

ShopTalk

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Editor, Lisa O'Donnell Connors, x4-6803

The IT Help! Desk A User's Guide

The IT Department's Help Desk (also called IT Client Support) receives an average of 800 calls a week from employees throughout the newspaper (the Newsroom has a separate IT staff). And like the doctor who

doing. And, the callers are on deadline, have a proposal due in an hour, or need to check their e-mail for an important message. It needs to be fixed now!

In addition to fixing our computer woes and providing us with support to run those computers to

do our jobs, the IT Help Desk serves a number of other functions. The IT Help Desk has provided the following information as a user's guide to their services, as well as some helpful tips.

Why Call?

If you are experiencing difficulty with your PC, laptop, printer, telephone, network connections, or any other devices and

services (fax machine, remote access/VPN, etc.), then you should call the IT Help Desk at x4-4357. You may also send an e-mail to helpdesk@washpost.com.

Walk-in Hours

Monday through Friday:

7 a.m. to 2:30 a.m.

Saturday and Sunday:

3 p.m. to 2:30 a.m.



If you need assistance outside the department's regular coverage hours, call the IT Help Desk at x4-4357, 24-hours-a-day, seven-days-a-week, and someone will get back to you.

Incident Tickets

When you call the IT Help Desk, an incident ticket will be created and you will be sent an e-mail confirmation. This incident ticket will be routed appropriately to ensure that your problem will be solved in a timely manner.

Software

The IT Help Desk supports standard office automation software such as Lotus Notes, Microsoft Office and Internet Explorer. They also provide rudimentary support for The Post's enterprise applications such as the Advertising Busi-

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The Help Desk Staff includes (front row, l-r) Mark Heinrichs, Terry Bunce, Denise Ponder, Peter Vanderburgh, Jacqueline Sweetney, Marsha Narramore, Jason Blake, (back row, l-r) Scott Schumaker, Marvin Harris, Richard Wilkins, Nagita Sykes and Keith Jones. Not pictured are Kathy Slack, Dan Seigo, Trinh Lam, Randy Khan and Mike Najarian.

only hears from his patients when they are sick, the calls are usually from panicked and frustrated employees with computers that are not doing what they should be

Fitness Center Class Schedule

The following classes are now available in the Northwest Fitness Center. Additional classes are scheduled to be added soon. For more information, call the Northwest Health Center at x4-7192. Please note that employees need to be members of the Fitness Center to take classes. Fees for the classes are paid directly to the instructors.

DAY	TIME	DESCRIPTION	INSTRUCTOR	COST
Monday	11:30 a.m.	Neck, Back & Shoulder Yoga	Penelope Taylor	\$90 for 6 week series (\$18 per drop-in)
	12:45 p.m.	Energize Yoga	Penelope Taylor	\$90 for 6 week series (\$18 per drop-in)
	6:00 p.m.	Belly Dancing	Stephanie Clark	\$60 for 6 week series (\$15 per drop-in)
Tuesday	8:00 a.m.	Meditation	Klia Bassing	\$68 for five weeks
Wednesday	12:30 p.m.	Pilates	Liz Seeger	\$60 for 6 week series (\$15 per drop-in)
	6:00 p.m.	Latin Dance Aerobic	Santos Gonzalez	\$108 for 6 weeks (\$20 per drop-in)
Thursday	3:00 p.m.	Meditation	Klia Bassing	\$68 for five weeks
	5:15 p.m.	Beginning Yoga	Penelope Taylor	\$90 for 6 week series (\$18 per drop-in)
	6:15 p.m.	Intermediate Yoga	Penelope Taylor	\$90 for 6 week series (\$18 per drop-in)
Friday	12:30 p.m.	Pilates	Liz Seeger	\$60 for 6 week series (\$15 per drop)

Post Hosts International CCI Users' Group

More than 150 news IT staff from 45 newspapers around the world gathered at The Post for three days last week for the annual CCI Users' Group meeting. CCI is the software used by The Post's Newsroom to manage the flow of stories and other critical aspects in the daily publishing of the newspaper. The annual gathering enables CCI users to share ideas and solutions to common challenges that benefit their publications and the newspaper industry.

"This is the technology that enables us to move forward and be competitive," said **Claudia Townsend**, deputy

assistant managing editor/information technology editor.

The conference was coordinated by **Michael Taylor**, News IT systems consultant, with support from Townsend, **Bridget Roeber**, **Michael Ramey**, **Ed Rossi**, **Jana Long**, **Jill Grisco**, **Hedley Lagrand**, **Liz Whyte**, **Stacey Huggins**, **Kurt Gardner**, **Andy Boltax**, **Mike Hamilton**, **Bill Liberti**, **Bob Lyford**, **Fran Thomas**, **Eddy Palanzo**, **Mark Vinyard** and **Keith Jones**. ■



CCI users from newspapers around the world participate in one of last week's workshops, held in the Northwest Building's auditorium.

PHOTO - MICHEL DU CILLE

ness System (ABS). In addition, the department also provides access to network resources and remote access tools, and assists with telephone and voice mail problems.

Repair and Maintenance

The IT Help Desk handles the repair and maintenance of desktop PCs, laptops, monitors, desktop/network printers, servers and telephones. If you think you are experiencing a hardware problem, call x4-4357 and your request will be forwarded to the Technical Services group.



Lotus Notes

Lotus Notes is the newspaper's standard software for e-mail, calendar, and contacts. In addition, many important corporate resources are found in Lotus Notes databases including The Washington Post Phone Book, and the Time and Attendance System (TAS). The Help Desk provides support for e-mail and related systems (SPAM reduction, remote e-mail and anti-virus). If the Help Desk staff is not able to answer your question or solve your problem, your ticket will be forwarded to the IT Messaging and Provisioning group for further analysis.

Voice Mail FAQ

How do I access my voice mail?

On your desk telephone, press the button labeled "Audix". Next, enter your five digit extension and #, then enter your password and #. Follow the prompts. From an outside phone, call into The Post's voice mail system at (202) 334-4700 and follow the prompts.

What are the voicemail message options?

Press 2 to rewind a message and retrieve header information (caller and time).

Press 3 to pause a message and 3 again to play. (careful - *3 will delete your message.)

Press 6 to advance to the next message.

Press 8 to slow down the message.

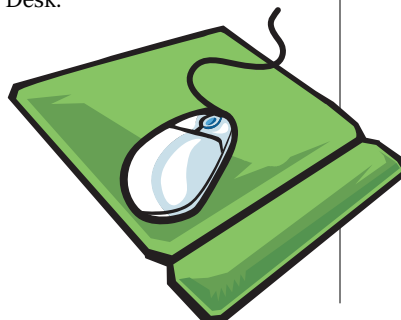
Press 9 to speed up a message.

Press 0 to listen to or replay a message without the header information.

Press # to skip a message.

Remote Access

The IT Help Desk has several remote access solutions designed to keep you connected to The Post wherever you are. If you need access to e-mail or other Post applications, or if you are already using a remote access solution and you have a problem or question, contact the IT Help Desk.



Important Note!

If you are requesting a change in service such as adding or

removing software/hardware, moving to a new location, or user account changes, please contact the IT Help Desk at 4-4357 and provide as much detailed information as possible, (e.g., name, username, department, extension, computer name, etc.). A minimum of five days notice is needed in order to effectively plan and complete these requests. ■

Meet the Help Desk Staff:

Mark Heinrichs, Manager, Client Support/Desktop Management

Kathy Slack, Manager, Client Support

Rich Wilkins, Manager, Client Support

Jason Blake, Technician, Mac Support

Terry Bunce, Technician

Marvin Harris, Technician

Keith Jones, Senior Technician

Randy Khan, Technician

Trinh Lam, Technician

Michael Najarian, Material Management Specialist

Marsha Narramore, Mac Support Specialist

Denise Ponder, Technician

Scott Schumaker, Technical Specialist, Desktop Management

Dan Seigo, Technical Specialist, Desktop Management

Jacqueline Sweetney, Systems Administrator, Telephone Services

Nagita Sykes, Technician

Peter Vanderburgh, Technician

Pulitzer "Prizes" For All Employees From Borders

Borders bookstores is providing Post employees with 20 percent off coupons good for May 4 and 5. The coupons are a "congratulations" from Borders to Post employees in honor of the four Pulitzer Prizes the newspaper received last month. Coupons can be found in many areas where ShopTalk is distributed, as well as in the Public Relations Department on the seventh floor of the Northwest Building, and the Northwest cafeteria. If you did not receive a coupon and would like one, contact the Public Relations Department at x4-7969. Note – The coupons are only good at Borders in the Washington area.

Patterson Clark Wins International Award

Patterson Clark, News Art, was honored last month with a gold medal in the Malofiej International Infographics Awards, held in Spain. Clark was honored for his work on the KidsPost series that featured the illustrated history of Washington. The detailed illustrations have been reprinted on archival recycled paper and distributed by The

Post's Newspaper in Education (NIE) program to schools throughout the region.

Shakespeare Free For All Free Tickets for Employees

Shakespeare's romantic tale *Pericles* is the featured performance for the 2006 Shakespeare Free For All at the Carter Barron Amphitheatre, May 25 through June 4 (There is no performance on Memorial Day, Monday, May 29). The free program is performed by the Shakespeare Company and sponsored by The Post. The Washington Post night is scheduled for Friday, May 26 at 7:30 p.m. Free advance tickets for



The Washington Post night performance are available to employees through the Public Relations Department, located on the seventh floor of the Northwest Building, or contact Carrie Morse at x4-7972.

Look for more details on free tickets to the other performances in next week's ShopTalk.

Correction

Last week's ShopTalk page 1 photocaption noted that **Barbara Hermanson** was fourth from the right in the group photo. She is pictured third from the left in the group photo of the Carmina chamber choir.

FILE PHOTO



PHOTO – JIM WALLACE

Walt Maddox Receives Award

On Friday, April 21, College Plant Maintenance Manager **Tony Sylvain** presented machinist **Walt Maddox** with a Spot Bonus cash award for his design and manufacture of a set of tools used to work on the universal joints on the rollers that pull the newsprint through the presses. These tools reduce the cost and speed the replacement of repair parts, according to Sylvain.

Marketplace

FOR SALE: Canon Digital Rebel (300D) with 18-55 3.5/5.6 lens, \$850 (normally sells for \$900, never opened. Includes eight mega pixels, battery pack, battery charger, power cord and all cables, neck strap, warranty and instruction manual. If interested please contact Andrea Bruce at (202) 412-8930 or andrea@andreabruce.com.

FOR SALE: Williamsburg 4th of July Vacation Package - three nights in two BR Colonial House, on grounds of Historic Williamsburg, arrival Sunday July 2, departure Wednesday, July 5. Package includes historic area pass for four people, four tickets to Busch Gardens, dinner for four at Kings Arms Tavern on July 3, and golf for four on Golden Horseshoe on July 4. Package worth over \$2,000, asking \$750 firm (purchased at an online fundraising auction and now have a schedule conflict). My loss, your great family vacation! Contact Ellen at x4-7762.

FOR SALE: Vacation week in Villas at The Boardwalk. This a beautiful ocean-front resort in Virginia Beach. Check in Saturday 09/09/06 and check out 09/16/06. One BR, two sofabeds, kitchen. Sleeps up to six people. Accommodations include indoor pool, jacuzzi, gym, restaurant. Asking \$700. Call Trinh at x4-4021 (between 7 to 11 p.m.).

FOR SALE: Great second car, exc. gas mileage. '97 White Camry LE; auto, A/C, dual front airbags, Va. inspection. Excellent condition, 75 K, orig owner. \$5,000/OBO. Call Sandy at x4-7391 or eves: (703) 765-9418.

MARKETPLACE DEADLINE: Noon Fridays. Please include your name, extension and home phone number. Ads are for Post Employees only. Send ads to Shop Talk, 7th floor, or call x4-6803. To send ads via fax dial x4-4963; via e-mail send to shoptalk. Ads run two issues unless otherwise requested. One ad per employee, please.