

Federal Relay VRI/VRS on VTC

Great news! You can now utilize your Video Teleconference (VTC) units to place Video Remote Interpreting (VRI) or Video Relay Services (VRS) calls. [See the article on VRI from the May 2013 newsletter:

<https://inside.fws.gov/index.cfm/ceshandler/entry?id=56087F2F-9610-30BE-E96EAB8ECF6EBB59>.]

If you have a last minute staff meeting and are unable to find an on-site interpreter, contact the person responsible for scheduling your program's VTCs. Ask them to schedule and set up your unit. Once the VTC is set up, use the Tandberg remote control, click the "Phone Book" button, scroll down to "Video Relay Services", and then select one of four Federal Relay VRI/VRS to make the call.

Once you connect to a VRI/VRS interpreter, he/she will ask you which agency you are working for. Tell the interpreter you are with the Fish and Wildlife Service or Account Billing (AB) Code #1436.

The video quality varies depending on how reliable your Internet connection is. If using this equipment for the first time testing the video quality is recommended.

This is NOT INTENDED to replace your on-site interpreter, just as a 2nd alternative.

At first glance, the VRI and VRS look similar. The differences between the services are the following:

- With VRS the hearing impaired person and the hearing person are at different locations and are connected through the interpreter at the VRS Center.

- On a VRI call, both the hearing impaired and hearing person, are located in the same room, and the interpreter is in a remote location.

FY13 IT Accomplishments

As we move into 2014, it's time to reflect on the previous year. Thank you all for contributing to the success of our IT program by providing the support and positive responses to all of our enterprise requests and initiatives. The following are a few areas I would like to share with regards to our FY2013 accomplishments in IT:

- **Messaging** – Completed FWS migration to the new DOI enterprise email service (BisonConnect) under an aggressive time schedule on Nov. 19, 2012. The team also researched, planned and implemented a decommission plan for the legacy Domino Lotus Notes environment.
- **DOI Enterprise Services Network (ESN)** - Continued to participate and provide support to ESN in engineering/planning activities. ESN calls on FWS frequently to pilot projects, such as Host Checker, and upgrade of the DOI VPN. This year's projects included migration to the DOI GEN network and IPv6 testing and implementation.
- **Infrastructure Engineering/Active Directory** - The engineering team continues to automate processes to save the field many hours of effort. SCCM was used to distribute upgrades to the SAPGUI in support of latest FBMS deployment. Our self-service portal (apps-to-go) has turned out to be a very effective way to allow users with non-administrative rights to install or remove software without IT staff assistance. The SCCM 2007 platform was upgraded to SCCM 2012 allowing for more effective patch management and software distribution.
- **Radio** - FWS engineering projects in FY13 included; replacing old repeater sites for multiple Refuge locations and getting permission for Red Rocks Lake NWR to use the FAA repeater on Sawtell Peak. IRTM continues to support the DOI in standing up the Technical Service Center. FWS formed a team and wrote the specifications for a new DOI Radio Equipment Contract to replace the GSA Fed-sim contract. DOI has decided to use the FWS Tribalco contract to obtain Land Mobile Radio equipment and services as an interim solution until a fully competed contract can be put in place. In addition to the DOI bureaus, the new contract will support DOJ, Agriculture and the Corp of Engineers.

- **Telecommunications/Networking** – Successfully moved all IT infrastructures with very minimal impact to the users at 755 Parfet Street during their relocation. This team has also been very involved with planning for the Headquarters move and the consolidation of HQ data centers into the Reston data center. A new virtualization platform was specified, competed and awarded in support of the Denver and Arlington data centers. A managed service arrangement for broadband services (ISPs) was researched and due to new costing for maintenance on the Networx contract, it was determined that this solution wouldn't be cost effective at this time.

- **Web Hosting** - platform uptime is 99.5%. The IRTM Change Management process using SharePoint 2010 workflows was implemented in Regions 1/8, NCTC and LE. This team headed up the procurement effort for a replacement Storage Area Network. The contract was successfully awarded and the SAN will be implemented in Denver and Reston data centers in FY2014. The team provided technical assistance for the Refuges Content Management System (CMS), Ektron which has over 60 live sites under the CMS.

- **Capital Planning** - staff provides timely and effective Exhibit 53 submissions to include Exhibit 300s and Budget Request Form development as well as reviewing and collaborating with Service Project Managers. Staff collaboration in obtaining investment artifacts in addition to obtaining the FY13 Operational Analysis (OA) for the FWS project stated in the exhibit 53. Staff gathered data for the IT spend plan and ensured that the data was used to meet S.O.3309 and align with IT Transformation.

- **Records** – ensured staff participation in the eERDMS system discussion to include reviewing the DM 380 and 387 Chapters, creation and review of metadata elements to be captured on the Enterprise Content Server, and provided updates to the DOI super bucket cross walk on the records schedules.

- **IT Security** – staff worked on the audits (FISMA and financial audit) as well as ensured that the PIV initiative was moving forward. Additionally, staff ensured that all security incidents were responded to and closed appropriately (this included any release of PII data incidents).