

## Distributed Computing Services Call 2275 for One Stop Shopping!

*"My computer keeps bombing.  
What should I do?"*

*"I can't get Appletalk to connect.  
What's the matter?"*

*"I can't figure out how to use a  
software application. Can you  
answer my questions?"*

*"Heeeelp! My hard disk has  
crashed!"*

In the last three months alone, more than 2000 such questions and requests for information came in over the Computer Division's Help Desk Line (2275). The Help Desk is

located in the Resource Center (B201) and is manned by the Division's User Support Group, according to Ginny Zelenak. Notes Zelenak, "Every day from 8:30 to 4:30, one of us is at the Help Desk, while the other Support Group members are solving user problems."

She adds, "No matter what kind of computer-related problem the user has—whether it's related to hardware, supported software, or networking, you can conveniently call the Help Desk. Then we will schedule someone to help you. In

most instances, we can assist users inside of 24 hours."

The Help Desk is able to provide one-stop shopping because user support and networking questions are now handled through a single section, according to Harry Towner, Section Head of the recently created Distributed Computing Services, DCS.

Says Computer Division Head Dori Barnes, "Earlier this year we combined two separate groups—the User Support Group and the

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## Workplace Skills Training Exceeds Program Goals

More than 200 PPPL staff members were among the over 600 employees who benefited from a recent educational program for area workers. Titled *Skills for Tomorrow-NOW*, the program included courses conducted concurrently at PPPL, at St. Francis Medical Center, and at General Motors' Ewing facility.

The Program was funded through an adult education grant from the U.S. Department of Education and was administered through Mercer County Community College (MCCC).

Milt Johnson, Manager of the Princeton Area Office of the Department of Energy, PPPL Director Ron Davidson, and Steve Iverson, Head of the Lab's Office of Human Resources and Administration joined representatives of the other

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**Celebrating the success of the Skills for Tomorrow-Now Program at a ceremony at MCCC are: (standing, left to right) Milt Johnson, of the DOE PAO, PPPL Director Ron Davidson, and PPPL staff members Charlie Smith, Steve Iverson, Mike Leonard, Bill Johnson, and Steve Kemp (seated, left). Next to Kemp is MCCC's Elaine Weinberg, Director of the Program.**

Photo: D. Applewhite

# Computing Services—One Stop Shopping

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Network Support Group—under a new section, (DCS). She explains, “We felt that because these functions are at the heart of computing in the 1990s, they should receive the full attention of a single section head.”

According to Towner, the word *Distributed* in the title is used because the system includes many elements at many locations—mainframe, mini, and microcomputers, as well as printers and scanners throughout the Lab. Within the network are the Vax Cluster, CICADA, SUN workstations, MACs, IBM PCs, and computers. In addition, the network provides access to other national sites such as Livermore and Los Alamos.

## Who's Who

While there is no official division between the Network and the User groups, staff do tend to work more in one area than another. Those usually associated with the Network Group are: Jeffrey Fitzwater, Greg Maloney, Ken Tindall, and Ed Weisenberger.

User Group staff include Jack Abraitis, Danielle Bonfrancesco, Beth Reardon, Andy Soccio, and Ginny Zelenak. Two cooperative education students from Drexel University, Tim Riotto and Kevin Wojcik, are also working with the Group.

## User Support

“The User Support Group,” Zelenak notes, “includes staff trained to help users resolve difficulties with both MAC and IBM software. Right now, because of limited manpower, we are able to assist only with Lab supported products. For the MAC, these include: Microsoft Word and the Excel spreadsheet; Versaterm Pro; Kaleidagraph; MacDraw Pro; and EUDORA. For IBM machines, we support Excel, Windows, Microsoft

Word, and Wordperfect. Once we get more training, we'll expand our services.”

The *Bits and Bytes* newsletter, edited by Paul Hagar, is another service of the User Support Group. Articles and issues for the newsletter are welcomed and can be sent to the Resource Room or called in on the Help Desk line.

Also available are Powerbooks (Laptop MACs) and portable computers for travel. Temporary replacement equipment (such as when a monitor is down for repair) can be provided as well.

## The Network Group

“Providing efficient, effective networking capabilities at the Lab is the primary goal of the Network

Group,” Towner explains. “Meeting this goal has been an ongoing challenge because of rapid growth in networking and lack of initial overall planning.”

He explains, “Since 1985, the system has grown from five to 215 network connections. Initial networking at the Lab was done on an individual basis. Some of the original wiring was inappropriate, and the choice of who should be networked together needed rethinking.”

“Therefore, we have been playing ‘catch-up’ to get everyone online with reliable networking capability,” notes Towner. “Our goal is to have network connections in all Lab offices within the next two years,” he concludes.

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*Distributed Computer Services includes both the User Support Group and the Networking Group. Seated, left to right, are: Section Head Harry Towner, and User Support Group members Tim Riotto and Kevin Wojcik (co-op students), Danielle Bonfrancesco, Ginny Zelenak, and Beth Reardon. Also in User Support are Jack Abraitis and Andy Soccio (standing, second and third from left). Also standing are the Network Group, including Ken Tindall (left) and (right of Soccio) Jeff Fitzwater, Ed Weisenberger, and Greg Maloney.*

Photo: D. Applewhite

## Computing

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To maintain accuracy of the Networking maps and to avoid technical problems and confusion, everyone is asked to *go through the Help Desk with any changes in Networking*. For example, if you want to move your computer within your office or to another location, please ask the Help Desk to handle the computer hook-up.

Towner continues, "In addition to connecting many computers throughout PPPL, the network now connects the Lab with computers internationally and at other national Laboratories through ESnet (The Energy Sciences Network), INTERNet, and other networks. Not only can we exchange *data* quickly and easily, we can also send and receive electronic mail nationally and internationally right at our desks."

### Training

To keep up with the constant changes in software, hardware, and

network capabilities, DCS staff must constantly read, study, and take training courses both in-house and elsewhere. This in turn prepares them to train others.

Says Zelenak, "The User Group can provide PPPL staff with training on any standard software package for both individuals and for small groups. We are also prepared to arrange training for larger groups. We work closely with the Office of Certification and Training to plan and schedule training."

Concludes Ginny Zelenak, "We host MAC User meetings the first and third Wednesdays of the month at noon. We encourage everyone to bring their lunch and all of their questions! Jack Abraitis will be starting an IBM users meeting on the second and fourth Wednesdays as well.

Please call the Help Desk for further information. Remember, it's "One Stop Shopping!"

## Skills for Tomorrow

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participating organizations to celebrate the conclusion of the Program in September with a ceremony at MCCC.

Also present were the PPPL organizing committee for the Program—Steve Kemp, Mike Leonard, and Charlie Smith—as well as Bill Johnson, the Program's Administrator for PPPL and Lab employee Lena Scimeca. According to Milt Johnson, the program successfully met its goal, which was to present employers across the United States with a model training program designed to strengthen workplace skills of employed adults.

During the past 15 months, through Skills for Tomorrow-NOW,

Lab employees took courses ranging from reading and math improvement to science courses for technicians. Scimeca gave a short presentation at the MCCC ceremony on how she had benefited from the program. She says, "As a refresher, I took nine courses, including the complete math series. I now have more confidence in my skills, and plan to go on to take statistics at MCCC."

Says Bill Johnson, "This Program is a tribute to those PPPL employees that took the opportunity to strengthen skills used in their jobs. The Laboratory is committed to continuing this kind of workplace training."

## Generous Giving Helps Others

### United Way Gift Incentives Needed

Homelessness, illiteracy, lack of appropriate care for children and the elderly—the magnitude of such problems generates a feeling of helplessness, *but we really can do something!* One important way to help is through United Way, and Lab staff members traditionally do so generously.

In fact, last year 533 PPPL employees donated a total of \$32,000 to United Way to support programs for the homeless, children, the elderly, and others. "This year," says 1992 United Way Chairman Angelo Candelori, "we plan to top even that record. We're gearing up for an informative, inspiring United Way campaign, and we ask everyone at the Lab to seriously consider a generous contribution."

According to Candelori, following in last year's tradition, the campaign will once more culminate on one day—this year it's Thursday, December 3. To make the campaign program more intriguing, gift incentives will again be offered.

### Gift Incentives Needed

Mary Ann Brown, who is coordinating the gift incentives program, says, "We welcome all kinds of gifts, and we especially appreciate those donated by Lab employees. Anyone wanting to contribute a gift can call me at 3045"

Adds Brown, "We're looking for all kinds of unique gifts. For example, last year Mary Jane Brady gave some exercise gift certificates, Lena Scimeca gave a crystal snowman, and Clare Siflinger donated black fox earmuffs. Hiro

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## Training, Support for ASCs

### Hays Appointed ASC Coordinator

**M**ac Hays has joined PPPL in the recently created position of Area Safety Coordinator (ASC) Coordinator. He will design, coordinate, and provide training for the more than 100 ASCs at the Lab.

Says Hays, "Our training goal is to enable ASCs to better identify and report potential environment, safety, and health (ES&H) hazards and problems. Because they are on the front lines—doing ES&H-related inspections in their individual areas—effective training for them is essential to the Lab's safety."

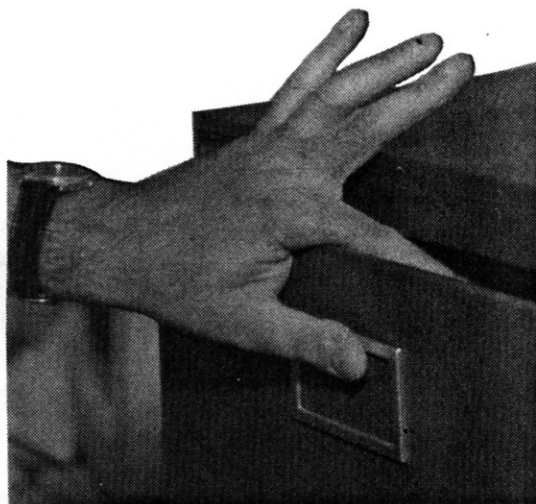
Hays is a Board Certified Industrial Hygienist with a Certificate in Continuing Education through the University of Hawaii. He comes to PPPL as a subcontractor through General Industrial Technologies.

Hays will be assisted in training design by Brian Trombley of Certification and Training. Notes Trombley, "It's crucial that we understand the ASCs' real needs and allow the training to evolve accordingly."

#### Autumn Training

"Training will begin this fall with an introductory module (training session) followed the next month by a module on electrical safety," explains Hays. "ASCs will be trained in four groups of about 25 each so that they can derive the benefits of a small group setting. We are putting together people who work in different parts of the Lab to provide everyone with a more global view of safety concerns."

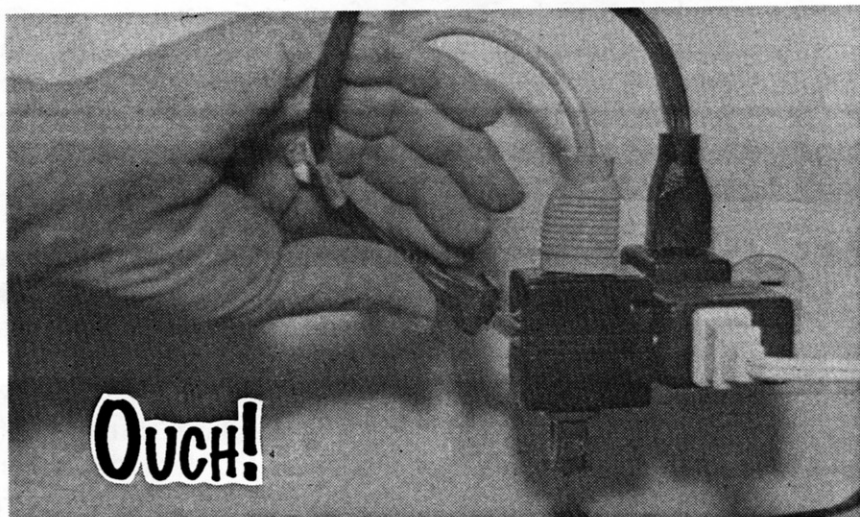
"ASCs will attend about one session of an hour to an hour and a half each month," he adds. That way, in a year's time they will complete 12 modules. ASCs will be tested so that we can demonstrate to DOE that the training is effective."



**Ouch!**



**Ouch!**



**Ouch!**

**Mac Hays, (above) the new ASC Training Coordinator, will be pointing out various ES&H problems as he visits your area of the Lab. The photos (above right) speak for themselves! Ouch, OUCH, and OUCH!**

Photos: D. Applewhite

## ASCs—They Help Us Keep Safety First!

Whose job is safety? Everyone's! This truth is built into the job of all Lab employees, for whom environment, safety, and health (ES&H) awareness is a line responsibility. But for the 100 PPPL Area Safety Coordinators (ASCs), this responsibility takes a particularly high priority.

The need to have employees who work in a *specific area* of the Lab be consciously responsible for safety concerns prompted the founding of the ASC program. In 1981, a trial ASC program was instituted in the Administrative Department Maintenance Division. Its success led to a Lab-wide ASC Program begun in 1984.

The Program has gradually evolved to include a complete hierarchy of responsibilities. Now, with the addition of the position of ASC Training Coordinator—as mandated by the Department of Energy Tiger Team—the importance of the ASC program is highlighted once again.

### Line Management Safety Organization

While the Laboratory Director is ultimately responsible for the safe operation of PPPL facilities, department heads are responsible for implementing systems to comply with ES&H requirements.

To carry out these responsibilities, they rely on a line organization that includes, at the highest level, the Department Safety Officer (DSO), then the Cognizant Area Supervisors (CAS), and last, but certainly not least, Area Safety Coordinators. All are expected to perform their duties in concert with their other line responsibilities.

The DSO and the CAS support the ASCs in their frontline work. As presently outlined, the duties of the ASC are:

- To communicate ES&H issues to personnel within their area.
- To respond promptly to fellow employee ES&H concerns.
- To conduct formal safety inspections monthly.
- To walk through their assigned areas weekly checking for potential ES&H hazards.
- To document and follow up on ES&H concerns in a timely manner.
- To provide periodic status reports on any uncorrected ES&H open items to the CAS.
- To participate in small group safety meetings.
- To attend monthly ES&H meetings whenever possible.

Thanks to the ASCs for their continuing hard work! They are our team leaders. Let's all cooperate with them to make PPPL the safest national laboratory in the country!

## Generous Giving

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Takahashi offered tennis lessons, and Gloria Cain provided nail care systems kits. Handcrafted items such as the crochet scarf and the oak box donated by Athene Kan last year are particularly nice to offer."

Continues Brown, "Edna Kalmus, Sonja Patterson and I are once again asking restaurants, hotels, stores, and other businesses for gift incentive donations. Please let one of us know if you can help solicit gifts or if you have a suggestion about a business to approach. We will really appreciate everyone's support in making this the best United Way Campaign yet!"



### HOTLINE

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# TRANSITIONS

## New Hire

Welcome to **Scott Parker** who has been hired in the position of Associate Research Physicist in the Research Division.

## Birth

Congratulations to **Fred Simmonds** of TFTR Neutral Beams-Mechanical and to his wife Joanne on the birth of their daughter Lianna Elise born September 22.

## Retirements

**Frances Dimmick**, Motor Pool Operator in the Property Management Section, has retired after more than 12 years at PPPL.

**Kenneth R. Hobson** has retired from the Laboratory after 34 years of service. He was a Technical Assistant in Research.

Senior Engineer in D-T Engineering **Edmund L. Kaminsky** has retired with 17 years of service to PPPL.

**Daniel L. Klinger**, a Graphics Technician in the Duplication Center, has retired from PPPL after more than ten years of service.

## Thank You

*Gloria Pollitt sincerely thanks friends and coworkers for their many kind expressions of sympathy regarding the recent death of her mother.*



**Mary Ann Brown proudly displays the crocheted dress she made for her granddaughter. The dress won the blue ribbon in the needlework section of the Flemington Agricultural Fair held over Labor Day weekend.** Photo: D. Applewhite

## CLASSIFIED

### For Sale

- Centurion pool and spa pump, 1.0 horsepower, \$75;
- Lomart above ground pool pump, 1/3 horsepower, \$10;
- Videotape storage cabinet, \$25;
- Power Glide 500 Ski/Rower machine, \$30;
- 36 inch Trampoline, \$10;
- Sit-up board, \$10.

For the above items, call Marilyn at ext. 2656.

Entertainment '93 *Central New Jersey Edition* Discount books have arrived and are now available for pickup and immediate use. Only a limited number of books remain. Call Greg at ext. 3370.

