



NEWSLETTER

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OUR GOAL IS TO PROVIDE HIGH QUALITY INFORMATION SERVICES IN A PROFESSIONAL MANNER THROUGH A RESPONSIVE PARTNERSHIP WITH OUR CUSTOMERS

Electronic Mail Committee

BY DICK HINKLEY

Keeping everyone informed and updated on all the various projects going on around us is no small task. Several projects underway are direct outcomes of the Steering Committee group which worked together last fall. That inter-agency group identified five priority projects to be pursued, all but one of which are underway. In this and upcoming Newsletters we will begin providing you updates of the progress being made by these workgroups.

One of these groups is the Electronic Mail (E-Mail) Committee which has been asked to look into finding ways of ensuring that agencies using E-mail are able to interact with one another. E-mail has such highly desirable productivity benefits for the State as a business enterprise that I believe the achievements of this Committee will reap benefits for years to come. Agencies today are using a variety of individual E-mail systems

which have the potential to communicate directly with each other. While the State already can communicate via DDP's OfficeVision across a network to other businesses and states in some cases, the need and demand is growing and the options are multiplying. The State wants to ensure it maximizes its business investment while providing an important tool to State employees.

I was particularly pleased when Paul Sawyer of Professional and Financial Regulation agreed to lead the E-mail Committee. Paul is not only an advocate for E-mail, he also has successful and extensive experience with departmental systems. I believe this gives him special insight into the challenge many of us face in providing specific solutions for our respective agencies while integrating our own agency solutions with other State systems. Paul has been gracious enough to take the time out of his schedule to provide an introduction to the Committee's work:

by Paul Sawyer, Professional & Financial Regulation

As has previously been reported, DDP Director, Dick Hinkley, organized a multi-department Steering Committee for the purpose of validating the DDP Directions Document. The Steering Committee also identified short term, achievable goals for DDP. In completing its work the Steering Committee, not surprisingly, iden-

THE FUTILITY OF CRITICISM

by Jeffrey Wm. Cotnoir

Criticism is futile because it puts a person on the defensive and forces them to justify themselves. Criticism is dangerous because it wounds a person's pride, hurts their sense of importance, and arouses resentment.

The resentment that criticism creates can demoralize employees, family, and friends, and still not correct the situation that was primarily condemned.

Hans Selye, a noted and accomplished psychologist stated, "As much as we thirst for approval, we dread condemnation."

Indeed, as supervisors, we find it almost impossible to refrain from criticizing an employee when we feel that an event has occurred which demands regulatory or critical attention. But the sharp tongue of criticism is more effective if dulled by a pleasant and understanding tone, and used with a good strategy.

There is but one way under the Sun to get someone to do something. Yes, just one way, and that is to encourage them to WANT to do it.

For example, a Safety Officer in a large engineering firm was observing a large number of employees not wearing their hardhats in dangerous areas. He would regularly approach them, and in a stern, authoritative voice, quote the regulation to them, verbatim, and demand that they comply or be fired. As a result, he would get sullen acceptance, but all too

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Electronic Mail, continued

tified nearly two dozen action items. The facilitation of electronic mail for Maine State Government was one of the action items. It was surprising to many that when asked to prioritize the list, electronic mail ranked number three by the Steering Committee. In assigning this priority, the Committee discussed potential productivity gains to be derived from a successful implementation of an enterprise-wide electronic mail system for Maine State Government.

Dick invited me to chair a committee which would include representatives from various departments with a specifically identified interest in electronic mail. The E-Mail Committee now includes the following members:

Wayne Gallant from the Department of Environmental Protection. Wayne is currently evaluating several LAN based electronic mail packages for DEP;

Ron Grimard from DDP is the administrator for OfficeVision and over the past few years has been researching the issue of electronic mail;

Ed Lincoln from the Department of Transportation, which is potentially one of the largest electronic mail users in Maine State Government;

Dave Miller from DDP provides Unix operating system support for agencies that do not have their own technicians; and

Mike Pomerleau from Taxation, which has an immediate interest in electronic mail. Clearly Mike's expertise with PCs and LANs will be of benefit to the Committee.

The E-Mail Committee has been asked to review industry standards, such as X.400/500 or SMTP and to identify available functionality of electronic mail systems. Based upon these findings the Committee may recommend standards for adoption by the Information Services Policy Board. Additionally, the Committee was asked to consider one or more products to recommend to agencies interested in purchasing electronic mail software.

During its first meeting the Committee discussed the need to identify what electronic mail services are presently being used in Maine State Government and attempted to identify the needs anticipated for the near future. In this regard, the Committee will be distributing a brief questionnaire to each agency of state government. The Committee has also started to collect information regarding industry standards, both de-facto standards and those adopted by standards organizations. In addition to meeting immediate needs, the Committee is interested in the longer term benefits.

The potential benefits of active State-wide use of electronic mail are subtle, but unquestionably considerable:

What if we could communicate on non-urgent issues with any state or federal agency?

What if we could order supplies from the state warehouse using E-mail?

What if we could request a list of qualified job candidates from the Bureau of Human Resources using electronic mail?

What if we could electronically exchange reports, draft legislation or research information with the Legislature, various federal agencies or professional organizations?

How much could we reduce the cost of paper?

How much could we reduce paper mail handling costs?

How much could we save on renting storage space or buying filing cabinets?

How much could we save in labor costs currently necessary to look for paper documents?

How much could we gain in worker productivity if non-urgent communications could be addressed at a convenient time rather than the immediate attention required by a ringing telephone?

Although the savings may not be much in the short term, with an investment in time and effort up front, we would progressively realize cost reductions until we were achieving considerable savings FOREVER.

Criticism, continued

often would find that the workers would remove the hats after he left the area.

So he tried another approach. The next time he observed the same situation, he pleasantly asked if the hardhats were uncomfortable or didn't fit properly. He then proceeded to remind them that they worked in a hazardous area, and the hardhats were designed to protect them from potentially serious injury. He suggested to them that the surest way to be confident of their personal safety would be to become accustomed to wearing the hardhats.

This type of supervisory "guidance" did two things. It allowed the persons being criticized the opportunity to examine the facts in a less intimidating environment, quelling any resentment or hurt pride. Also it reinforced the idea that the supervisor cared about their performance and their individual needs.

The result was an overwhelming compliance with the regulation with no resentment or emotional upset.

Instead of condemning people, supervisors should try to understand why employees do what they do. That is far more profitable than criticism, and it breeds sympathy, tolerance, and kindness.

Ben Franklin was best known in his later years as the great diplomat, but in his youth was equally as famous for his tactlessness and his abrupt, stern commentary. In his older years he stated his success in diplomacy in this way: ". . . I will speak ill of NO man. . . . and speak all the good of EVERYBODY."

The old adage "If you want to gather honey, don't kick over the beehive" puts into perspective those elements that supervisors need to keep foremost in mind.

Any fool can criticize, condemn, and complain — and most fools do.

It takes character and self control to be understanding and forgiving.

JOB SUBMISSION TO BULL MAINFRAME STREAMLINED

The Division of Data Processing has been trying for quite some time to improve its method of submitting production jobs to the BULL mainframe for processing. Methods used in the past have proven very costly to the user community and have caused many problems for the different divisions within Operations.

TMS (Tape Management System) has been installed, which has automated a large part of the Tape Library. We have set up a User Master Catalogue called TMSMAINT with subordinate catalogues for each user to maintain their JCL, for Operations to have access to update tape cards and control cards, and for operators to run their jobs from time sharing.

A lot of hard work from all of the Operations and Software staff and the users making adjustments to these changes has paid off. Our new procedure has reduced the costs and workload. The process of new production procedures has been streamlined, schedules have been automated, and punch cards are becoming obsolete. Looking back, we have come a long way in a short period of time.



Computer Viruses: THEY CAN INFECT YOU TOO!

Recently one of our State agencies was infected by the Jerusalem and Michaelangelo viruses. The source of both viruses was infected demo dis-

kettes. The Jerusalem virus had migrated to their system and had caused some intermittent problems, such as losing Windows on one machine. The Michaelangelo virus was identified in time and never made it to their system.

Situations like the above do not need to happen. The Division of Data Processing (DDP) has a site license for virus detection software and is FREE to all State agencies. Contact the Help Desk at 287-4800 for a copy of the virus software.

The Help Desk sends out virus alerts when a virus is detected to all OfficeVision (PROFS) customers. All updates to the virus software are automatically sent to agency contacts when they arrive at DDP. Version 102 is the latest update.

There is a plan being currently explored to provide awareness training for State agencies. More information will be provided as the plan develops.



*The NEW Ray Rice . . .
0 - retirement in 6 seconds!*

GIS TIGER Pilot Project

The GIS (Geographic Information System) office was started in February of 1990. They mainly work on mapping systems for specific information required by state agencies.

Currently participating agencies are DEP, DMR, IF&W, Conservation, DHS and State Planning. GIS is available for any State agency who would like to make use of it. The GIS office has seven workstations and are connected to the Wide Area Network (WAN). They also have dial-in access, and currently have five billion bytes of geographic information available. **Dan Walters**, Director of GIS, and colleagues work with GIS on a daily basis.

GIS is experiencing an increase in use from non-traditional users such as DHS. Remember those Census forms you filled out in 1990? The State Office of GIS has recently implemented the results of the 1990 Census to its TIGER (Topologically Integrated Geographic Encoding and Referencing System) files. The data allows agencies to ask many detailed questions about the socio-economic makeup of the State of Maine, down to very specific geographic areas such as street blocks. Using GIS, agencies can compare their own databases with Census data to see where services should be targeted, to redefine district boundaries, to look for anomalies and explain them, to understand trends, to see relationships between health problems and physical features, to assist clients to find services, to plan for growth, and so on.

One way TIGER is being used is in the DHS WIC (Women, Infants, and Children) program. They have begun a pilot project to geographically reference their client database and overlay client information with Census data. This technique enables WIC to focus their attention not only on the types of services their clients need, but also on spatial information regarding the location of these services and what kinds of barriers the clients face in order to get them.

GIS is experiencing steady growth. If you would like more information, or would like to visit the GIS site, please call **Dan Walters** at 287-3897.

RACF/VM INSTALLATION NOTICE

The new RACF/VM is planned to be installed on the VM sometime in mid to late June, with the average customer noticing only a few changes to the system. Because RACF uses an encryption scheme to assure password secrecy, the account passwords will need to be changed.

ONLY THE ACCOUNT OWNER SHOULD KNOW THAT PASSWORD!

If a password is forgotten, the Help Desk will be able to reset it. If this is the case, when logging back on, you will need to enter a NEW password to replace the temporary password assigned by the Help Desk.

Customers may also notice new warning messages generated by RACF. This is because the initial installation will be done in WARNING MODE. This is to aid in tailoring the system, allowing a smooth transition to the new software. When in full operation, it will be outside this mode.

More detailed information will be provided to all VM/OfficeVision customers as implementation time draws near. If there are any specific concerns or questions regarding this installation, please contact **Bob Witham** at 287-6329.



BIS Project Updates

BY ART HENRY

In the last *Newsletter* I described the DDP/Telco project to make it easier for agencies to connect to the WAN. Progress has been made on this project to the point that the equipment to support connection for the customer agencies has been ordered.

Unfortunately, unforeseen problems have caused delays in the rate setting and has impacted the detailed project schedule. Both the rates and the project schedule will be available by June 4th. We will publish them in next month's *Newsletter*.

Glenda Winn has volunteered to act as facilitator for the Telco/Customer committee that will be working to improve the service order process and the service order form. That group will begin work before next month's *Newsletter* is published so we will be able to provide a progress report at that time. If you are interested in working on this committee or the billing system work group that will be active this summer, please contact **Carmen Fournier** at 624-7840 or PROFS ID ISCF04R.



SECURITY BEAT

Hi, my name is **Bob Witham**. I am the DDP Information System Security Analyst. It is my job to plan and implement information security for the State of Maine. As part of that planning process, I believe that I should pass on information to you that will help you do a better job with information security. Although I have the official title of Security Analyst, information security is everyone's responsibility. No security system is any better than its weakest link, and each of us is a link in the State of Maine information security chain. We each have a responsibility to do our best to protect the information that has been entrusted to us.

Most of us can deal easily with things we can touch and put our

hands on. We lock our desk drawers and file cabinets if they contain sensitive information. We keep our desks clear of sensitive documents unless we are actually working with them. We seem to do a very good job at handling paper based information. Perhaps that is because paper has been around for so long, and it has been ingrained as part of our work ethic to maintain an "eyes only" policy concerning paper.

The same should hold true for our electronic information. We should keep our PC and terminals effectively "locked up" from those who have no need to view the information. It often seems to be a problem for people who handle electronic information to determine if someone should view the information or not. Ask yourself, "Would I let this person see this information if it were a paper document?" This may help you decide who should see what information.

KEEP YOUR PASSWORDS SECRET! This is your electronic "key" to your information. Just as you would not hand out the keys to your file cabinet, do not tell others your password or allow them to use your account. Remember, you are responsible for what your computer account does whether you used the account or someone else did. Don't write your password down on a piece of paper and leave it where others might find it, like your desk drawer or on your wall. If you have difficulty remembering your password, write it on a card and put it in your wallet.

Use passwords that are not easy to guess. Don't make the mistake of using words or names that can be associated with you, especially pet's names, children's names, and so forth. Although they are easy to remember, they are also easy to guess. I like to use nonsense words that I can remember. I get words from many sources. Typographical errors are a good source. I have a friend who has atrocious handwriting, and I often get words from trying to interpret it. One

such word was GARFNIK. To this day, I have no idea what it was supposed to be, nor could my friend interpret it when I showed him the letter.

Finally, log off your user account if you are going to be away from your desk for any length of time, make sure you do not leave your terminal in an application, especially one that provides access to sensitive information. It only takes a few seconds to get out and back in, but you are protecting State resources from potential problems. Even though you might think that the information you handle is not that important, treat it like it is important. It is just a good habit to get into.

I am going to try to provide information here each month. Of course, my father always told me that the road to hell is paved with good intentions. Let's hope I am not rebuilding the Maine Turnpike here. I will cover issues such as backups, virus protection and computer ethics in the future. If you have any items you would like me to discuss, questions about computer security in general, or se-

No person was ever honored for what he received. Honor has been the reward for what he gave.

Calvin Coolidge

curity tips to pass on to others, you can send an OfficeVision note to CCRWITH, call me at 287-6329, or pass the message on to the DDP Help Desk at 287-4800.

SECURITY

BY PETE MOSQUEDA

Security on the wide area network is a twofold operation. Network operations at Telco can protect you from unknown intruders at bridge level by installing filters tailored to your LAN at your port. All the bridges on our network are protected by a two tier password system making it doubly secure from anyone tampering with the filters.

We cannot, however, protect you from friendly intruders, that is someone with a legitimate address who was given access to your LAN by you. Therefore, you should install a password on your system and on each person's account. The passwords should be changed on a timely basis. Do not leave the default password set by the vendor; it is given to everyone who buys that product and it is spelled out in the installation manual.

So keep your backups current, turn off your PC when you leave at night or unplug your LAN connection for security. Happy trails and happy netting. . . .



The following DB2 tip is courtesy of Platinum Technology and their monthly problem and solution flyers.

Problem: When are locks released for a singleton SQL statement embedded in a program?

Solution: A singleton SQL statement is a non-cursor SELECT, UPDATE, or DELETE statement that will access zero or one rows.

The answer depends on two locking characteristics: the isolation level selected at bind time and the lock mode (assume lock size of PAGE).

For singleton SQL statements that take an 'S' lock (SELECT only) and use isolation level Cursor Stability (CS), the lock is released when the statement is complete.

For singleton SQL statements that start with 'U' lock (UPDATE and DELETE), and use isolation level CS, the lock is released when the statement is complete, if the data was not changed. If data was altered, the lock is held until COMMIT or ROLLBACK.

For either mode of lock, 'S' or 'U', with an isolation level of Repeatable Read (RR), the lock is held until a COMMIT or ROLLBACK is issued.

Next month: more tips from Platinum Technology.

Calendar of Events June 1993

SUN	MON	TUES	WED	THU	FRI	SAT
		1 SHUTDOWN	2	3 Technical Coordinators IBM Users	4	5
6	7	8	9	10 DOS User Group	11	12
13	14	15	16	17	18	19
20	21	22	23	24 v	25	26
27	28	29	30			

Thursdays 9:30 a.m. IBM Users Meeting
State Office Building Rm 414

3rd 8:30 a.m. Technical
Coordinators Group Meeting
Room B8

10th 9:00 a.m. DOS Users Group
Meeting Room B8

GETTING TO KNOW: Ray Rice

As of the first of June, the Bureau of Information Services has lost one of its long time employees. **Ray Rice** took his well-earned retirement on that date, after over twenty years of service with the state.

Ray's final position in BIS was as Computer Operations Manager. In that role, he was responsible for overseeing both operational and budget aspects of the Operations Section of the Division of Data Processing (DDP). He monitored operational quality control and customer service, participated in employee grievance arbitration, aided in facility design, and had input in the acquisition and evaluation of system hardware and software. One of his latest projects has been making recommendations for the Job Scheduler system on the IBM mainframe.

One service he has performed while working at DDP, of which he is most proud, is his participation with DDP employees in planning their retirements. There is a lot more to retirement than just waiting for time to run out, he says. He has assisted several of his employees to plan their retirements, so they may look forward to it with anticipation, rather than dread.

Raymond H. Rice grew up in North Pekin, Illinois, a suburb of Senator Everett Dirksen's home town. After attending Spalding Institute in Peoria (Class of '58), Ray joined the Navy. For the next twelve and a half years, he saw the world, with ports of call in Europe, Suez, and the Caribbean. After the Navy, he

worked for a little over a year at RCA Memory Products in Lewiston, before entering employment with the State of Maine.

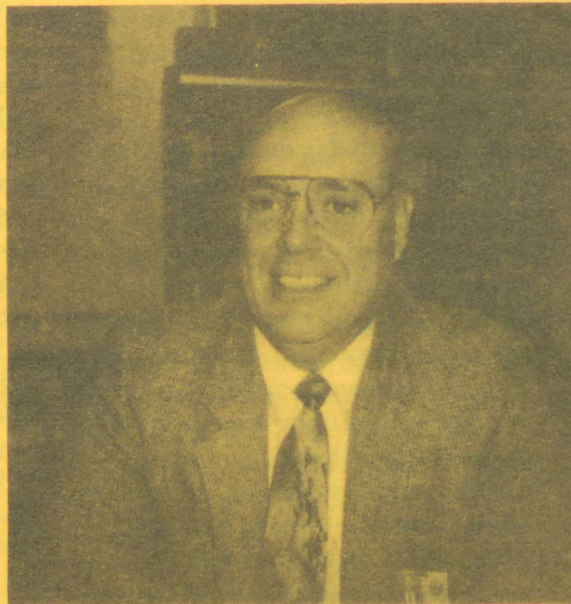
Ray started out with the State as a Computer Operator III, working his way up to Operations Supervisor, then Senior Operations Supervisor, and reaching his final post in September of 1978. At the same time, he was attending college part time, got "a couple of degrees," he says, and joined the Naval Reserve where he has experienced travel.

Ray has been married to his wife Charleen (everyone calls her "Chickie") for over 22 years. He has three daughters, four sons, and four grandchildren. Ray and Chickie have made Topsham their home and have no plans to move at this time.

In his spare time (which he now has in abundance), Ray enjoys all outdoor sports. He is quite a whitewater enthusiast, running rapids in both rafts and canoes. He also hunts, fishes, and goes camping.

Last fall, he and Chickie purchased a motor home, and they plan to spend a good deal of their "golden years" traveling around the United States and Canada. Ray would especially like to go up to Alaska, and see Kodiak bears taking salmon from the rivers with his own eyes. Chickie plans to hit the yard sales, and keep a journal of their trips.

Best wishes on your retirement, Ray. We're gonna miss ya!



TRANSITIONS

Kathy Willman, Telecommunication Service Order Coordinator, joined the Telco staff effective May 17.

Paul Tourtelotte, Storekeeper I, joined the Customer Assistance Division effective May 17. He was previously employed with the Bureau of General Services.

Mary Cloutier, Management Analyst II, transferred to BIS effective May 24.

Raymond Rice, Operations Manager, retired effective May 31.

Puzzle/Trivia Challenge



The answer to May's challenge is: the vowels A E I O U. The winner was **Bert Bilodeau**.

JUNE'S CHALLENGE

In what year were the Boston Patriots awarded a franchise in the AFL and where did they play their home games in their first season?

Call **Barbara Buck** at 287-3631 with your answer. She will take your name and telephone number if you answer is correct. One name will be

drawn from all the correct answers and that person will win a certificate from Pats Pizza for a FREE pizza. All answers must be in to Barbara no later than the 15th of each month.

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