

## Responsibility sharing to support OTT users

Whom to call when computer assistance is needed.

If you need computer assistance related to the software listed in table below, please contact OIT 301-496-4357 or by submitting a request form at <http://itservicedesk.nih.gov/>

Office of Information Technology (OIT) Tel: 301-496-4357

<b>Microsoft</b>	Access Excel	Lync	Outlook	PowerPoint Publisher	SharePoint SP-Designer	Word
<b>Adobe</b>	Acrobat Full version	Adobe Reader	Flash Player	Photoshop	InDesign	Adobe Air
				Live Cycle Designer	Dreamweaver	Shock ware
<b>Audio Video</b>	Real Player		Media Player			
<b>Browsers</b>	Internet Explorer			FireFox		
VPN	NIH AirNet	Roxio Creator		iPhone	WinZip	
NIH-NBS	NIH-ADB	NIH-ITAS		FileMaker Pro		
Anti Virus	SharePoint Client/Server	Unlock NIH login account		Laptop Unlock PointSec Security		
Digital Signature (HHS-PKI)		Digital Signature (Adobe)			Java	

Enid Wagstrom 301-496-7057

Email: [Wagstrom@mail.nih.gov](mailto:Wagstrom@mail.nih.gov)

Computer supplies (printer toner, CD-Rom disks, batteries, etc.)

Conference room - setup computer for meeting or general computer assistance

Valeria Sams 301-435-4078

Email: [Samsvm@mail.nih.gov](mailto:Samsvm@mail.nih.gov)

New VPN account [see agreement form](#)

Stephen Finley 301-435-4082

Email: [Finleys@mail.nih.gov](mailto:Finleys@mail.nih.gov)

Data records change or business rules in TechTracS

Ajoy Prabhu 301-435-3888

Email: [Aprabhu@mail.nih.gov](mailto:Aprabhu@mail.nih.gov)

Synapse

	<p>Elaine Ray 301-435-5644  Email: <a href="mailto:Raye@mail.nih.gov">Raye@mail.nih.gov</a>  Abstracts  OTT web modification  Design/modify pictures, Photoshop images or Web related images</p>
	<p>Thanh Nguyen 301-435-4070  Email: <a href="mailto:Thanhn@mail.nih.gov">Thanhn@mail.nih.gov</a></p> <p>Computer Support: Diagnose computer hardware problem and non-standard software which is not supported by OIT. Coordinate vendor/contractor to fix or replace computer equipment. Perform troubleshooting on servers, CPU, Monitor, laptop, printer, scanner, fax, Internet, Intranet, TechTracS, and network connectivity issues</p> <p>Property Management: Setup and provide laptop and computer for telework employees. Physical inventory on computer equipments; make changes in asset for new supervisor, user or location when a supervisor/employee joining or leaving the OTT or computer is being swapped or upgraded. Transfer property to other organizations. Prepare property pass, get approval for check out computer equipments. Submit equipments-listing for surplus. Decal NIH property tags to new equipments and update NIH-NBS database. Process the return or exchange of malfunctioning equipments to the manufacturer.</p>

<p><u>TechTracS:</u>   ODOTTAUTO  ODOTTFPT  ODTECHTRACS  ODtstTechTracS</p>	<p><u>Take-down/bring-up servers and create user login account:</u> Stephen Finley (primary), Thanh (backup)</p> <p><u>Technical troubleshooting:</u> Thanh (primary), Stephen Finley (backup)</p> <p><u>Data records change or business rules:</u> Stephen (primary), J. Roering (backup)</p> <p><u>Contact developer:</u> Stephen Finley (primary), Ajoy (backup)</p>
<p><u>OTT Websites:</u>   <a href="http://www.ott.nih.gov">http://www.ott.nih.gov</a>   <a href="http://ottintranet.od.nih.gov">http://ottintranet.od.nih.gov</a></p>	<p>Creator of documents to be posted or changed on the website has the responsibility to get approval from appropriate Division Director before giving to Thanh for inclusion on the website.</p> <p><u>NOTE:</u> All web documents should be section 508 compliant.</p> <p><u>Abstract:</u> Elaine (primary), Ajoy (backup)</p> <p><u>Rare Diseases, Neglected Diseases:</u> Ajoy (primary), Elaine (backup)</p> <p><u>Pipeline to Partnership (P2P):</u> Ajoy (primary), JoAnne Goodnight (backup)</p> <p><u>Other areas of the website:</u> Thanh (primary), Elaine (1<sup>st</sup> backup), Ajoy (2<sup>nd</sup> backup)</p>

Borrow a laptop

or

Verizon WiFi Hotspot

This hotspot can be connected to up to 10 Wi-Fi enabled devices at one time.

To borrow a laptop, please send Thanh or Tracy a request by email at least two days in advance including pickup and return dates, specific software needed for your trip.

Requirements when borrowing a laptop:

- Update NIH property database and generate property pass form (Thanh or Tracy)
- Sign property pass form (borrower)
- Make sure you can log in to the laptop without LAN cable (borrower)
- Verify needed software on a laptop (borrower)
- Copy necessary files on to the laptop (borrower)

Verizon WiFi Hotspot: Currently, we have only one device available for loan. This hotspot will be kept in the supply room; it needs to be returned immediately after each travel trip so other users can have access. Log tracking should be filled out every time the air card is borrowed and returned.