



Department of Clinical Research Informatics CIO Newsletter

April, 2012 - 67th Edition

IN THIS ISSUE:

- [CIO Remarks](#)
- [2 Factor Requirements for NIH VPN Remote Access](#)
- [Reporting Spam/Phishing Attempts](#)
- [2012 Information Security Awareness Refresher Course is Ready](#)
- [CITRIX Team Recognized for NIH Telework Festival Poster Submission](#)

NEW IN CRIS

- [Protocol Attribution](#)

CRIS HELPFUL TIPS

- [Filters- Reference Materials](#)
- [Launching CRIS Sunrise 5.5](#)

DCRI Website

www.cc.nih.gov/dcri

CRIS Website

<http://cris.cc.nih.gov>

CRIS Training

<http://cris.cc.nih.gov/cristraining/plans.html>

CIO Remarks

Approximately a year ago we lost a very important person and DCRI Staff member - Ann McNemar. After reading 5 editions of the CIO Newsletter that included the CIO Remarks and what we managed to include from various DCRI staff members Ann volunteered to be the editor. She identified that editing was in her blood as her father was an editor, and I appeared to need the help so Ann stepped up with the needed skills and motivation. She was the editor for 60+ issues of the CC CIO Newsletter. Ann was a great team player and helped tremendously to provide a respectable newsletter and on occasion made me sound intelligent on the CIO Remarks portion of the newsletter.

Upon her departure the newsletter went into hiatus. I have not stopped thinking about Ann, and I recognize she would be upset to know we stopped the newsletter for any reason. With this issue the newsletter is reborn with a new editor, Josanne Revoir, and a new format. We greatly appreciate Josanne taking on this role for CC DCRI as we feel the newsletter provides a wealth of knowledge that we want to share regarding CRIS/SCM and CC IT and I know she will do a fantastic job. Please contact Josanne at CIOnewsletter@cc.nih.gov for any topics that you would like us to cover within the Newsletter regarding CRIS/SCM or CC IT. Remember CRIS/SCM is your system, so please use your voice to improve its use.

Now to business - The SCM 5.5 Upgrade occurred on January 27, 2012. The upgrade included many infrastructure changes such as the Gateway that you see as part of the login, a new interface infrastructure, a new printing and reporting infrastructure and new hardware. In the first two weeks, we did see a large amount of connectivity and printing issues that have now settled. We do continue to monitor these issues and request that users contact CRIS Support at 301-496-8400 as issues are identified. Over the last two weeks we have experienced approximately 5 stoppages of service with each lasting roughly 45 minutes - only one lasted over 90 minutes. One issue has been resolved and the other issue is being reviewed with the vendor.

We are also seeing an issue where users who are working within CRIS/SCM experience their screen appearing to freeze and leaving the user unable to do anything except close out of CRIS/SCM. We are asking for your assistance to pinpoint the specifics of this issue with the vendor. We have gotten a lot of great input from the Pharmacy Department and the vendors are using the information to analyze the issue, but we need to understand all of the times in which the client's screen appears to freeze. Thus please contact the CRIS Service Desk at 301-496-8400 if CRIS/SCM freezes and be prepared to provide the following information: User Name, Unit Name, User Contact Phone Number, Patient Name, MRN, Type of Computer (SCD, WOW, Sunray), Accessed CRIS via icon or Citrix, What you were doing when the issue occurred, and as close to the exact time the issue occurred.

Through your help we can resolve this issue, and we thank you for your patience as we work to resolve the issue of the CRIS/SCM client freezing.

[Back to Top](#)

2 Factor Requirements for NIH VPN Remote Access:

As of February 29, 2012 NIH VPN users are required to use their NIH PIV Smartcard to access all NIH Network remotely. Personal Identity Verification (PIV) Cards will be required for remote access to sensitive Clinical Center (CC) applications by NIH staff per federal requirement. This does not affect CC CASPER, CRIS or CC VPN access.

How to access CC Casper & CRIS

Local access (on-campus):

Continue to use [CCCASPER https://cccasper.cc.nih.gov](https://cccasper.cc.nih.gov) to access CRIS locally; no additional software is required at this time.

Remote access (off-campus):

Use of [CCCASPER https://cccasper.cc.nih.gov](https://cccasper.cc.nih.gov), 2 factor VPN client, PIV smartcard reader, and associated PIV smartcard reader software is required for all Government Furnished Equipment and Personally Owned Equipment (Contact NIH IT Service Desk, **301-496-4357**) and click on the link http://smartcard.nih.gov/PKI_PIVguides.htm for instructions).



Who to call?

If you experience login issues with NIH VPN, please contact the NIH IT Service Desk, **301-496-4357** for assistance.

[Back to Top](#)

Reporting Spam/Phishing Attempts to NIH

There has been an influx of phishing attempts at NIH recently. The CC Security & Privacy Team continues to urge that everyone to be cautious of these types of emails, do not click on any links, fill out any information, or respond back to any suspicious emails in any manner.

Please report all suspicious emails to NIH by reviewing and following the NIH Anti-Spam Policy. There are two options included that users can utilize to report spam/phishing attempts to the NIH. As always, please feel free to contact the CC ISSO mailbox (CC-ISSO@cc.nih.gov) if you have any additional questions/concerns.

[Back to Top](#)

2012 Information Security Awareness Refresher Course is Ready

The Office of Personnel Management (OPM) requires annual security awareness for all staff who use IT resources. At NIH, this means that everyone with an Active Directory account must take the training. Because the new version was posted on March 21st, anyone who took the Refresher (or full course) prior to that date must now take the 2012 Refresher so that they receive the new and updated information.

The Deadline for Completing this Training is: June 8th.

Remember: Failure to complete this training by the deadline means that your Active Directory account will be disabled.

To access the training go to the Training Website at <http://irtsectraining.nih.gov> .

Log in with your NIH ID and select the 2012 Refresher.

If you have any technical problems taking the course, please contact the NIH IT Service Desk at <http://itservicesdesk.nih.gov>

**Excerpted from the NIH Office of the Chief Information Officer and your IC Information Systems Security Officer - "Security Bytes" **

[Back to Top](#)

CITRIX team recognized for NIH Telework Festival Poster Submission

The NIH Clinical Center CITRIX Team submitted a poster to the 2011 NIH Telework Festival held in November.

Prizes were given for the 1st, 2nd, and 3rd place winners. The CITRIX Team feels honored that the committee decided to create a special "honorable mention award" for their submission. A copy of the submission is displayed in the DCRI Conference Room.

Below are sample images from their poster, see if you can guess what the first and third images are.



New in CRIS

Protocol Attribution

Protocol attribution is comprised of several elements, including:

- The process that aligns medical orders and Clinical Center services to a specific patient and their appropriate research protocol.
- All patients admitted to the Clinical Center are assigned to a protocol that specifies the patient's program of care for the research in which they are enrolled.
- Requires accurate attribution to the correct protocol when placing each medical order in CRIS.
- Requires that all patients are assigned to an active and approved NIH protocol, as documented in CRIS, upon completion of the patient consenting process.

There is a new [CC Policy: Protocol Attribution](#). Please reference: <http://internal.cc.nih.gov/policies/PDF/M12-1.pdf>

[Back to Top](#)

Filters - Reference Materials

We heard your requests and have created a few new documents to help with setting filters post CRIS 5.5 upgrade. Feel free to check them out.

- **Documents Tab: Filter Settings**
<http://cris.cc.nih.gov/cristraining/documents/DocumentsTabFilterSettings.pdf>
- **Orders Tab: Filter Settings**
http://cris.cc.nih.gov/cristraining/documents/Orders_Tab_Filter_Settings.pdf
- **Results Tab: Filter Settings**
<http://cris.cc.nih.gov/cristraining/documents/ResultsTabFilterSettings.pdf>



Also feel free to review the [CRIS website](#) (<http://cris.cc.nih.gov>) as we are in the process of updating all the [Reference Material](#) to reflect the 5.5 upgrade (marked with **NEW** next to the document name).
http://cris.cc.nih.gov/cristraining/training_materials.html

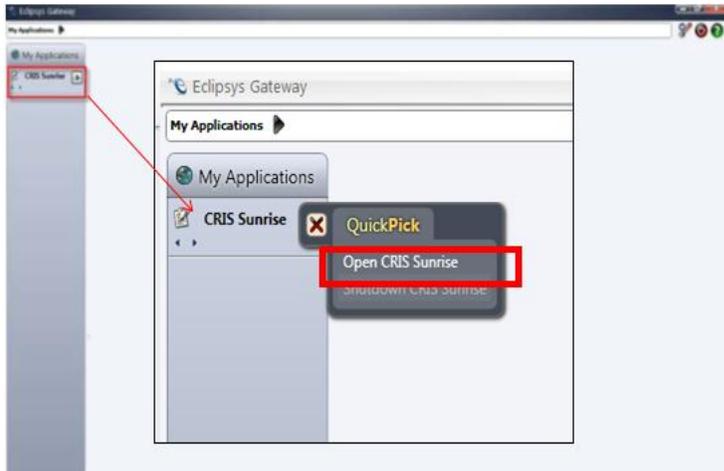
[Back to Top](#)

Launching CRIS Sunrise 5.5 Application

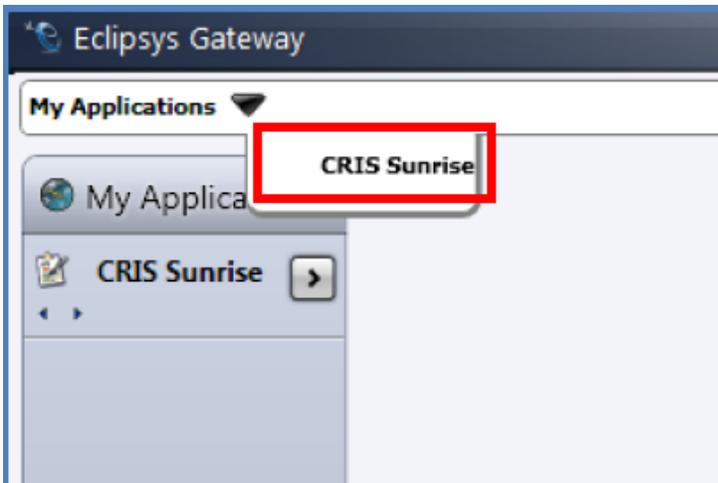
Upon initial logon to CRIS Sunrise 5.5, you may see a white screen display. A handout was created to walk you through the steps and can be found at http://cris.cc.nih.gov/cristraining/documents/CRIS_5.5_Sunrise_Launch_Tips.pdf

To launch CRIS, please choose from one of the following options depending on the screen that displays.

Option 1- Select the **CRIS Sunrise** under **My Application**, then select **Open CRIS Sunrise** from the QuickPick list.



Option 2- Select **My Application** -> **CRIS Sunrise** and the CRIS Sunrise application will display.



Option 3 – Click on the words **CRIS Sunrise** under the My Applications area.



[Back to Top](#)