



Georgia District IT Overview

Presented by Michelle Wilkinson

**This presentation was modified for posting.
Live demonstrations have been replaced with
screen captures.**

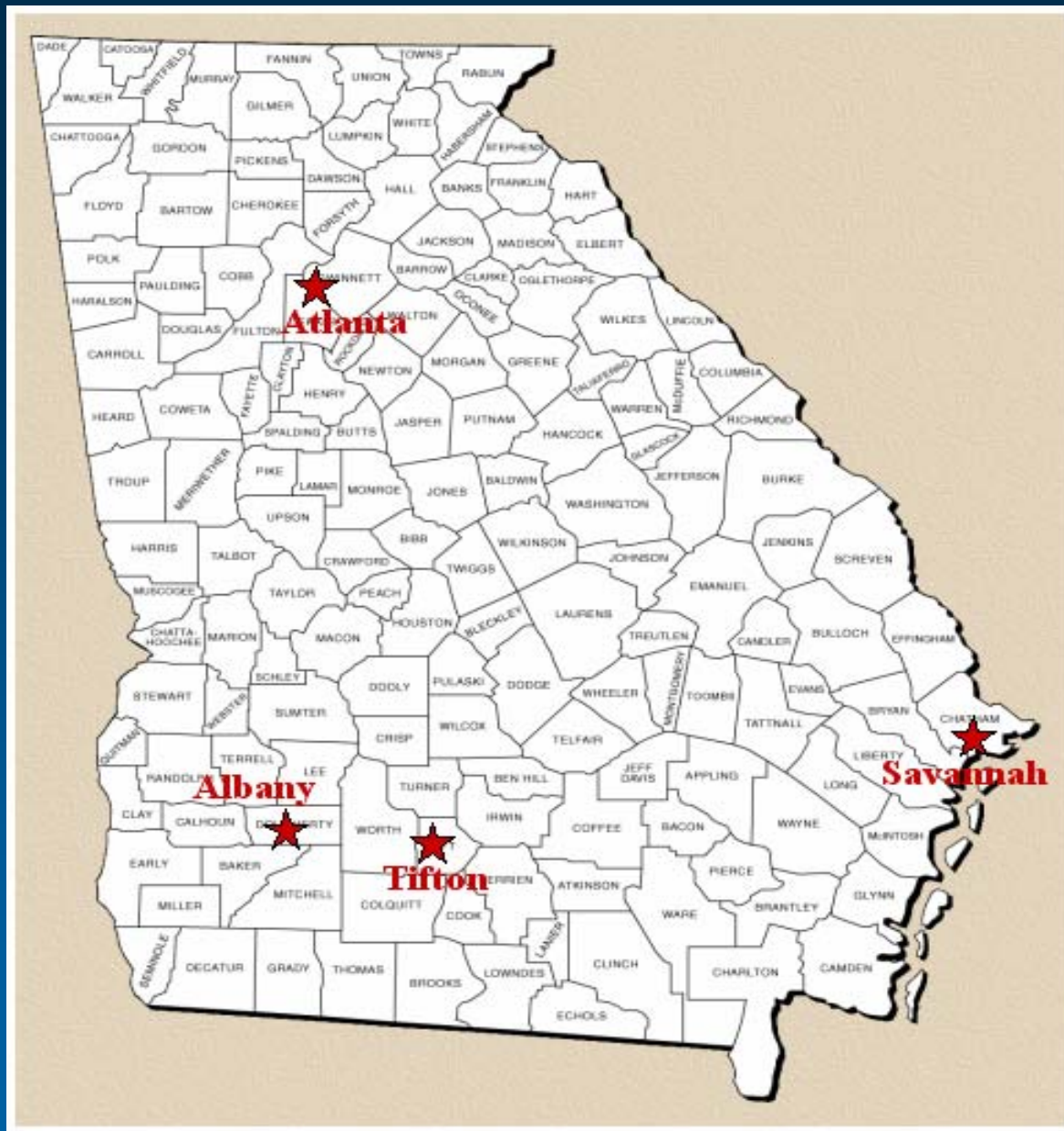


Georgia District Computer Services Unit Team

■ Timothy Stamey	Supervisor
■ Michelle Wilkinson	Lead IT Spec
■ Lavetra Sloan	LLMA
■ Jason Root	Tech Geek
■ Ja Nae' Williams	Alabama SA

Our Mission:

- To maintain both PC and Unix servers and workstations in a secure environment and ensure the integrity and confidentiality of our mission critical data.
- To provide computer and network support to end-users, including installation, configuration, troubleshooting, technical assistance, and support in the use of hardware and software.
- To maintain system backups, upgrade systems as needed, and maintain correct amount of licenses.
- Provide systematic approach to the operation of the Computer Services Unit.
- To respond to DOI and USGS data requests on time.



What is important to us?

- Maintaining a secure environment while providing an easy to use environment for all our users
- Number one priority: end-users and solutions to their problems

Office Environment

Georgia District Office

- 111 Employees
- Geonet 3 Backbone site
 - vBNS direct to all backbone sites (Reston, Menlo Park, Rolla, etc.)
 - DS3 paid from Geonet account
 - Most southeastern states are routed to the internet through us
- Lotus Servers for Southeast sites of Alabama, Arkansas, Georgia, Mississippi, South Carolina, and Tennessee
- Coming: AD Domain controller

Office Environment cont'd

Field Offices

Albany

3 Employees

512KB Frame Relay Line

Savannah

4 Employees

512K Frame Relay Line

Tifton

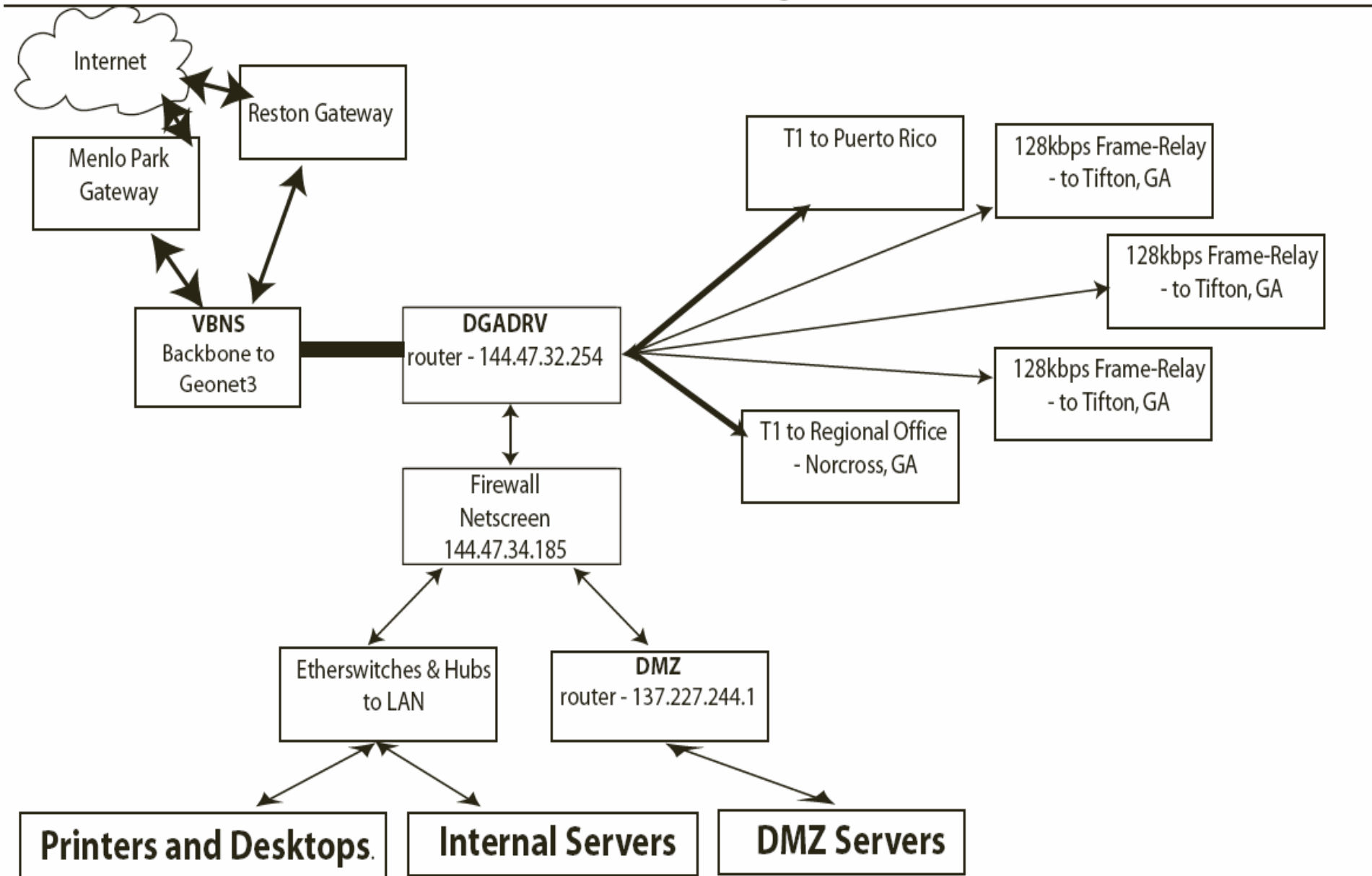
2 Employees

512K Frame Relay Line

Computer Environment

- Cisco Router, Netgear Firewall, and 5 10/100 Cisco switches
- Mixed network, with 10 and 100 Mbit connections
- All desktop computers in District and Field offices on the local AD domain
- Anti-Virus server in District and each Field office
- Windows Update via SUS server
- Web sites hosted by NatWeb and reverse proxy

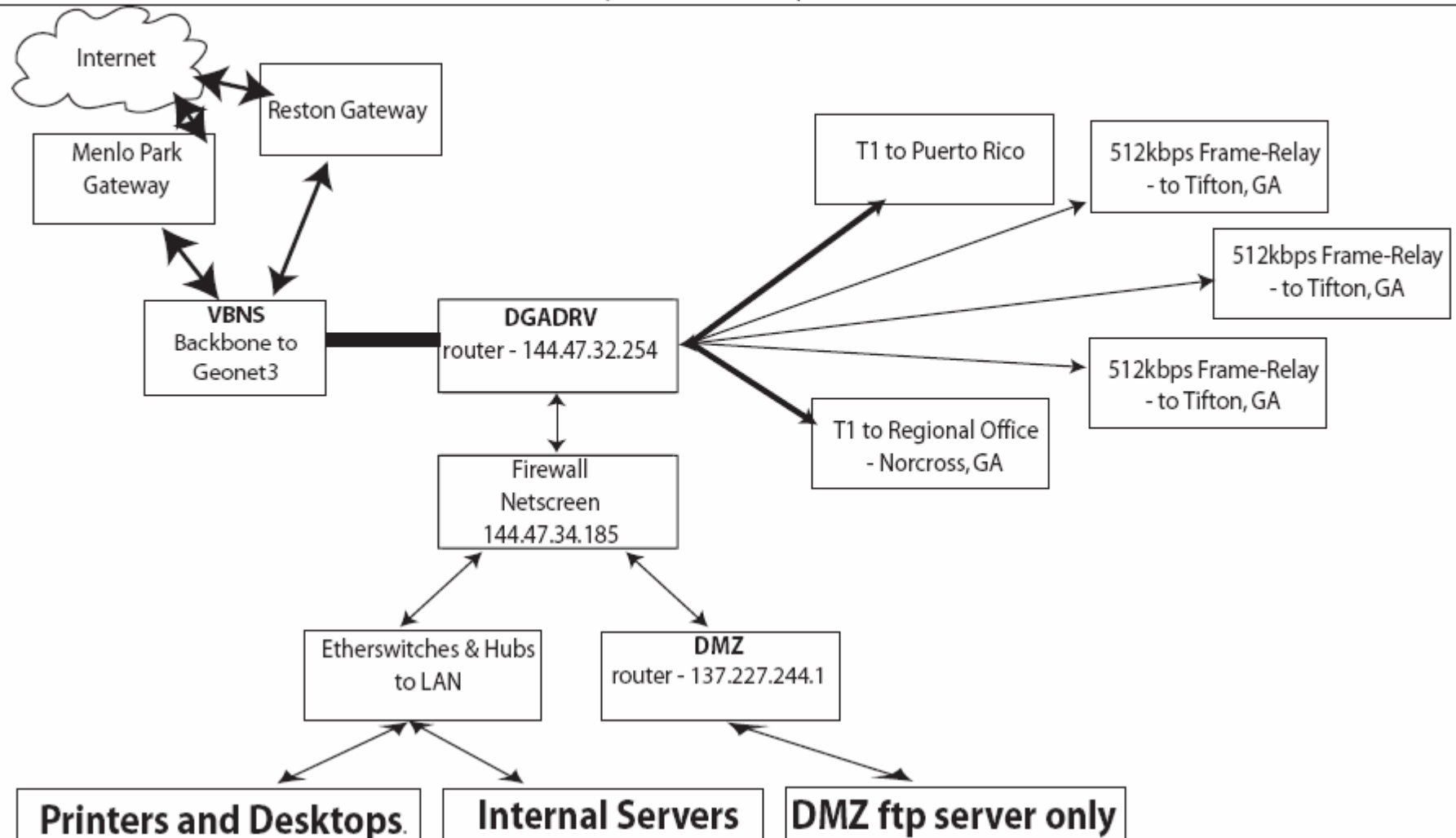
USGS - Atlanta Georgia District Office
Site Network Diagram



Changes from previous slide: Field Offices upgraded to 512Kb Frame Relay lines in January 2005

USGS - Atlanta Georgia District Office Site Network Diagram

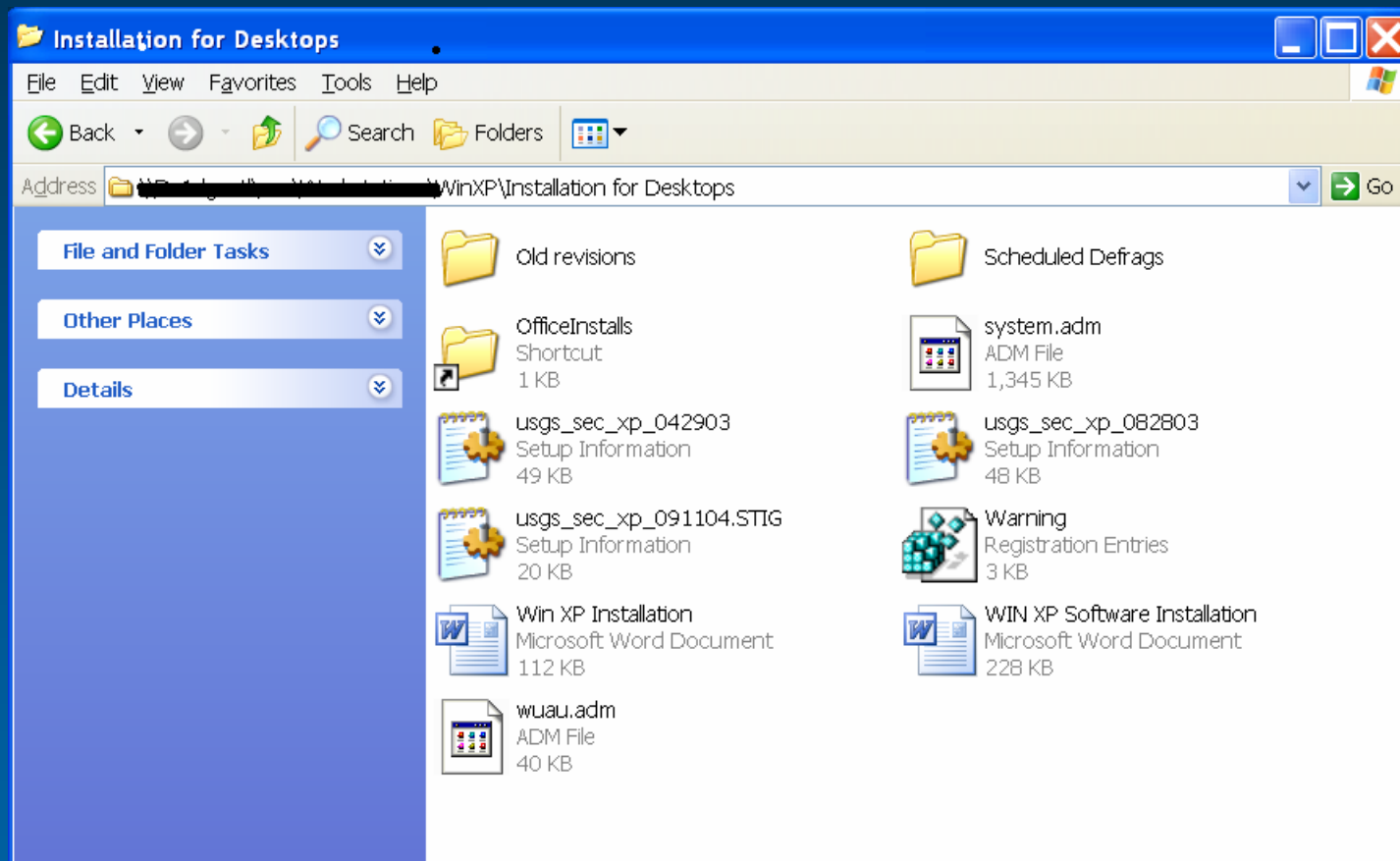
Created by Jason Root. Last updated on 02/07/2005



Desktop setup

Compromising guidance from BWTST, DOI, and information that we deem important, taking security at the highest level, instructions for setting up each desktop was created:

ALL OF THE ELEMENTS NEEDED TO CONFIGURE A DESKTOP ARE
LOCATED IN ONE DIRECTORY



AFTER RUNNING THROUGH INSTALLATION INSTRUCTIONS:**Win XP Workstation Installation***Georgia District*

Computer Information	
Hostname:	
IP Address:	
Service Tag:	
Express Service Tag:	

Initial Bootup

1. Enter the Bios by pressing F2 and set the following:
 - System -> Boot Sequence -> Move CD-Rom before Hard Drive
 - Performance -> Hyper-Threading -> Turn On
 - Security -> Chasis Intrusion -> On
 - Power Management -> Ac Recovery -> Last
2. Reformat the machine and do a clean install

Initial Setup

3. Regional & Language Options
 - Click next

A CHECKLIST IS COMPLETED TO ENSURE OUR DESKTOPS ARE SETUP SIMILARLY

Win XP Workstation Installation Checklist

Georgia District

Computer Information	
Hostname:	
IP Address:	
Service Tag:	
Express Service Tag:	
Filling this out will make it easier to enter into the database!	

CSU Windows XP Workstation Installation Checklist!

✓	Q#	Description
☐	6	Network Settings – DHCP, or hard coded ip. Also did you install the DNS Servers and the suffixes.
☐	7	Added the computer to the domain?
☐	8	Installed Service Pack 1 and Windows Updates?
☐	9	Ran <u>Warning.reg</u> ?
☐	10	Set up automatic time synchronization?
☐	11	Disabled Error Reporting?
☐	12	Made Sure Internet Connection Firewall was off? (If not this may be why you can't get anywhere on the network!)
☐	13	Adjusted the settings for SUS Updates?
☐	14-19, 21	Created the D: and S: drives, changed permissions on D:, shared the "share" folder on D:, hid the swap drive, and moved the virtual memory to S: ?
☐	20	Unchecked Automatic restart and set the OS boot menu to display for only 5 seconds?
☐	22	Enabled Remote access for administrators?
☐	23	Removed the games and Outlook Express?
☐	24	Turned off system restore on D: and S: ?

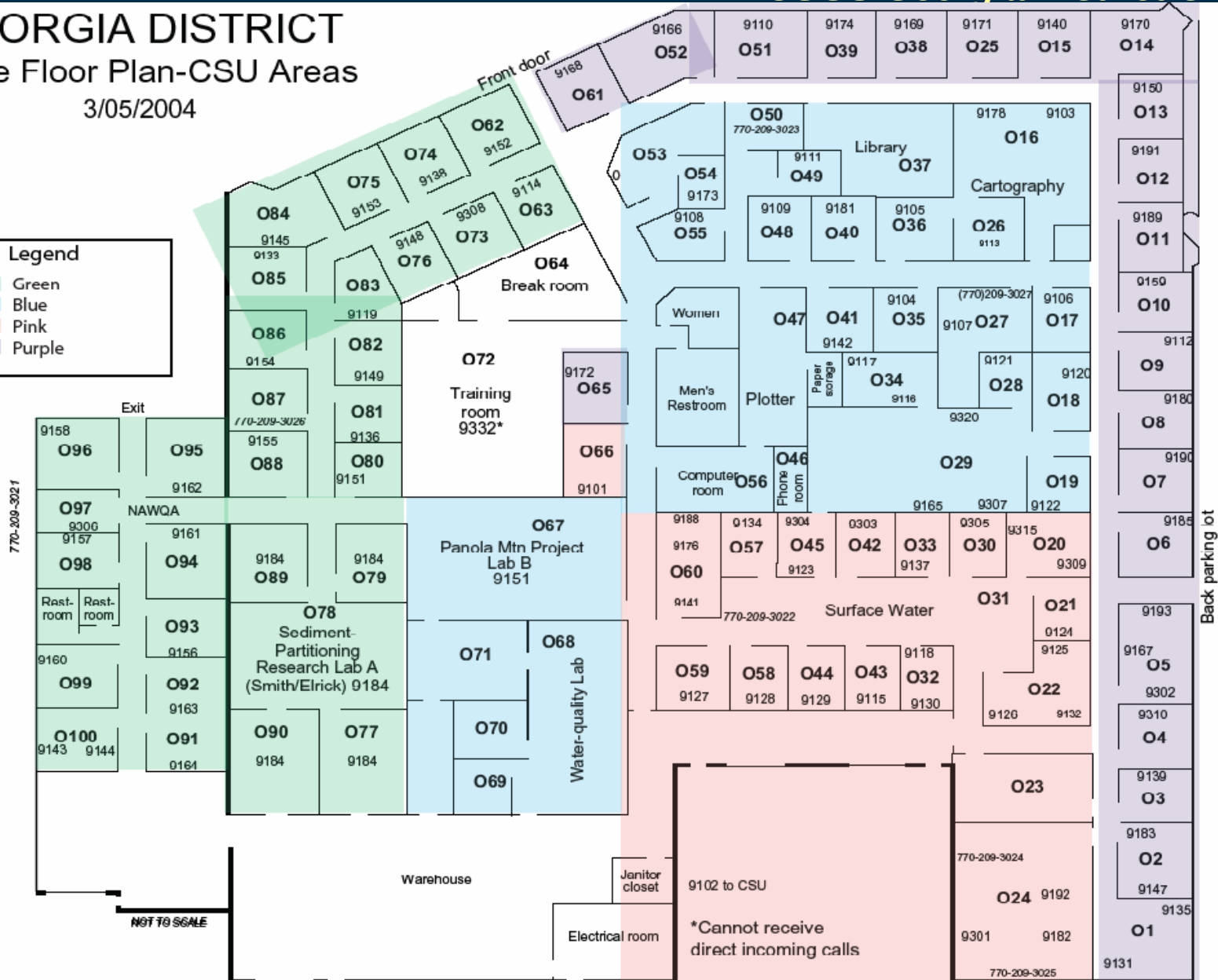
OUR AIM TO BE HIGHLY EFFICIENT

IF IT BECOMES NECESSARY TO DEPLOY SOFTWARE, UPDATES, OR ANY MAJOR TASK, WE USE THE COLOR CODED MAP TO ASSIGN AREAS TO EACH MEMBER OF THE COMPUTER SERVICES UNIT, ENSURE THAT WE CAN ACCOMPLISH ANY TASK AS QUICKLY AS POSSIBLE.

GEORGIA DISTRICT

Office Floor Plan-CSU Areas

3/05/2004



Policy Compliance

- Internet use policy agreement (next slide)
- Georgia District Employee Computer Use Security Agreement
- USGS Non-District and Cooperator Access
- Georgia District IT Plan
 - General Info (Servers, Inventory, Budget)
 - BACKUP
 - RESTORATION
 - SECURITY
 - DISASTER RECOVERY AND CONTINGENCY PLANS

End User Computer Use Acceptance Agreement



All Georgia District Employees: It has come to the attention of the CSU department that some employees may not be aware of proper allowable use of government computers. Therefore proper usage of government owned computers and our Internet connection needs to be addressed. Proper use of government equipment, and computers in particular, is covered under several policy memos and emails. Everyone must be aware of the following information. The following is taken directly from the "INTERNET Acceptable Use Policy." Dated May 23, 1997. The following can be found directly from the Office of the Chief Information Officer at <http://www.doi.gov/ocio/bulletins/9701att.htm>

Federal computer systems are for Government use and not for personal use; however, when certain criteria are met, Departmental users are permitted to engage in the following activities:

- 1) During working hours, access job-related information, as needed, to meet the requirements of their jobs.
- 2) During working hours, participate in news groups, chat sessions, and E-mail discussion groups (list servers), provided these sessions have a direct relationship to the user's job with the Department. If personal opinions are expressed, a disclaimer should be included stating that this is not an official position of the Department.
- 3) During personal time, retrieve nonjob-related text and graphics information to develop or enhance Internet-related skills if the office pays a fixed rate for Internet access; that is, the access charge is usage insensitive and if a dial-up connection is made to an Internet access provider it must be within the local calling areas. It is expected that these skills will be used to improve the accomplishment of job-related work assignments. This policy of allowing employees to use Internet resources during nonwork periods is similar to the policy of allowing staff to use library resources on personal time. The use of both types of resources enhances the employee's knowledge and skill in information retrieval, benefits which immediately translate to his or her ability to perform work-related activities. By encouraging employees to explore the Internet, the Department also builds its pool of Internet-literate staff who can then guide and encourage other employees.
- 4) Employees are prohibited from initiating nonwork-related Internet sessions using Departmental information resources from remote locations. That is, employees shall not dial into Departmental resources from home or other nondepartmental locations for the purpose of participating in nonjob-related Internet activities.

The following uses of the Internet, either during working hours or personal time, using Departmental equipment or facilities, are not allowed:

- 1) Access, retrieve, or print text and graphics information which exceeds the bounds of generally accepted standards of good taste and ethics.
- 2) Engage in any unlawful activities or any other activities which would in any way bring discredit on the Department of the Interior.
- 3) Engage in personal commercial activities on the Internet, including offering services or merchandise for sale or ordering services or merchandise from on-line vendors.
- 4) Engage in any activity which would compromise the security of any Government host computer. Host log-in passwords will not be disclosed or shared with other users.

☐ I accept the agreement

☐ I don't accept the agreement

Submit

FOR USERS,
THIS
AGREEMENT
POPS UP ON
INITIAL LOG
ON,
PROMPTING
USERS TO
ACCEPT THE
AGREEMENT.
NOT
ACCEPTING
THE
AGREEMENT
CAUSES THE
TOOLBAR TO
REMAIN
HIDDEN;
ACCEPTANCE
EMAILS CSU
DATABASE.

Commitment to End-Users

- Created End User Handbooks
- Computer Services Unit Satisfaction Survey
- Information sessions for users
 - For Supervisors Only
 - Security (Spam, Viruses, Phishing, and Smart Computing)

U.S. Geological Survey
Georgia District



End User Handbook



For help: gs-w-gaatl_computer_help@usgs.gov

Presented by CSU

Compiled by Ja Nae G. Williams

Last Modified 10/09/2003

Current IT Projects

- Removal of administrative privileges for laptops
- Working with Missouri for NWIS Buddy Site setup
- Software and license management
- Lab computers on the network (join to AD and remove administrative access)
- Computer Inventory
- Password Management
- Decommissioning ftp server and DMZ
- Getting rid of our NT Server (still needed for using Ghost 8)

Current IT Projects cont'd

- **Removing shares from individual desktop computers**
- **MOU agreement with National Park Service for relocating at Federal Building downtown**
- **System Development Life Cycle**

Miscellaneous Projects

- Visiting different companies to see how they are set up

Georgia District Computer Services Unit Web Page

<http://ga.water.usgs.gov/usgs/computer/CSUhome.htm>

CSU Web Page

- What's New
- Our Mission
- FAQ's
- Lotus Notes Tips
- Policies and Procedures
- User Registration Forms
- Training Classes
- CSU End-User Satisfaction Questionnaire

Questions or Comments???