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MEMORANDUM

From: Chairman, Information Systems Executive Board, Naval Dental Center, Southwest  
To: Commanding Officer, Naval Dental Center Southwest

Subj: ISEB MEETING FOR 29 JANUARY 2003

Encl: (1) Recommendations for Improvement of MID Services

1. The subject meeting was called to order at 1400 29 January 2003. The following members were in attendance:

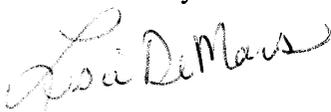
CAPT Deuring	LCDR Bernard	Ms. DeMars
CAPT Bobroff	LT Chavez	

2. Discussion focused on the "Recommendations for Improvement of MID Services" report (encl 1). Highlights include:

- a. MID establishing a primary and backup for functions that require training, MID will prioritize and schedule the training.
- b. Backup program is in place for servers. Funding for CD/RW units for workstation backup is prioritized as #2 need and may be funded at 50% to get the program started.
- c. Replacement for Server1, primary domain server is prioritized as #3.
- d. Replacement Web Server is prioritized as #1.
- e. MID will issue POW notes to remind users of Help Desk online and on proper computer shutdown procedures.
- f. MID will plan on travel to each of the clinics this year and twice to each clinic in FY04. *why twice?*
- g. ADP tech program funded for FY03. Plan on refresher course for all in November of FY04.
- h. MID will not provide instructor led formal scheduled classes on MS Office products. MID classroom will continue to be used on an as needed basis for teaching small groups various software and can have others as instructors.
- i. Position description for computer assistant will be rewritten to information technology specialist.

3. The meeting was adjourned at 1500.

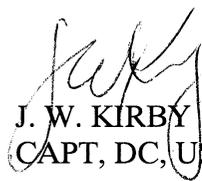
Submitted by:

  
L.A. DE MARS

Reviewed by:

  
J. D. KARAMAN  
CAPT, DC, USN

Approved  Disapproved

  
J. W. KIRBY  
CAPT, DC, USN

Comments:

# Recommendations for Improvement of MID Services

3 February 2003

**Background:** These solutions are to enhance the performance of the Management Information Department (MID). Due to the unique nature of the services provided by the department and the rapid changes in the management information industry, problems are different than those in other departments. Problems:

- Lack of training (the largest problem).
- Need for development of more outside resources to assist in unfamiliar areas.
- Need for a written disaster recovery plan for each server.
- Requirement to enhance backup systems, which are inadequate for servers and non-existent for user workstations.
- Need for replacement servers for:
  - *Server1*.
  - *Web Server* (needs a planned replacement at end of FY03).
- Users not using "Help Desk" for all service calls.
- Users not performing logout and shutdown, daily.
- Lack of TAD funding for northern clinic customer support.
- Need for additional TAD funds for command's ADP technician program
- More classroom-based training required for improving staff's computer skills.
- Archaic civilian position descriptions should be re-written and GS-08 position upgraded

## Recommendations:

1. Proper **training** of personnel. Military staff need a skill set to function, but often come without it. Standard method of operation the technician gains just a small portion of knowledge needed to solve an immediate problem. Department doing spectacular job with resources given but this is an insecure method of management. Without a stable base of training followed by real live scenarios, an unfamiliar situation will arise which MID personnel will be unprepared to deal with. It is better to be proactive and prepare staff for anticipated skills required. MID has identified a primary and alternate for each major area of study.
  - a. SPMS Administrator course is required for one MID person. This course provides knowledge and experience with the SPMS server. No MID personnel have attended this course. Course is offered without fee, in the Washington DC area. Next course offering is in Spring or Summer 2003. Primary: ET3 Gonzales is nominated for this course at next offering. Alternate: IT1 Opsteegh Estimated travel cost. \$900 OK
  - b. WIN2K Network and Operating System Essentials #2151 – provides students with the knowledge necessary to understand and identify the tasks involved in supporting Win 2K networks. Provides overview of networking concepts. Employee should take this course at the beginning during a three year tour. Course cost: \$1275, 3 days. Source: Vortex Data Systems. Primary: Virginia Parrish. Alternate: IT1 Opsteegh (if necessary) OK
  - c. Implementing W2K Professional and Server #2152 – provides students with the knowledge and skills to installation and configure Win2000 server and desktop software in a networked environment. Employee should take this course at the beginning of a three year tour. Course cost: \$2175, 5 days. Source: Vortex Data Systems. Primary: ET3 Gonzales Alternate: Virginia Parrish OK

- d. Exchange Server 2000 #1572 – Vital communications software for email services in this command. Course will provide student with the knowledge to install, configure, and administer Exchange 2000. Training will include installation, configuration, and backup/recover mail items and mailboxes. The courseware for this product is advanced and should not be taken until student has firm understanding of W2k professional, server and networking concepts. Recommend that two people be trained at all times in this product. Course cost: \$2125, five days. Source: Vortex Data Systems. Primary: DT3 Telmo, Alternate: ET3 Gonzales
- e. Webmaster training. Basic text, images, and links can be taught in-house by the current webmasters. Additional training is required in the areas of web server setup, database functionality, and security issues will require additional training. Recommend both webmasters receive additional training in these areas. There are four courses recommended. Source: Vortex Data Systems. Primary: Lisa DeMars Alternate: DT1 Bano
- 1) Implementing and Supporting Microsoft IIS 5.0 #2295 Install, configure, and administer IIS Web site, implement security, monitor and optimize a web server, configure to provide email support, and management of extensions. Course cost: \$1275, three days.
  - 2) Querying Microsoft SQL Server 2000 with Transact-SQL #2071 Students will use querying tools, group and summarize data, join data from multiple tables, modify data, query with full search, create programming objects. Course cost: \$1275, three days.
  - 3) Administering a Microsoft SQL Server 2000 Database #2072 Knowledge and skills to install, configure, administer, and trouble the client-server database management system of SL Server. Manage user accounts and manage access to resources by using groups, implement w2k security, optimize performance in W2K. Course cost: \$2125, five days.
  - 4) Programming a Microsoft SQL server 2000 Database #2125 describe the conceptual basis of programming in Transact-SQL; create and manage databases and their related components; implement data integrity by using the identity column property, constraints, defaults, rules, and unique identifiers; plan for the use of indexes; create and maintain indexes; create, use, and maintain data views; implement user-defined functions; design, create, and use stored procedures; create and implement triggers; program across multiple servers by using distributed queries, distributed transactions, and partitioned views; optimize query performance; analyze queries; and manage transactions and locks to ensure data concurrency and recoverability. Course cost: \$2125, five days.
2. MID will develop POC list of first responders of **outside resources** to call upon to assist in resolution of issues in unfamiliar territory. Some examples include:
- Microsoft \$250 per call
  - NMC San Diego
  - NMIMC
  - SEAHELP
  - HSO
3. **Backup** program and hardware and procedures for Servers and Workstations.

- a. Microsoft informed us that the backup program provided with the Microsoft **server** software program is inadequate. MID ordered and command funded purchase of Veritas backup system including software and hardware. This new backup system has the capability of backing up multiple servers more accurately, and is fully automated. Installed and functioning on email and SPMS. Will shortly expand to all servers. Cost: \$6300.
  - b. For the desktop workstations, it is recommended that portable CD/RW units be purchased and installed to be moved around and shared amongst the users. The latest Dell systems came with CD/RW installed and all future computer purchases will include this feature.. MID shall develop a recommended procedure for staff. Estimated cost: \$6000 for full implementation. ISEB recommends first implementing 50% this fiscal year and continue adding as funding permits to eventual 100% implementation. This is ranked as #2 funding priority in this document.
4. Disaster Recovery Plan for Servers would include how to promote another server in place of a down server and how/where to find the replacement parts. Also listed would be the backup recovery procedures. There is no cost for this item. IT1 Joseph is scheduled for a full Information Systems Security Manager (ISSM) course during/after which he will prepare a written contingency plan.
5. Order replacement for Server1 since used new server for exchange. Server is past its estimated lifetime. It is used extensively by headquarters and naval station staff for sharing information. It is also vital in user login confirmation. Recommend replacement of this server immediately. Estimated cost: \$6000. ISEB recommends this as priority #3 in this funding document assuming using old Web server in the interium.
6. Prepare for growth on Web server. Our current web server is almost two years old. It contains three 18.6 GB hard drives. Since the server is used daily, by many people, for many reasons, a failure would be critical. Recommend replacement of web server near end of FY03. Also recommend increasing the hard drive space to three 60 GB drives. Estimated cost: \$7500. Move existing web server to Server1. ISEB recommends this as funding priority #1 in this document.
7. Have users use the Help Desk every time. This would provide accurate tracking and feedback for the users and the department being tasked. A more organized approach to assisting users would develop since daily workload could be determined from the recorded caseload vice the constant interruption method in use today. There is no cost for this item. MID will increase publicity thru POW notices to the users.
8. Enforce users logout and shutdown daily. As a security measure, all users are required to logout and shutdown their systems at the end of the day. Users in work areas with much foot traffic should also lock or log out of their systems when not at their desks. This would improve security and save on utility bills. There is no cost for this item, but rather possible savings could result. MID will increase awareness of this policy thru POW notices to the users.
9. It is recommended that MID personnel travel to each of the clinics annually at a minimum. Customer support for Northern clinics is currently very minimal. Even with designated ADP techs who have been through a mini-course, a thorough review is

required by MID to review the systems and answer the tough questions. ISEB recommends that MID travel to each clinic once in FY03 and plan on two visits in FY04.

10. ADP Technician program. MID will ensure that each major clinic has a trained ADP technician. MID will host next class 3-6 Feb 03. As ADP Technicians move on, replacements will need to be trained. Refresher course should be offered every two years. ISEB recommends a refresher for all ADP Technicians in November 2003. Cost will vary depending on the number of technicians requiring training per year.
11. Classrooms to teach computer skills The MID classroom will not be used for regularly scheduled MS Office classes. Other resources such as Navy Learning online and base provided training will fill this role. Classroom can be used by small groups on an as needed basis to enlighten students on topics of their choice. There would be minimal or zero cost for this item.
12. Upgrade civilian position descriptions. Archaic civilian position descriptions should be re-written and GS-08 computer assistant position upgraded to GS09/11 Information technology specialists. First step is to get the position cross rated from GS08 computer assistant to GS08 information technology specialist. Next step is to upgrade the information technology specialist to a higher paygrade reflecting the work actually performed by employee. Accurate PD's not only reflect the employee's duties, but it is also a reflection that the command supports the employee. There would be costs incurred in upgrading the computer assistant to information technology specialist. Estimated cost from GS08/10 to GS09/07 is \$6000.

### Progress.

Issue	Concept Approved	Recommendation Begin	Recommendation Completed	Estimated Cost
1. Training				
1a. SPMS Admin				900
1b. Win2K Net OS essentials				1275
1c. Win2K Professional/Server				2175
1d. Exchange Server 2000				2175
1e-1 Implementing IIS 5.0				1275
1e-2 Querying SQL				1275
1e-3 Admin SQL Server				2175
1e-4 Program SQL Server				2175
2. Outside Resources				\$250/call
3a. Server Backup				6300
3b. Worksta backup				6000
4. Disaster Recovery				0
5. Server1 replacement				6000
6. Web Server replacement				7500
7. Help Desk				0
8. Logout				0
9. Travel Support				TAD cost
10. ADP tech				TAD cost
11. Classrooms				0
12. Upgrade PD				6000