Lawrence Berkeley National Laboratory
Recent Work

Title
Frog-Ex Press Volume 2, No.1

Permalink
https://escholarship.org/uc/item/99m214pr

Author
Brunotts, F.

Publication Date
1995-02-01

DISCLAIMER

QPC FROG-EX PRESS

NEW IN THIS ISSUE

by Dave Stevens

This issue of the *Frog-Ex Press* brings new sponsorship, a new Head of the Technical and Electronic Information Department (TEID), a new feature (The Log), and a new distribution medium.

The sponsorship remains in the Division Office, but has shifted from **Sam Gibson** to myself, **Dave Stevens**. Sam has gone on to loftier things, being now ensconced on the 12th floor of the Kaiser Center in the Laboratory Administration Office of the UC Office of the President. He is serving as UC's principal interface to the Information Management community for the three UC DOE Laboratories in the area of performance measurement. As the new sponsor, I will try to be responsive to your suggestions for the *Frog*.

The new Head of TEID is **Ruby Tebelak**. She replaces **Sandy Merola**, who was acting head of the department.

The new distribution mechanism is the World Wide Web. Froggie can be found at this URL:

```
http://www.lbl.gov/
    ICSD/COQA-NL/
```

The Log is intended to be a regular interactive feature of the *Frog*. In it, we will provide snippets of news too short for individual articles, invite your questions, ask some of our own, and print the answers.

TEBELAK APPLAUDS TEID TEAM

Ruby Tebelak, the new TEID Head, says her goal is to enhance communication within LBNL by growing a satisfied client base, developing a dedicated and motivated team, and earning a reputation for excellence.

After getting acquainted with each employee in TEID, Ruby applauds her team for its recent accomplishments. For example, the Photography Group, which has moved to total digital imaging, is a model for the other national laboratories. The Library now has an electronic interlibrary loan service. What's more, LBNL staff can connect directly to electronic journals from the Library's Web pages, bypassing a cumbersome login process. The Technical Writing/Editing Group has added a new service—creating pages for the World Wide Web; samples of the group's work now on the Web include LBNL's *Institutional Plan*, the *RPM*, and *PUB-3000*. The Illustration/Design Group is designing a new entry sign for the Laboratory with a bronze relief of Ernest O. Lawrence. The Archives/Records Group will be honored in Washington, DC, by Secretary O'Leary for its work on the Human Radiation Experiments Records Search and Retrieval Project.

Ruby feels that, with her team's continued support, TEID will reach its digital potential through technology such as multimedia and the World Wide Web.

ISS BECOMES PART OF ICSD

by Russ Montello and Dave Stevens

The incorporation of the Information Systems and Services Department (ISS) into the Information and Computing Sciences Division (ICSD) marks the first time that LBNL's central administrative and scientific computing responsibilities have been placed in the same Division. The ISS and Computing Services Departments (CSD) bring skills and responsibilities that are largely complementary into a new partnership. ISS develops and operates large financial and administrative applications, several of which are used by a wide audience of Laboratory employees. CSD provides system management and general utility services, but few applications. Nevertheless, there are still several tasks that are common between ISS and ICSD, and combining these overlapping functions improves productivity.

For instance, the printing of reports for users of administrative systems on UNIX is now supported entirely by the LBNL distributed printing facility maintained within CSD. This change simplifies our organization and eliminates an area of duplicate service. Another improvement is the integration of UNIX user accounts for all ICSD and ISS computers into a single group. This gives the Lab a uniform way of requesting computer services regardless of the system or application needed.

We will continue to consider other areas where improvements can be made and appreciate any ideas you wish to contribute that will assist in bringing these services closer together. Stay tuned for more improvements in the *Frog-Ex Press*.

QUESTION THE BOARD

by Nora Ostrofe and Dave Stevens

The ICSD Quality Board now features a new section, "Hard Questions," addressing difficult performance issues confronting ICSD. The intent is to welcome challenging questions about the Division and provide straightforward answers. An example: Why is the P^2R process such a mess?

Problems raised in this forum will be corrected. If a solution is not found, a recommendation for working around the problem will be offered along with an explanation for the obstacle.

New letters commending ICSD employees have been posted for June. The Board continues to honor those who surpass our customers' expectations.

If you have a "hard question" or an employee commendation for ICSD, please send it to ICSD_Quality@lbl.gov for posting.

THE LOG

by Anthony Rowley

It has been suggested that we try to create a dialogue in which you ask "hard questions"—i.e., questions to which there seem to be no answers—and we try to answer them. These questions should have some relationship to conduct of operations or quality and should not impute blame or fault any particular individual. Otherwise, any subject is fair game. The originator of the suggestion, **Mark Durst**, also supplied us with a sample question to get started.

Q: Why is the P^2R process always such a mess?

A: The fundamental answer is that evaluating the people who work for one is an inherently difficult process, and few of us do it well. A more extensive answer is posted on the QPC bulletin board, opposite the elevator on the second floor of 50B.

Now we have a question for you: What should the principal medium (or media) be for the distribution of the *Frog-Ex Press*? We can e-mail it to ICSD-Level 1, we can Web it, or we can continue to provide a flammable version. Which of these methods please you? Offend you? What other suggestions do you have?

If you would like to read the notes of the COQA meetings held on May 15, May 26, and June 9, follow this procedure using AppleShare:

- Select LBL-Servers in the AppleTalk Zone
- Select the WKSG file server
- Select ICSD Access

In the ICSD Access folder you will find a COQA folder, which contains the COQA Minutes folder.

Anthony says: "If you make a system that any fool can use, only a fool will want to use it. Heigh-Ho!"

OUTSTANDING!

by Scott Link

"To reinforce outstanding successes, the Outstanding Performance Award (OPA) Program has been developed to recognize and reward individual and team efforts that support the Laboratory's strategic plan. Examples of these achievements include areas such as technology transfer, total quality management, and workforce diversity."— *Institutional Plan*

LBNL has many outstanding people. To show these people how special and appreciated they are, LBNL allows supervisors to nominate employees for an OPA.

Several ICSD employees received this cash award last spring. Their accomplishments reveal the diversity of ICSD contributions to the Laboratory.

A team from the Illustration and Technical Writing Groups of TEID won recognition for producing the prizewinning brochure "The Advanced Light Source (ALS): America's Brightest Light for Science and Industry." Awards also went to the staff of TEID's Photo/Digital Imaging Group for its transition from chemical-based to digital photography. A team from ISS earned an award for helping to bring LBNL into compliance with a new set of cost accounting standards.

Along with these winning teams, three people received awards for individual achievements in networking, presentation graphics, and ALS outreach publications.

Congratulations to the recipients, and keep up the good work!

HAVE WEB BROWSER, WILL TRAVEL?

For you, more starting points for your sojourn on the information highway. Enjoy!

The following URLs are two of **Julie McCullough's** favorites: one for relaxing, the other for work. The first, for the popular comic strip *Dilbert*, contains a two-week archive of the strip; the second, an online computing dictionary, is handy if you come across some new term you're unfamiliar with!

```
http://www.unitedmedia.com/
    comics/dilbert/
http://wombat.doc.ic.ac.uk/
```

Thanks Julie! We may be asking for your favorite URL in the future, so keep track of those Web sites that catch your eye.