



INTER FACE

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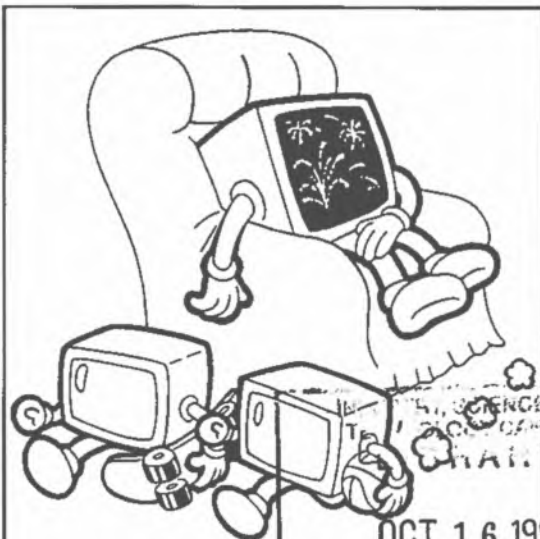
ISTC INFORMATION MANAGEMENT NEWSLETTER

MAKING THE RIGHT CONNECTIONS

If a major earthquake hits Ottawa tomorrow, the C.D. Howe Building might remain standing — it's tied together by more than 20 miles of cable threaded through its ceilings and floors.

Snaking beneath floors and above ceiling tiles at ISTC Headquarters, this skeleton of cable provides the vital link between the mainframe, desktop PCs, telephones, facsimile machines and power supply. BAZNet, the new corporate network, depends on a backbone of fibre optic cable that runs to each floor of headquarters and is linked to each regional office through communications lines.

The coils of cable are installed and maintained by a team from Facilities Management, Administrative Services Branch, Public Works Canada and Bell Canada. Each regional office is serviced to suit its particular needs. The Facilities Management team's expertise is essential to any office redesign or move.



NAME THAT 'TOON
Send us your ideas for a caption for this cartoon.
Last issue's winning caption is...

OCT 16 1992

BIBLIOTHÈQUE
INDUSTRIE, SCIENCE ET
TECHNOLOGIE CANADA

In Ottawa, **John Powell**, Operations Officer, responds to requests involving coaxial cable. **Paul Binette**, Telecommunications Services, deals with the new unshielded twisted pair (UTP) cable. When there is a proposed office move, request for new equipment or LAN expansion, John and Paul swing into action. Both work closely with Planning and Design Officer **Ken Casselman** and their clients to come up with the most up-to-date, convenient solutions that will be easy to upgrade and expand.



Cable inspection: **Bert Bray** (on ladder), DPW, and **John Powell**, Operations Officer, ASB.

If you have questions about coaxial cable or calculating how much material you need for a job, contact John Powell at 954-2604. If you want to know more about UTP, call Paul Binette at 954-2788.

CABLE FACTS

- Since 1990, ISTC has used **10 Base T**, the TB standard. It's an unshielded twisted pair (UTP) cable in a star topology similar to telephone systems.
- Each PC has its own direct connection through a jack to a concentrator in the telecommunications closet, which directs flow from the PC to the server or printer.
- It's less expensive and less disruptive to relocate PCs using this system — downtime is short, and it can be done within days or even hours of a request.
- The system uses a standard dual jack for the PC and phone in each office.
- In the future, we may not need wiring to hook up PCs. Some companies are already testing the use of radio wave bands to run the machines.



Industry, Science and
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WORTH REPEATING

Today's advanced technology and services have increased the pace of business, but they have not resulted in a paperless environment. Instead, they have increased the volume and flow of information that workers must process.

Linda Kerzner
General Manager
Accountemps, Ottawa

POTPOURRI

- If you transmit information on previously used diskettes, you may be passing on more than you think.

Thanks to new utility software packages, you can restore data that has been deleted from a floppy diskette or a hard disk. Even reformatted diskettes are not completely wiped clean.

In most cases, what really happens when you delete data is that all reference to the file name is removed from the index and the space on which it is held becomes available for other use.

Protected or sensitive information that you think has been wiped from a diskette could be retrieved using today's readily available utilities software.

This could be particularly embarrassing to the department if, for example, a diskette containing deleted information on a company is inadvertently passed to a business competitor who could then retrieve the 'erased' business plans, company evaluations or audits.

To protect against this type of security lapse, use the **WIPE** function on your software utility or always transfer data onto a new diskette.

The good news is that you can retrieve a file you mistakenly deleted if you act before you reuse the space. For more information, contact your local LAN administrator.

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INFORMATION MANAGEMENT BRANCH
FINANCE, PERSONNEL AND ADMINISTRATION

- The 1992-93 Information Management Plan (IMP) continues to support the department's information management strategy and the initiatives proposed in the Corporate Information Plan. Current projects include:

- evaluating microcomputers to select one or more as the new departmental standard;
- selecting a standard software to search and retrieve textual information; and
- identifying and developing, where necessary, the corporate information standards required to help staff use information systems and technologies.

The IMP shows that expected expenditures in information management amount to \$19.9 million. This represents a considerable portion of ISTC's total operating costs and the above projects are intended to ensure that these expenditures fully support the department's business.

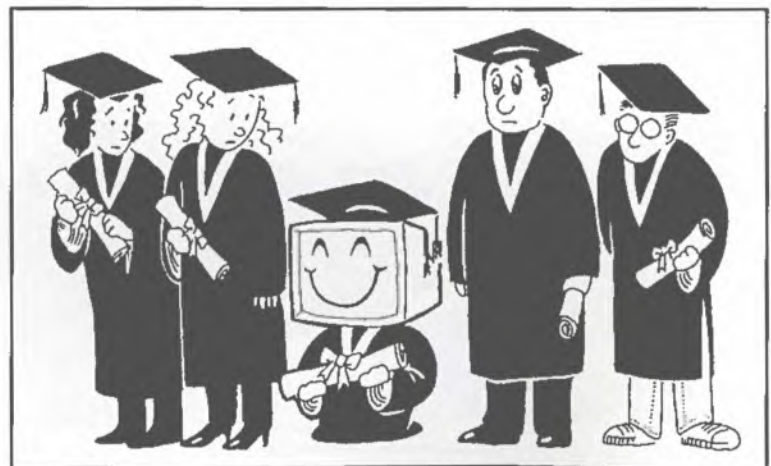
You can read the plan in the departmental library or ask your Information Management Branch Client Liaison Officer for a printed or electronic copy.

- The moratorium on the purchase of microcomputers is almost over. Five companies that are either MERIT partners or Group One Canadian manufacturers responded to ISTC's request for enhanced warranty protection for headquarters and regional offices, and IMB is testing two computers from each company. The testing will be completed by the first week of October, in time for the release of Supply and Services' new standing offer. ■

CONTEST WINNER

Congratulations to **Jill Bhar**, Food Products Branch for her winning caption:

"Being totally amoral, LX-2000 thought nothing of printing the students' files and handing them in as his own work. His enormous happy face symbol was soon replaced, though, by one from a different character set when his deceit was revealed." ■



WHAT'S NEW IN THE WALK-IN CENTRE

If you're looking for software to solve a problem or make a job easier, check out the new Software Exchange Service Electronic Catalogue (SESEC) from Supply and Services Canada, now available on-line in the Walk-In Centre. SESEC is easy to use with handy browse and search functions.

This user-friendly catalogue of tested and proven products makes it easier to share crown-owned software and documentation — free of charge. It lists more than 200 PC-based software programs for finance, personnel, materiel and property management, office administration and management support that can be customized to suit your environment.

When you find software, IMB can advise you on its compatibility with ISTC standards and technical environment.

The 3rd floor west Walk-In Centre also has a hard copy of the catalogue. ■

POLICY SECTOR INFORMATICS

by *Peter Cook, Policy Sector*

The Policy Sector has completed its move to its new local area network, or LAN. The LAN serves more than 150 staff. The installation began in April 1991 and the final group of staff changed over from the Geac system in May of this year. With the full support of IMB, peer-to-peer e-mail has recently been added.

We have learned a lot since the design phase of our LAN — including that an advanced PC-based network cannot automatically offer the same features as the older minicomputer system, even with a strong support team. Coordinated planning is essential for developing informatics systems that satisfy the needs of all staff.

Senior management in the Policy Sector realized early during the LAN design phase that the

Send your Interface mail through e-mail (INTERFACE) or by mail, addressed to the Interface Editor, ISTC, Room 340F, 235 Queen Street, Ottawa, Ontario K1A 0H5.

top priority for informatics resource allocation has to be an adequate support base. It's not practical to spend more than \$200,000 installing a 150-user LAN if it doesn't offer the performance, reliability of service and relatively trouble-free operation that only a dedicated informatics support team can provide.

However, many Policy staff have found the LAN wanting. They believe the new system must be easy to adapt to and at least match the system it replaces.

The Policy Sector's Informatics Working Group (IWG) is looking at LAN functionality. IWG includes representation from all directorates and most staff levels in the Sector. Policy is a diverse sector — each directorate does different work and often serves a very different client base.

The only way to fairly allocate financial and human resources for informatics in such a diverse organization has been through the priorities IWG proposes to sector senior management for planning and budgeting. In turn, accepted priorities are implemented only after IWG considers all the options. A sort of 'total quality management' is further assured by software and hardware beta-testing in the IWG and by annually re-examining priorities in light of current functional demands.

IWG's top priorities for 1992-93 are task-switching software and a facility that allows several staff to dial into the LAN at once. The dial-in facility is important since many staff members were used to accessing the Geac and Renaissance systems from home or while travelling.

Today, managers are challenged to provide greater workplace flexibility and an environment that encourages employee dedication and excellence. ■



Eric Silver, Computer Services Officer with the Toronto office, was spotted judging the piping at the Maxville, Ont. Highland Games.

TEXT RETRIEVAL SYSTEM

ACCESS 1.0 should be installed on all departmental LANs by late November.

ACCESS is the text retrieval system using MegaText software that several headquarters and regional offices piloted this year. Text retrieval software allows you to do sophisticated searches through textual databases and then print, cut and paste, or send information through e-mail.

The textual databases used in the pilot included the white and yellow pages of the ISTC phone book, a list of videos in the Communications Branch, a programs and services directory, and a research and analysis listing.

The pilot was a success and a departmental site license for MegaText software has been purchased. IMB is conducting a survey to find out what information users want to see in the initial release. Training and information sessions will be arranged in the future.

For more information, contact **Jim Commins**, IMB, at 954-3572. ■

INFORMATION MANAGEMENT STANDARDS

Information management is more than just providing technology — it is the entire infrastructure that supports compiling, storing and accessing information. The integrity of this process is ensured by standards that govern all the stages: planning, data, applications development, communications, software, hardware, bilingualization and security.

Interface will address each of these stages in a series of articles.

Security standards govern the use of all main-frame, minicomputers and microcomputers. This year, ISTC security standards were updated to conform to government-wide principles. They deal with protection of sensitive materials, access authorization, and virus protection practices.

ISTC's informatics security staff distributed the *ISTC Staff Handbook on Information Technology Security* to all employees this past summer. The handbook sets out the requirements of the new security policy directives in plain language.

To make it easy to identify **mandatory** governmental and departmental security standards — as opposed to good housekeeping practices that enhance informatics security in the workplace — statements that must be adhered to contain the verb **must** in bold type.

These standards are not discretionary. They dictate that all ISTC staff **must**:

- follow work site rules about entering security zones;
- lock portable equipment and sensitive records away when the work site is unattended;
- keep passwords private and change passwords periodically;
- help eliminate slip-ups that could allow unauthorized access to information by reporting them immediately;
- follow antivirus procedures and use only virus-free software;
- control classified and designated printouts and photocopies;
- dispose of classified and designated waste correctly;
- comply with copyright laws;
- back up software and data regularly; and
- report security incidents immediately.

Details on all security standards are in the Deputy Minister's Security Directive 102-1, issued May 21, 1992, the *ISTC Security Policy and Procedures Manual*, the *ISTC Staff Handbook on Information Technology Security* and the *ISTC Handbook on Information Technology Security for Responsibility Centre Managers*. A third handbook for shared-facility managers and information system custodians will be released soon.

Contact your local LAN administrator for copies of any of these publications. If you have any questions, contact **Bill Jones**, Informatics Security Coordinator, Information Management Branch, at 954-2608. ■

Some of the opinions expressed in this publication do not represent the official views of IMB. Thanks to all who contributed to this issue.

