Report from Desktop Forum

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ACCU DTF representative
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Desktop Forum mandate

- DTF meets (more or less) monthly (apart from the summer break) as a forum to:
  - Understand the technical and financial issues of desktop computing
  - Establish and maintain coherence in the introduction of new hardware and/or software
  - Suggest to the management means to keep under control the time and frequency of necessary changes
  - Establish strong bi-directional links with the Division user through Divisional Representatives and with external users through a representative of ACCU
DeskTop Forum members

- One representative from each CERN Division plus
  - IT desktop support managers
  - IT management
  - User Office Manager (Chris Onions)
  - ACCU representative (Anna Di Ciaccio)
  - FOCUS representative (Jacques Boucrot)
  - Security Officer (Denise Heagerty)
  - SPL buyer (Luigi Ferrara)
- Chairman – Technical Director (Juergen May)
- Secretary – Alan Silverman

Outline

- I will go through some items discussed in the DTF meetings since my last report in March:
  - Computer security
  - Spam mail
  - Help Desk change
  - Nice 95/NT end service
  - Proposal for PC leasing service

- For a detailed information look at the DTF minutes: http://cern.ch/Desktop.forum
  (inside CERN only)
Computer security enhancements

- Closure of off-site telnet access to CERN
  - Proposed date for closure **January 28th 2003**
  - SSH should be used
- Telnet exposes passwords on the network in clear text and is a major cause of security incidents at CERN
- SSH (Secure Shell) offers equivalent functionality with encrypted passwords and sessions
- CERN Computer Security web site for advices: [http://cern.ch/security](http://cern.ch/security)

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Closure of Off-Site Telnet

- DESY, SLAC and many Universities already block Telnet and *require* SSH for off-site access
- Information on SSH is at the URL: [http://cern.ch/security/ssh](http://cern.ch/security/ssh)
- Concerns/Questions to e-mail address: Computer.Security@cern.ch
- The security team would like also to close ftp access from off-site but no proposed date yet
  - Users are encouraged to move away as soon as possible to alternative such as SSH/scp
Spam mail

- CERN users suffer along with the rest of the Internet world.
- Every day CERN email gateways filter more than 45,000 SPAM emails (one third of the total)
- Advice and details of CERN anti-SPAM techniques at:
  
  http://cern.ch/MailServices/docs/problems/spam/spam.html
- CERN's computer security recommendations also provide useful guidance:
  
  http://cern.ch/security/recommendations
- Users are invited to reporte spam-mail repeated cases to abuse@cern.ch

NICE 95/NT end service

- NICE 95/NT will be frozen on January 31th 2003, although applications will still run.
- From April 1th, all NICE 95 and NT applications would be removed from central servers. Full details will be announced via computer newsletter and Weekly Bulletin.
- Applications servers would remain in case of an emergency will require them
- 80% of the NICE PC have already been converted to Windows 2000 (NICE 2000)
**Helpdesk Service change**

- The Helpdesk receives some 600 calls/week, 215 are answered immediately, the rest forwarded to specific teams for solutions/further investigations.
- Goal of the change:
  - Increase first-time problem resolution (as seen by the users) from “20%” to “80%”
  - Better skills at Helpdesk
    - An **Engineer in charge** (EIC) for higher quality insurance and extra-skill
  - More up-to-date web page to allow also more user self-help.

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**Help Desk: Statistics**

**Call details:**

<table>
<thead>
<tr>
<th>First-time answer</th>
<th>Forwarded to support lines</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Simple&quot;</td>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>129</td>
<td>86</td>
<td></td>
</tr>
<tr>
<td>EDMS</td>
<td>Local</td>
<td>111</td>
</tr>
<tr>
<td>51</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Printe</td>
<td>IT-US</td>
<td></td>
</tr>
<tr>
<td>69</td>
<td>154</td>
<td>600</td>
</tr>
</tbody>
</table>

"Simple": passwords (60%), quota (30%), documentation
Other: mostly "How to ..." (eg, set/change mail forwarding)
Local: HW/SW issues of all kind for desktops and portables
Printer: 50% HW, 50% toner
IT-US: about 35% registration, 15% file reloads, 25% mail/Web
PC leasing service

- The idea: offer an optional “managed desktop” service
- A rental proposal has been written by M. Delfino/IT.
- The initial scope will be to lease standard desktops and laptops under the NICE 2000 service.
  - The minimal length of an individual contract will be 6 months (1 year for laptops) and there will be a 3 month notice period for cancelling the contract. The foreseen maximum contract length is 4 years.
- The scope of the service will be managed by the Technical Director using the Desktop Forum Committee as principal advisor. The service provider will be the IT Division.

Catalogue and Prices for rental PC

- Description Standard NICE 2000 Desktop with 15” LCD screen
  - Initial Fee 100 CHF
  - Periodic Fee 46 CHF/month
- Description Standard NICE 2000 Desktop with 21” CRT screen
  - Initial Fee 150 CHF
  - Periodic Fee 51 CHF/month
- Description Standard NICE 2000 Lightweight Laptop with two power
  - Initial Fee 100 CHF
  - Periodic Fee 89 CHF/month

- Rapid exchange in case of hardware failure!
**Agenda of December meeting**

- The December Desktop Forum meeting is scheduled for December 4th at 10.30 (today!!)

- Agenda:
  - Wireless LAN pilot project (M.Zuin)
  - VPN (D.Heagerty and F.Hemmer)
  - Option for Windows XP (A.Pace)

**Conclusions**

- DTF useful to keep users informed about Desktop computing changes at CERN

- Recently I received plenty of e-mails from users about the future of the Mac support at CERN.
  - Not discussion yet at the Desktop Forum!
  - Hope it will be put soon on the agenda!