



The USFWS  
ITM Division brings  
people together.

# ITM DIVISION NEWS

## Promotions & Certifications

1. **Matthew Turner** is promoted to Network Engineer with the Network Support group. Matt is a former Customer Support Technician.
2. Customer Support Technician **Michael Curley** achieved his **Network +** certification.
3. **Melaney Garner** is the new ITM division receptionist.

## New uses for old printers!

Imagine customer service calls in 2007, "We're bringing in a burn victim. Prepare the printer!" As reported in the *Wall Street Journal*, skin-printing researchers are using modified Hewlett-Packard Co. (H-P) and Canon, Inc. older model inkjet printers to print sheets of human skin to apply to burns.

Researchers prefer the older-model printers because the large hole spray nozzles are less likely to damage the cells.

## Tech Tips Manage & Archive VM

By David Turner

Everyone knows how to save and delete your voice mail (VM) messages using our NBX 3com telephone. But do you know what to do in the following four scenarios?

- 1) You receive a VM message that you want someone to hear who is neither on our phone system nor even within a hundred miles of the USFWS.
- 2) Your VM box approaches 80% capacity (40 messages = 100%) and you have VM messages that you want to save.
- 3) You are tired of skipping through two dozen VM messages to listen to your current VM messages.
- 4) You want to check your VM, but your cell phone's battery is dead and there is no other phone available. You can access the SWAN through your laptop.

Stay tuned for the solution in the **October 7th** edition of the *ITM Division News!*



## SAN Testing & Implementation

By Matt Turner

In the coming months, the Region 9 ITM division will be unveiling a new solution to data storage. Senior Network Team Lead Joe Conwell is working on a seven Terabyte Storage Area Network (SAN) to store all data for each active server.

The SAN will allow data storage allocation to any server at any time. Data storage is used 24/7 at the USFWS. Mr. Conwell says, "A key benefit to storage virtualization is the ability to hand out storage on the fly without interrupting work flow." The creation of rack space is one of the immediate SAN benefits. The SAN eliminates the need for each server's RAID array (current data storage). Our servers will be consolidated into a centralized group of racks. The SAN provides increased reliability in data storage and backup efficiency.

## Search to Replace NetSatisfaxtion

John Hunt and his team are testing a US Robotics external modem to replace the NetSatisfaxtion network fax system. Once Net Satisfaxtion is replaced the R9 ITM division will take a giant step closer to terminating the old ROLM telephone system.

## MEET YOUR EDITOR

— IN —  
**CHIEF**  
**PAT**  
**BEVAN**  
**CHAN**



Welcome to the premier edition of the United States Fish and Wildlife Service (USFWS) Information Technology Management (ITM) Division's e-newsletter.

This newsletter is a dynamic publication. Creative ideas are welcome. I count on each one of you for your ideas and news! Your input ensures that the USFWS ITM division continues to "bring people together."

My background includes a Master's degree in developmental psychology and two IT certifications: MCP and CCNA.

As many of you know I assisted in the deployment of the new NBX 3com phones. I discovered that I enjoy teaching! At first I declined the opportunity to co-instruct. The next day I said yes. Look for new opportunities. You never know how much fun you may have and how much you can grow. Happy fall y'all!

