N L I T   S u m m i t   2 0 0 7

Monday, June 11, 2007—Presentations & Birds of a Feather

11:00-11:45 AM   **Fiesta Rooms 1 & 2**

ORNL's Defense in Depth Project

Suzanne Willoughby, Oak Ridge National Laboratory

Bio

Suzanne has worked at one of the Oak Ridge sites for over 20 years. She began as a co-op at the Y-12 National Security Complex before joining them permanently in 1987. She moved away from programming on a VAX and on to UNIX System Administration at Oak Ridge National Laboratory in the 1990's. Suzanne led the effort to split from a reservation-wide Windows NT Domain, creating a new Windows 2000 domain for ORNL, and learned more than she ever wanted to about Windows and ended up hiring The Microsoft Guy (you figure out which ORNL presenter that is!). Suzanne is currently Group Leader for the Infrastructure Server and Software Support Group in the Information Technology Services Division. She is responsible for operation of the backoffice infrastructure, as well as server support for scientific and divisional servers. Though a UNIX/Linux person at heart, her desktop is being converted from RHEL 4 to Vista while she attends NLIT. Suzanne holds a BS in Computer Science from East Tennessee State University.

Abstract

For the last year, ORNL IT has focused on a project called Defense in Depth. The goal of this project is to bring the security focus from the perimeter to the internal network and systems. The project was divided into four areas:

- Network - Set up protection zones based on data sensitivity; create a method to quarantine/block systems not meeting security/configuration requirements; put systems that can't meet security/configuration requirements behind a managed firewall

- System - Define requirements for system configuration, and develop tools to manage systems to these requirements; ensure Core IT has access to all systems; identify and train system administrators

- Property - Better integrate existing systems so that IT assets are clearly defined and data is consistent; develop reporting tools required by Network, System, and Access areas

- Access - all external access to use one time passwords; one time passwords or other strong authentication methods used for privileged access to internal systems

An overview of the project, decision and direction choices, issues and hurdles, and the current status will be discussed in this presentation.

You, Me, and IT: A Customer Service Prospective

Shelli Goodrich, Lawrence Livermore National Laboratory

Bio

Shelli Goodrich is a Systems and Network Technologist at Lawrence Livermore National Laboratory. Shelli has a Bachelors of Arts degree in Human Development and brings 10 years of public education experience to her current role as an IT professional.

Abstract

The objective of this presentation is to provide participants with useful information regarding customer service in our fast-paced environment of Technical Support.

One of the goals of this presentation is for participants to gain knowledge and acquire resources in dealing with customers at a variety of levels.

A second goal is to provide the implementation of a quick evaluation skill set will be provided so a Technician can evaluate personality type, customer computer skill level and definition of technical issue.

 Goal:

 This session will be informative incorporating group discussion and brainstorming.

Policy: A Success Story

Michael Zollinger, Los Alamos National Laboratory

Bio

Mike Zollinger is the group leader for the Computing, Telecommunications, and Networking (CTN-1) Departmental Computing group at Los Alamos National Laboratory. He has worked at LANL for six years. Prior to his employment at LANL, he worked for Lawrence Livermore National Laboratory for over ten years as a Unix system administrator, group leader, and finally as a division leader for three years in the Systems and Network department. In Mike's present assignment, he manages support operations for multi-platform computing environments as well as central services that provide configuration management, standards development, enterprise home directory storage, and sys admin tool development. He has a MS is Systems Management from the University of Denver, and a BS is Liberal Studies from the University of the State of New York, Albany. Mike has attended every NLIT Summit since the conference was first developed at the Tri-Lab Desktop Summit.

Abstract

This presentation will discuss the successful implementation of a policy at Los Alamos National Laboratory that requires Windows computing systems on the Yellow Protected (unclassified) network to be 1. Configured to secure guidelines; 2. Have the SMS client sofware installed; and 3. Be members of the enterprise Active Directory. With the policy in place the security posture of the Yellow network has been greatly enhanced.

Website Accessibility: Section 508 and You

Andrew Steele, Sandia National Laboratories

Bio

Andrew Steele is the Technical Lead for the Network Information System project at Sandia. Andrew received his Masters of Business Administration with a concentration in Management Information Systems from the Anderson School of Management at the University of New Mexico in 2005.

Abstract

Section 508 of the Rehabilitation Act of 1973 is in place to protect the nearly 50 million Americans (approximately 20% of Americans over the age of 5), who are disabled (2000 U.S. Census). Section 508 mandates that all federal agencies' electronic and information technology resources be accessible to individuals with disabilities. At first glance, the consequences of this mandate may not be obvious to web developers. However, the web has become a powerful tool used by almost all federal agencies to perform a myriad of daily, routine work activities. Thus, it is very important that federal IT professionals ensure that their websites (both internal and external facing) are accessible to everyone, regardless of their ability to interact with the web in a "traditional" manner. This presentation will address some of the basic methods web developers can use to ensure compliance with Section 508.

11:00-11:45 AM   **Enchantment Ballroom C**

Continuous C&A: Minimize Risk with Agents and Associations

Ryan Alldredge, Lawrence Livermore National Laboratory

Bio

Ryan Alldredge has been working at LLNL since 2005. He holds a BS degree in business administration with a concentration in management information systems from Cal Poly, San Luis Obispo, and is a Certified LAN-Desk Administrator. He is currently a member of the Enterprise Architecture and Data Provisioning group, working primarily on LLNL's CMDB, as well as financial reporting and data warehousing applications. Prior to joining LLNL, Ryan was a computer support specialist for the Allan Hancock Community College District, and an IT consultant for Century 21 Hometown Realty.

Abstract

The certification and accreditation process doesn't have to be something that is done every three years with yearly self-assessments. At LLNL, self-assessments are calculated daily with the help of automated agents. No, these agents are not involved with real estate, movies, or foreign intelligence services, but are products such as LANDesk and BigFix. This raw data has been available at LLNL for a couple years, but only existed in disparate data stores.

LLNL's Configuration Management Database (CMDB) launched in July 2006. A central component to CMDB is the Reconciliation Service. This service consumes the raw agent data from seven sources, consolidating information into a single source of truth based on precedence rules, thus allowing associations to be made with registered operating system instances. These associations make it practical to produce daily compliance calculations, ensuring the information systems remain secure.

11:00-11:45 AM   **Enchantment Ballroom D**

Linux Terminal Server Project as a Solution for Desktop Computing

David Kennel, Los Alamos National Laboratory

Bio

David Kennel has been with Los Alamos National Laboratory for one and a half years. Currently, David works with the CTN-1 Central Services and Development team creating and researching tools for Linux system ad-

ministration. Prior to joining Los Alamos, he was the IT manager for Wilcox Press, a commercial printer in upstate New York. Dave has 7 years of experience managing production Linux systems in heterogeneous environments. He also has over four years of experience with LTSP in production environments.

Abstract

Providing secure, cost-effective, manageable computing environments is an ongoing challenge for information technology support organizations. In this presentation, I will discuss using the Linux Terminal Server Project (LTSP) as a solution for desktop computing. LTSP is an open source thin client architecture environment similar to Citrix Metaframe.

I will address the advantages and limitations of the LTSP solution when compared to traditional PC based computing environment, issues that must be addressed when making a suitability analysis and the operation of an LTSP system.

I will also pay particular attention to some of the unique security challenges posed by the LTSP solution and how to address them using standard tools.

1:00-1:45 PM   **Fiesta Rooms 1 & 2**

Proposed Secure VOIP Communication System

Karl Pommer, Los Alamos National Laboratories

Bio

Karl Pommer has 22 years of telecommunications and networking experience with LANL. He holds a BSEE from Christian Brothers University, a MSEE from the University of Missouri, a Missouri Professional Engineer's license and a current Cisco Certified Network Associate (CCNA) certification. Current training includes the recommended courses for the Cisco Certified Voice Professional certificate. He was also given a 2003 Defense Programs Award of Excellence for his contributions to the Secure Video Conferencing effort. Previously at GTE and ITT, Karl was awarded seven U.S patents in telecommunications circuit design. Beechwood, Los Alamos National Laboratories

Bio

Tom Beechwood has been working at NNSA Kansas City Plant as a Network Engineer for nine years. He has a BA in Computer Science. Prior to joining KCP, Tom was a Network Project Manager at the Missouri State Courts.

Abstract

Highlights are presented of LANL proposed deployment of a Classified Voice over IP (VoIP) Communications system. This is part of a joint initiate that includes similar Cisco CallManager Version 4.x or better deployments with some variations at LLNL, KCP, and SNL. The presentation includes a generalized network diagram, VoIP phones, use of the TLS protocol, STE Portal and various security aspects including encryption, the use of Device Pools, Calling Search Spaces, and Risk Mitigations.

1:00-1:45 PM   **Fiesta Rooms 3 & 4**

Network Enhancements for Defense In Depth at ORNL

Clark Piercy, Oak Ridge National Laboratory

Bio

Clark holds a BS degree in Electrical Engineering, is a licensed Professional Engineer in the state of Tennessee, and holds an MBA degree. He started his carrier in 1988 as a Network Engineer and has held management positions in the Networking and Telecomm fields for the past 10 years, both at the DOE Oak Ridge Reservation, and at a large Healthcare concern. Currently Clark is responsible for providing technical direction for Networking and Telecommunications at ORNL.

Abstract

An overview of enhancements made to the ORNL network as part of the Defense In Depth project will be given. Areas discussed will be Network Access Control, Quarantine, Scanning, and Network Segmentation.

1:00-1:45 PM   **Enchantment Ballroom A**

Designing a Disaster Recovery Strategy: Application Tiering

Donald Bragg, Sandia National Laboratories

Bio

Donald Bragg has been at Sandia National Laboratories for 17 years. He has a BS in Computer Science and is the Project Lead of Enterprise Unix Systems Team and a member of Sandia's IT Disaster Recovery and Business Continuity program team. He has an Associate Business Continuity Professional (ABCP) certification from the Disaster Recovery Institute International.

Abstract

The development of a successful IT Disaster Recovery strategy is a critical aspect in the overall ability for an organization to survive after a catastrophic event that renders existing IT resources unusable. Historically, the business critical applications were run on mainframe systems, and recovery procedures involved moving the backup tapes to a remote recovery site, and resurrecting the necessary applications from the tapes. Today, the ubiquitous nature of network based applications, and the massive volumes of data stored, require a different approach to the recovery of a business' IT functions.

Application tiering is a process where all IT based applications and services are sorted in a manner that ensures that a recovery of IT functions and business applications occur in a logical and effective manner. The sorting process relies heavily on a logical process of defining the most critical applications and services, and identification of those applications and services that are critical to the survival of an organization.

This paper will examine the methodology used by Sandia National Laboratories in determining that sorting process.

1:00-1:45 PM   **Enchantment Ballroom B**

Successful Deployment Strategies

Kevin Hall, Sandia National Laboratories

Bio

Prior to working for Sandia, Kevin Hall worked for Wells Fargo bank. Kevin is a recently converted SAIC contractor who has worked for Sandia for nine years. He has training and certification for MCP, CCNA, and SANS. Kevin has two years of experience with IBM 370 mainframe programming and operations, five years of experience with Cisco and Bay networking equipment, and over 15 years with various client operating systems and applications. From 2002 to present, he has been responsible for development, testing, and release for Mi-

crosoft Office version 2000, XP, and 2003 on all security domains from desktops to terminal servers. Kevin holds two Sandia President's Quality Awards and, in 2006, Kevin was voted *Time* magazine's Person of the Year.

Abstract

SNL deployed Microsoft Office 2003 with a 90% success rate across five (5) security domains. SNL also provided a standalone version. In this presentation, I will show the process toolset and management partnering used to achieve this level of success. I will also discuss how we intend to use the same process with lessons learned to achieve a higher success rate with Office 2007.

1:00-1:45 PM   **Enchantment Ballroom C**

Usrlanl: The UNIX Open-Source Software Service at Los Alamos National Laboratory

Alan "Todd" Thal, Los Alamos National Laboratory

Bio

Todd Thal started working for Los Alamos National Laboratory, in 2006. He has a BS in Mechanical Engineering, with minors in CS; Math; and Bio-tech. He started training in the Unix/Linux field in 1990, and started as a system administrator In 1993. He has worked both as a system administrator and software engineer, in a variety of companies. He was fortunate enough to have worked under Eric Allman, at UC Cal, during Eric's last months at Cal. It was at Cal, that he was first shown their "software warehouse". Mr. Thal is on the CSD Team at LANL, that provides enterprise-wide secure, integrated, reliable, multi-platform tools and solutions to LANL.

Abstract

There is a very strong need to provide commonly used software in a secure, centralized and consistent manner. Some of this software is either not provided by vendors' operating system distributions or is not updated in a timely fashion. The computing community benefits greatly if there are a wide variety of choice(s) for multiple computing platforms. Usrlanl removes the need for system administrators and end-users of the necessity of finding, downloading, building, testing and distributing needed software. This presentation describes the heterogeneous build and distribution infrastructure presently in use at LANL. As well, LANL's leverage of a commercial solution to reduce personnel required to provide the service will be described.

1:00-1:45 PM   **Enchantment Ballroom D**

BGInfo through GPOs

Stephen Hunt, Los Alamos National Laboratory

Bio

Having worked within the computer industry for the past eleven years, Steve's experience ranges from electronics to microprocessor manufacturing to computer support to management. In the early years, Steve worked for Intel in the manufacturing process of computer processors. This experience gave him a unique inside look into the heart of the computer industry. Since this time, Steve has utilized his background in electronics to enhance a server room with the necessary electrical power requirements for the servers and the necessary cooling. Steve's MCSA (Microsoft Certified System Administrator) has assisted him in the installation of several rack mounted servers with Un-interruptible Power Supplies, Tape backups and domain redundancy. Steve's diverse training includes Leadership Training, GPO (Group Policy Object), Dell Power-Vaults and Microsoft Certification, to name a few.

Currently Steve serves as Lead Tech for a team of technicians that utilize AD to manage their computers. Steve provides technical leadership and support to his fellow technicians and to his customer base. Steve's innovating ideas have helped numerous customers and technicians work more efficiently. Through careful planning, testing and innovation, Steve has developed a script to utilize BgInfo across multiple computers at one time via AD. Steve's careful planning, attention to detail, and documentation have enabled several technicians across the LANL site to employ this tool successfully through AD. With this tool in place, all technicians who ask for information will receive accurate system information without frustrating the customer.

Abstract

BgInfo is a Microsoft application, whose basic functions will show critical system settings that will benefit the user of the system or a computer technician who is working on the system. This presentation will show how to use a Visual Basic Script in Active Directory (AD) through Group Policy Objects to deploy this application to workstations within an organizational unit. This presentation shows how a BgInfo Profile is created, and can be copied to a user's workstation, without interrupting his/her work. As well, AD Administrators will have the ability to modify the script to change a subset of information displayed to the user. This can be done so that information relevant to one set of computers does not show on a different set of computers.

This information is primarily designed to help Call Center Technicians gather important information about the system in one click of the mouse. All too often, the user does not know how to obtain an IP Address or Hostname from their computer. This package has been setup so that a pop-up window shows all the necessary information, and then this information in one window can be relayed over the phone to the Call Center. When the user is done with this window, they simply close it, and continue on with their work. This method will also cut down on the miscommunication between the Call Center and the end user, resulting in more accurate ticket creation and reduced time in troubleshooting.

2:00-2:45 PM   **Fiesta Rooms 1 & 2**

Diskless PC Computing

Don Mendonsa, Lawrence Livermore National Laboratory

Bio

Don Mendonsa has been working at LLNL for eight years. He has 25 years experience in the Information Technology field. Don has designed and implemented enterprise computing architectures within the last five years throughout LLNL. Prior to joining LLNL, Don performed architecture design and implementation for the US Army, Navy, Air force and NASA.

Abstract

I would like to give a presentation on PC Diskless computing. Here at LLNL, I've developed a highly redundant and highly available PC diskless solution for all of our PC in all of our closed networks. This solution is a fairly low cost and easy to administer system. I'd like to share with others how they can do this for the pending DOE deadline of 2008 for all computers to be diskless in classified environments.

2:00-2:45 PM   **Fiesta Rooms 3 & 4**

Collaboration 2007

Scott Stephens, Sandia National Laboratories

Bio

Scott Stephens has worked for Sandia's IT community for 13 years. He has a Bachelor's degree in Computer Science and a Masters degree in Management Information Systems. Scott has brought many new innovative

technologies to Sandia and now is the technical lead and architect for Sandia's email system, instant messaging platform and SharePoint services.

Phyllis Teague, Sandia National Laboratories

Bio

Phyllis Teague has been at SNL for three years. Besids consulting with end-users on implementing business processes with SharePoint technology, she assists with SharePoint training classes as a subject-matter expert and maintains a SharePoint FAQ, where Sandia users can post questions and issues. She also creates end-user IT communications and works with IT service organization teams in ISO-based continual improvement efforts. Before coming to Sandia, Ms. Teague taught at several community colleges and worked in the IT field as a trainer and technical writer. She has an M.A. in Business & Technical Writing and has worked with SharePoint since 2001.

Abstract

Sandia National Laboratories generates, collaborates on, transmits, and stores an enormous amount of electronic information. Within that information cycle, collaboration has been the most challenging in terms of data availability and versioning.

Until recently, Sandia teams used a mishmash of collaboration solutions: email, voice mail, share drives, document management systems, open-source wikis, and the like. In 2005, however, Sandia began implementing integrated collaboration solutions. Windows SharePoint Services v.2 and Microsoft Office Instant Messenger were rolled out in 2005, and Messenger was upgraded to Microsoft Communicator in 2006. Currently, Sandia is rolling out WSS v.3 and and planning the migration to Microsoft office SharePoint Server (MOSS) 2007 over the next year or so.

This presentation will discuss Sandia's current collaboration efforts and where we are moving, and will demonstrate how one team managed its ISO certification effort using Windows SharePoint Services v.2.

2:00-2:45 PM	Enchantment Ballroom A

Managing the Digital Content Flood—Tools for Handling Content Management Workflow as DataFlow

Floyd Christofferson, SGI (NLIT Summit Sponsor)

Bio

Floyd Christofferson is a broadcast professional with a wide range of experience in the media industry over the last 25 years. He has had extensive involvement across the entire media workflow, from production and film studios through to TV and cable networks and broadcast stations.

As Senior Business Development Manager at SGI, Floyd's focus has been in helping the media industry make the transition from analog workflow to a fully interactive digital environment. He also helps migrate the best practices of the media industry to government and enterprise, who now are challenged to manage increasing amounts of video and audio content as digital assets.

Prior to joining SGI, Floyd came out of the broadcast industry. He worked for CBS/Viacom in New York, helped developed the IP-over-satellite distribution platform at Pathfire that all of the major broadcasters now rely on for content distribution. Prior to that he ran broadcast production facilities in New York and Washington DC.

Abstract

Although the growing flood of content has long been a problem in the media industry, increasingly other areas are faced with the same issue. Whether it be surveillance video for government agencies, or medical imaging at hospitals, one thing is consistent: the volume of content is increasing at an exponential rate.

Assimilating this flow, dealing with content archives, and managing a coherent workflow within an existing environment are common headaches across all industries.

The goal of this presentation is show the solutions that SGI brings to these problems, and illustrate how best practices from the media industry translate into the broader content management needs.

2:00-2:45 PM   **Enchantment Ballroom B**

How Los Alamos National Laboratory Implemented a Highly Available and Scalable Architecture Using VMware Infrastructure

Anil Karmel, Los Alamos National Laboratory

Bio

Anil Karmel is a Technical Staff Member working for the Information Systems and Technology (IS&T) division of Los Alamos National Laboratory. He has been in the IT Industry for over ten years, working with various Fortune 500 companies and government in the areas of enterprise messaging & collaboration (Lotus Notes/Domino and Microsoft Exchange), VMware, Linux and Windows systems administration. Anil currently holds the following industry certifications: VMware Certified Professional (VCP), IBM Certified System Administrator – Lotus Notes and Domino 6, Principal Lotus Certified Professional (PCLP) – Lotus Notes R5, Citrix Certified Administrator. He is the technical project lead for the implementation of the VMware platform at LANL, and as such, has spoken in front of several large audiences discussing the technical merits of the VMware platform and ensuing cost savings that were generated as a result of implementing this architecture.

Abstract

Learn how Los Alamos National Laboratory implemented VMware's Virtual Infrastructure to solve pressing infrastructure issues. VMware's architecture allowed LANL to move mission critical applications onto a supported platform as well as address consolidation and growth issues.

2:00-2:45 PM   **Enchantment Ballroom C**

Managing Unix/Linux at ORNL

Brett Ellis, Oak Ridge National Laboratory

Bio

Brett Ellis joined ORNL ITSD in July 2006. He graduated from the University of Tennessee with degrees in both Mathematics and Computer Science. Prior to joining ORNL he worked as the Senior System Administrator for Myricom Inc and for the Innovative Computing Laboratory at UT. He got his dad to send him to a BASIC programming class on the Apple when he was 8 and has been hooked on computers ever since. He has been a Unix Systems Administrator for 13 years. At ORNL he works in the Back Office Infrastructure group supporting networking systems as well as a variety of other customers within the lab. He is part of the Unix/Linux Desktop/Server Defense in Depth team, and is happy to be presenting at NLIT.

Abstract

As part of the Defense-In-Depth initiative at ORNL, all machines connected to the network were mandated to be managed. This included Unix/Linux boxes. This community of users is typically technology savvy, protective of their independence, and untrusting of Enterprise environments.

Needs in the following areas had to be addressed in order to make this project succeed

- Dynamic view of install base

- Winning over an untrusting user base

- Accessto the machines

- User/Password Management

- Configuration Management including patching

- OS Version Obsolescence

Each of these areas will be covered highlighting challenges and achievements along the way, and our plans for the future.

2:00-2:45 PM   **Enchantment Ballroom D**

XLOAD: LLNL's Customizable Windows Deployment Method

Joe Taitt, Lawrence Livermore National Laboratory

Bio

Joe has a pretty normal background before coming to LLNL. Raised by wolves, abducted by aliens, spent 14 years in corporate IT, the usual. Since coming to LLNL, Joe has been responsible for developing the LLNL institutional Windows deployment project (XLOAD), as well as supporting Active Directory as one of LLNL's two AD Enterprise Admins.

Over the past year, Joe has been focusing on evolving XLOAD to be able to deploy Vista, integrating Active Directory with LLNL's Identity system, and providing AD support for LLNL's Exchange Pilot.

Abstract

This is a repeat of LLNL's Customizable Windows deployment that was presented last year at NLIT 2006. Since some of our sister labs have expressed interest in deploying similar solutions, we thought a repeat might be of use.

Presently, LLNL uses a custom application running on WinPE called XLOAD to build our Windows Operating Systems. It allows administrators to specify computer name, IP, OS Build Choice (XP, XP Tablet, 2003 Server, Vista,...), and Active Directory Organizational Unit to join the machine to. XLOAD then uses the Active Directory hierarchy to read layered configuration information. This allows for settings and applications to be applied by the Domain Admins, with further customization being possible for each layer of Organizational Units between the Top of the domain, and the Target OU that the computer will be joined to. With this information, the XLOAD application starts an unattended build that is capable of producing a finished workstation / server without requiring further customization by the administrator.

This presentation is designed to give a brief overview of the technology involved, as well as an overview of the direction the XLOAD process is evolving.

3:00-3:45 PM   **Fiesta Rooms 1 & 2**

ORNL's Vista and Office 2007 Deployment Project

Dennis Depp, Oak Ridge National Laboratory

Bio

Dennis holds a bachelor's degree in Computer Science and Applied Mathematics from Indiana University of Pennsylvania (yes you read that correct) and a master's degree in Mathematics from University of Tennessee at Knoxville. (Go Vols!) He has over 15 years IT experience in the computer field. Most of that has been ad-

ministering Windows servers. Dennis did serve as a Unix administrator for a brief period of time at DOE's Office of Science and Technology. Since his stint as a Unix Admin, the faulty implant has been replaced.

Abstract

This presentation is focused on DOE operational leaders regarding current public sector trends and their application to the future of national research facilities. Drawing on his expertise in providing transaction and technology services to over 2000 public sector clients, I will discuss the emerging technologies, agency consolidation, IT centralization, rising demands, and scarce resources that are driving governments to rethink their operations. It will explore the challenges that an aging workforce places on both governments and industry. It will also address the importance of enterprise integration and data sharing to meet regulatory and technological changes.

3:00-3:45 PM   **Fiesta Rooms 3 & 4**

PNNL Vulnerability Scanning: Integrating Continuous Scanning While Maintaining a Comprehensive Program

Vahid Hackler, Pacific Northwest National Laboratory

Bio

Vahid Hackler leads Pacific Northwest National Laboratory's Cyber Security Scanning and Vulnerability Management program. He is responsible for technology evaluation, operational oversight, and acts as Cyber Security liaison with Laboratory research and development staff with regard to vulnerability scanning. Vahid has been at PNNL for three years and holds a BS in computer science and SANS GSEC certification.

Abstract

In an effort to become more reactive to the changing vulnerability landscape, periodic vulnerability scanning has become rather obsolete. The challenge has become to identify and remediate issues on networks quickly while maintaining a low non-obstructive stance on those networks and their endpoints. PNNL has implemented a continuous scanning model that identifies the most important issues within a very short time period (5 hours), yet offers periodical comprehensive views of overall patch management weaknesses for high level strategic remediation.

By creating various scan configuration templates for contiguous, weekly, and monthly scan cycles, PNNL has experienced a dramatic reduction in operating system and application platform vulnerabilities over the last year. This presentation will outline and explain the various types of scans conducted (including frequency and configuration) and remediation actions taken on each class of scan. The presentation will offer practical methods for eliminating the most dangerous vulnerabilities on the network quickly while addressing how to strategically improve the overall security posture of the network as it relates to vulnerability and patch management.

3:00-3:45 PM   **Enchantment Ballroom A**

Implementing ESS in Remedy

Sue Lampson, Sandia National Laboratories

Bio

Sue Lampson has 25 years experience in the design, development, implementation and project management of software applications and IT. In addition to working twenty years at Sandia, Sue has consulted in roles ranging from software developer to project manager in the retail, medical, financials and global telecommunications industries. Sue has a MS in Information Science and is a certified PMP (Project Management Profes-

sional). Sue is the project manager for Sandia's ESS (Enterprise Service Suite) implementation, and is currently the acting manager for Sandia's CSU Special Projects. Contrary to rumor, she does not work on the Death Star in her off hours.

Abstract

Sandia has performed Service Request tracking for its IT support groups through several in-house applications developed using Remedy. These applications required "under the hood" maintenance, did not integrate and were not scalable. Team member and notification changes took weeks to implement, new service partner teams took months to add, changes or additions to existing functionality were slow or non-existent. After a market review of products, Sandia's Production Tools team made the decision to implement Enterprise Service Suite (ESS) - an ITIL-compliant commercial off-the-shelf application built on Remedy architecture. ESS was purchased with "code ownership," leveraging existing programmer Remedy expertise to customize as needed while still having access to patches, upgrades and maintenance support. The flexible and powerful data-driven configuration architecture supports real-time team and notification administration, integrated "one-ticket" Service Request tracking, and the ability to create different "Service Offerings" - customized process step sets supporting new services.

ESS has reaped many of the promised rewards - within one year of implementation growing from 90 to over 125 support partner teams, and is used by over 1000 staff at our Help Desk, Computing Support Services, Networking and Software Application organizations. Administration of teams is real-time and managed at our Help Desk, freeing up program personnel to work on system enhancements.

Join us as we describe the dreams, reality and future of ESS at Sandia: the strengths (and weaknesses) of its functionality, product and project lessons learned, and where we are going.

3:00-3:45 PM   **Enchantment Ballroom B**

Software Asset Management

Ramona Gallegos, Sandia National Laboratories

Bio

Ramona Gallegos is a programmer/analyst with the Production Tools organization at Sandia. Ramona works with the Network Information System project and is the Project Lead for the Software Asset Management System. Ramona received her MBA with a concentration is MIS from the Anderson School of Management at the University of New Mexico in 2006. Prior to joining Sandia, Ramona worked in the legal field in New Mexico for 20 years. Many of those years were spent in IT, providing user training, help desk support, and support for remote trials.

Abstract

This presentation will present a brief overview of a project underway at Sandia National Laboratories which will allow for the inventory and tracking of software licenses in which Sandia has an interest. Some of the long term goals of this project include tracking licenses by machine or person, billing/recovery of licenses, user profiles, license acquisition in real time, automatic install of acquired licenses, reassignment of licenses to other users, scavenging of licenses based on transfer or owner or machine taken out of population, a pool of available unused licenses, license rental, and u-installation of unlicensed software.

3:00-3:45 PM   **Enchantment Ballroom C**

Automating Entrust: Improving Entrust Account Management at LANL

Brenna Taylor, Los Alamos National Laboratory

Bio

After earning her BS in Technical Communication from New Mexico Tech in 2ooo, Brenna Taylor became a web programmer at Los Alamos National Laboratory. In this position, Brenna was the lead developer of the on-line network account management system. Over the past year, Brenna has completed several Sybase ASE courses, and begun work as a database administrator.

Leslie Geyer, Los Alamos National Laboratory

Bio

Leslie Geyer has been working at LANL since starting as a student in 1989. She has a BS in Computer Science, and is a Red Hat Certified Engineer. She has worked in many areas at the Laboratory, including cyber security, 10 years in desktop support, desktop standards development, and now with the Network Engineering group. There, she is a member of the Internet Services team and acts as an Entrust administrator and is part of the Enterprise Secure Network project.

Abstract

With the rise in the loss and compromise of Personal Identifying Information (PII) from workplaces and corporations worldwide, the need has emerged to encrypt and protect unclassified data more comprehensively. This presentation and question-and-answer session will be an overview of the recent process improvements that the LANL Internet Services Team has made for Entrust (encryption service) account management. Improvements include automating account management for user self-service, incorporating Entrust identities with network identity management, and reducing the time to create accounts from one (1) day to 15-30 minutes. These improvements have allowed LANL to provide encryption accounts in a more efficient and timely manner, while still saving users and system administrators time and decreasing laboratory costs.

3:00-3:45 PM   **Enchantment Ballroom D**

Unix/Linux Standardization Efforts at LLNL

Jennifer Aquilino, Lawrence Livermore National Laboratory

Bio

Jenny Aquilino is a Unix system administrator who started working at LLNL as a summer student in 1995 while still a junior in high school. For 7 years she juggled school and working at the lab until she was hired on full-time as a computer scientist in 2002 after receiving a B.S. in Computer Science from UC Davis. Jenny now heads up the Institutional Unix Working Group and manages a team of system administrators in the Energy and Environment Directorate. She has lead several efforts to implement Unix standards and continues to work to find ways to improve the posture of Unix support at LLNL.

Abstract

Over the last year and a half, Unix systems administrators with support from management have been working to standardize aspects of computer operations to better leverage institutional resources, meet compliance requirements, and improve the overall quality of Unix support at LLNL. From defining a standard OS and build process for Linux to researching and deploying third-party software to tie into Active Directory for centralized account and configuration management, a tremendous amount of progress has been made to define standards for an environment that was previously considered indefinable. In this presentation, you will learn about the areas of Unix support we have begun to standardize, how Unix administrators were energized to work together and adopt standards, and what our plans are for future work. This presentation would be helpful to anyone managing or supporting Unix systems who is looking for a cost-effective way to simplify their Unix environment while still preserving functionality.

4:00-4:45 PM   **Fiesta Rooms 1 & 2**

Data Center Virtual Environment

Guy Wilcox, Pacific Northwest National Laboratory

Bio

Guy Wilcox has been working at PNNL for twenty-eight years. He has a Bachelor of Science degree in Information Sciences and an Associate Arts degree in Electronics Technology. Guy received SANS/GIAC GSEC information security certification in 2002. Guy is currently working on the PNNL Virtual Infrastructure project as systems administrator.

Abstract

I'll spend 20 minutes reviewing the three-phased Virtualization Project that is still underway at PNNL. The next 10 minutes I will cover lessons we've learned through our experiences virtualizing ¼ of our server inventory. Lastly I will invite the audience to participate in an open discussion (of our experiences). I hope to glean first or second-hand experiences from other laboratories' virtualization efforts; experiences which will help improve the management of our Shared Infrastructure.

4:00-4:45 PM   **Fiesta Rooms 3 & 4**

BIRDS OF A FEATHER—Disaster Recovery

Linda Garcia, Sandia National Laboratories

Bio

Linda Garcia has been working in information systems at SNL for 27 years. She has an MBA in Information Systems and is currently the Project Lead for the IT Disaster Recovery Program. She has an Associate Business Continuity Professional (ABCP) certification from the Disaster Recovery Institute International.

Abstract

We would like to get a better picture of Disaster Recovery and Business Continuity efforts across the NWC.

You received a Disaster Recovery Status Survey form in your NLIT registration packet. Please bring this to the BOF and we will start the discussion with questions that are on the Survey. We will share additional information about the DR program at Sandia National Labs and hope to gain an idea of IT disaster preparedness in the NWC.

- Do you have a program for disaster recovery and/or business continuity?

- What is your approach?

- Are you interested in collaborating or sharing ideas and plans?

- How are you funding this effort?

- What resources are dedicated to the effort?

4:00-4:45 PM   **Enchantment Room A**

Software Cloning with Hardware Independent Images Using the Universal Imaging Utility

Adam Murphy, Big Bang (NLIT Summit Sponsor)

Bio

As the founder and president of Big Bang, LLC, Adam Murphy has a background in ISO 9000 quality systems training and consulting, and has taught Symantec Ghost courses and provided Ghost consulting since 2001. From those courses came the Universal Imaging Utility, which Big Bang released in 2004. While he now spends more time traveling for presentations at conferences and trade shows than he does teaching, he still enjoys keeping his skills sharp with the occasional course or consultation. His presentations often times have an aspect of, "Stump the Ghost Guy," so bring your questions and issues with you.

Abstract

Users of cloning software (such as Ghost, Altiris, ZENworks, Acronis, and others) understand the inherent limitations of imaging multiple computer platforms from a single image file. Unless the computers are identical in every way, the user will encounter missing drivers, unrecognizable plug-and-play devices and Windows blue-screens. The Universal Imaging Utility overcomes this limitation by preparing a hardware-independent Image for Windows XP, 2000, and (later this year) Vista systems. The UIU provides users with a clean and easy-to-use solution that works with any cloning application. The result is a Master Image that can be closed to any Windows desktop or laptop.

4:00-4:45 PM   **Enchantment Room B**

BIRDS OF A FEATHER—**BlackBerry Initiatives**

Marcia Jacobs, Sandia National Laboratories

Bio

Marcia Jacobs is the Telecommunications Operations Lead for Sandia National Laboratories in Livermore, CA. She is responsible for the Aria 250 voice mail system and the Lucent 5ESS switch. In addition to daily work flow requirements, her responsibilities also include managing the processes for wireless equipment and services to include cellular, BlackBerry, and pagers. One of her current project challenges is to facilitate a second BlackBerry Summit for all DOE laboratory personnel.

Abstract

This session explores how BlackBerry is evolving across the DOE complex. Information will also be shared regarding second BlackBerry Laboratory Summit. User information will be collected for BlackBerry Summit distribution list.

Please be prepared to briefly discuss:

- How is BlackBerry meeting your business needs. What are your success stories?

- Which applications do you support? What are your pending deployments or what applications might you test?

- What are your major hurdles or barriers?

4:00-4:45 PM   **Enchantment Room C**

BIRDS OF A FEATHER—**Secure Collaboration**

Michael Lee, Los Alamos National Laboratory

Bio

Mke Lee has a BS/MS is Computer Science. He has been working in the Network Engineering group at LANL for four years on projects relating to security, identity management, and collaboration tools.

Abstract

DOE sites are expected to work with other sites, non-DOE institutions, and even other countries. Therefore, a balance must be found between openness and collaboration on one hand, and security and rigid control on the other.

The Internet and its killer app, the Web, enable us to create tools to move data between networks. However, are the labs utilizing its promise for enabling secure collaboration? What processes are in place to control the exchange of data and what steps have been taken to minimize the impact on user productivity?

A state-of-the-art research facility must stay up to date with emerging technologies and their applications, yet it would be foolish to jump too quickly into a passing fad. New classifications such as PII further complicate the issue. How much ease-of-use must be sacrificed in the name of security and how much real security can gained through rigid policies?

4:00-4:45 PM   **Enchantment Room D**

BIRDS OF A FEATHER—The Tablet PC: How Does it Fit in Your World?

Sheina North, Sandia National Laboratories

Bio

With over 20 years of writing/editing experience, paired with six years as a computer support technician and help desk analyst, Sheina North is part of Sandia's CSU Technology Development (TechDev) organization. Though she is employed by SAIC, Inc., Sheina has been onsite at Sandia Labs for over 10 years. She is the recipient of a 2006 Award of Excellence in Online Communications from the Society of Technical Communication. As a technical communicator, Sheina has found great benefit in the versatility of using a tablet P. "It's a writer's perfect dream machine, it's portable, interactive, and it translates longhand to typed characters with the tap of a button!"

Roman Selever, Sandia National Laboratories

Bio

Mr. Selever has fourteen year of professional experience in the Information Technology field. He has been working for SNL for over ten years now. He spent six and a half years as a Desktop Support Specialist in the CSU, two years as a Server Administrator with CSU Special Projects and has been with the Technology Development group (TechDev) for the past two years. Mr. Selevers' responsibilities with TechDev include the development and maintenance of the Windows XP Setup Disk, Sandia User Migration Utility and various other task specific applications.

Abstract

Microsoft states that the tablet PC *"represents the evolution of the notebook PC, enabling you to work in more places and in new ways."*

That *evolution* comes from the result of the marriage between low and high tech: The versatile, tried and true pen and pad meets the laptop computer. At first clunky and limited in capability, in just a few years tablet PC hardware features along with software availability have become more widespread. Now the current generation of hard– and software has made the devices more practical , powerful, and portable.

But how does a tablet fit in your world? What are its ups and downs? What works or doesn't? From creative and innovative software to inking and handwriting recognition to security and under the hood horsepower, this session is meant to discuss the uses and potentials of the tablet PC in the business, IT, and lab environments.