

MASTER FILE

ORDER

U.S. DEPARTMENT OF TRANSPORTATION

FEDERAL AVIATION ADMINISTRATION

WESTERN-PACIFIC REGION

WP 1370.7

10/24/86

AK
12/1/86

SUBJ: REGIONAL HOST COMPUTER ELECTRONIC MAIL FACILITY USAGE

1. **PURPOSE.** This order establishes regional policy and responsibilities in the management and usage of the Electronic Mail (E-Mail) software facility located at the regional host computer site. The regional host computer site presently consist of two Data General (DG) MV/8000 computers.
2. **DISTRIBUTION.** This order is distributed to section level in regional Headquarters, with limited distribution to all field offices and facilities in the Western-Pacific Region.
3. **BACKGROUND.** In 1982 the installation of the DG MV/8000 computer, to function as the regional host mainframe, was completed and became available for general use thereafter. The manufacturer provided a multiple of software utilities, one of which enabled both online and remote users of the DG computer to electronically communicate with each other via an Electronic Mail (E-Mail) facility. With the already installed numerous desktop computers, located throughout the region, came an influx of DG terminals and/or microprocessors that assured, to a large degree, that each regional/field office had at their disposal a means of sending electronic messages via the DG. Due to a lack of standard procedures, information, and/or training, proper and/or full utilization of the E-Mail facility has not been realized nor managed appropriately.
4. **SCOPE.** The objective of this order is to inform regional personnel of the basic philosophy, concept, and intent of DG E-Mail utilization, management, and understanding. Specifically, the goals of this initiative are:
 - a. Enhance proficiency in the utilization and maintenance of the E-Mail facility throughout the region.
 - b. Increase cooperation and coordination awareness in an E-Mail environment.
 - c. Improve planning and decision-making at all levels through increased employee communication, wherever appropriate.
5. **FUNCTIONS.** Before utilization of the E-Mail facility can be realized, a DG User ID account and password must be established on the DG computer. The DG User ID provides a direct address in which to send/receive mail electronically. Failure to address the correct User ID recipient, while using the mail facility, will result in the non-receipt of the message by the intended recipient, and unnecessary storage of a non-deliverable message on the computer's storage media.

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a. Regardless of which method a user takes (online or remote) they must perform "log-on" steps to effectively communicate with the DG computer. The process of identifying oneself, for "log-on" purposes is detailed in Figure 1.

b. The instructions explaining how to receive and send mail messages on the DG computer using the MAIL command are detailed in Figure 2.

c. Users are reminded that the periodic deletion of mail messages assures that ample disk space will be available for other information processes and/or applications. Valuable disk space must not be tied up.

6. RESPONSIBILITIES. Appendix 1 details the specific responsibilities associated with this order.

7. FORMS. Appendix 2 is a sample of a completed Data General User Authorization, WP Form 1370-78. The supply of DG User Authorization, WP Form 1370-78, will be available from the Supply Room, AWP-52A.

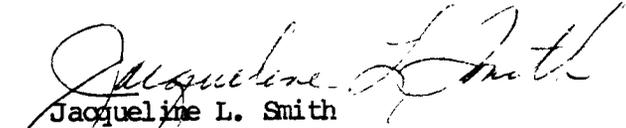

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FIGURE 1 - USER ID LOG-ON PROCEDURES

1. The system identifier should appear on the screen as follows:

**** FAA WESTERN-PACIFIC REGION SYSTEM/B TYPE NEW-LINE
TO BEGIN LOGGING ON ****

2. Press the NEW-LINE Key

3. Enter your unique User ID, i.e. AWP400GRC, and press the NEW-LINE Key when the following appears on the screen:

AOS/VS 6.03.00.00 / EXEC 4.00.00.00 (DATE) (TIME) @CON

USERNAME:

4. Enter your password and press the NEW-LINE Key when the following appears on the screen:

PASSWORD:

(Note: The password will not display on the screen as you type it.)

5. If the username and password were entered correctly, the system logon message will appear on the screen as follows:

WELCOME TO THE FAA WESTERN-PACIFIC REGION DATA
GENERAL MV/8000 - SYSTEM B

6. The system will then make a check of all electronic mail messages to verify if your unique User ID is scheduled to receive a message. If someone has sent you a mail message the following will appear on the screen:

DIRECTORY :MAIL

USERID1_FROM_USERID2 (see note)
DATE) (TIME) (NUMBER OF CHARACTERS)

*USE MAIL/R TO RECEIVE YOUR MAIL

(Note: USERID1 is your own unique User ID and USERID2 is the User ID of the person who sent the message.)

FIGURE 2 - PROCEDURES FOR RECEIVING AND SENDING MAIL

Format: MAIL USERID

Where "USERID" is any user of the DG computer. The user need not be logged on to have mail stored in their mailbox. If no switches are used, all mail is listed.

Command Switches:

/R	Receive (but not delete) all your mail.
/R USERID	Receive mail from a specific user.
/S USERID	Send mail to specific user
/S USERID PATH	Send the message in PATH to user.
/D	Delete (and verify) all mail sent to you.
/D USERID	Delete (and verify) mail sent to you by a specific user.
/F	Flush (and verify) all mail you have sent. (Flush is synonymous with Delete).
/F USERID	Flush (and verify) mail you have sent to a specific user. (Flush is synonymous with Delete.)
/I=FILENAME	Allows for mail messages to be stored in specified file name for later printing/listing.

To send a mail message enter the MAIL command and appropriate switches, the computer will respond with double parenthesis, i.e.)). Type the body of your message. To end the session, type a third right parenthesis, while at the double parenthesis prompt, and the NEW-LINE Key.

Example of sending a mail message:

MAIL/S USERID

)) Type your message.

)) Type in right parenthesis to end mail session.

Example of receiving a mail message, having it copied to a specified file, and then deleting it from the mail storage:

MAIL/R/I=FILENAME/D

APPENDIX 1 - RESPONSIBILITIES UNDER REGIONAL HOST COMPUTER,
ELECTRONIC MAIL FACILITY USAGE PROGRAM

1. DG Computer Systems Manager Responsibilities:

a. Administer the DG USERID/Password program through the assignment, deletion, and/or modification of specified USERIDs, after proper notification from respective office program managers. (See Par. 2, Users Responsibilities section for requesting assignment of DG User ID.)

b. Provide host main-frame computer technical support and assistance upon notification from local (online) users and/or through office point-of-contacts (for remote users), to resolve problems or issues. Remote users should consult their respective office's supplement to this order for the names and telephone numbers of their point-of-contacts.

2. User Responsibilities:

a. General:

(1) Users requesting the assignment of a DG User ID must have their supervisor complete Data General Authorization, WP Form 1370-78, and forward it to the Financial and Management Resources Division, AWP-40, Attn: Information Resource Management Branch, AWP-43. (Appendix 2 to this order is a sample of a completed WP Form 1370-78; Appendix 3 provides instructions for completing the form.)

(2) Users should ensure that equipment and mail facility software use is consistent with national and regional systems policies and procedures.

(3) Users should periodically delete mail messages upon completion of printing/reading mail to conserve valuable disk space. (Use Command: MAIL/D.) This procedure should be accomplished on a weekly basis.

(4) Local on-line users may contact AWP-43B for technical support or assistance. (See Appendix 4 - Telephone Numbers for DG Modem and Technical Assistance.) The following information must be provided:

- (a) nature of problem;
- (b) user ID;
- (c) any terminal error messages received;
- (d) corrective action taken;
- (e) date/time problem first occurred.

b. Remote Users:

(1) Remote users desiring to access the regional host mainframe computer have two methods to access:

(a) through the Agency Automated Data Transmission Network (ATDN);

(b) through a direct modem dial-up. (See Appendix 4 for current list of modem dial-up telephone numbers.)

(2) Remote users must assure that remote log-on standard procedures are followed so division points-of-contact will know if the problem is ADTN or DG related, in case technical support or assistance is required.

(3) Remote users must contact their respective division point-of-contact for technical support or assistance. (See Appendix 4.) The information contained in (a) through (e) of Par. 2.a.(4), Appendix 1, must be provided.

APPENDIX 3 - INSTRUCTIONS FOR COMPLETING USER AUTHORIZATION FORM, WP 1370-78

1. **SYSTEM ("A" or "B").** Indicate which DG System "A" or "B" ("AB" for both).
2. **TYPE OF REQUEST.** Indicate whether the request is for word processing or ADP services.
3. **REQUEST IMPLEMENTATION DATE.** Enter the requested implementation date. Use Month, Day, Year format.
4. **TYPE OF REQUEST.** Indicate type of service required.
5. **AGENCY.** Indicate the agency from which the request originated (Western-Pacific, Northwest Mountain, etc.).
6. **REGION.** Indicate the region from which the request originated (Western-Pacific, Northwest Mountain, etc.).
7. **SYSTEM.** Enter the System Code involved concerning this request. (See FAA Order 1370 for applicable code.)
8. **CLASSIFICATION.** Each class of user has specific capabilities within specific directories or exclusion from specific directories. In addition, each user has a default access control list that will limit the ability of other classes to access directories or files created by them. In general, the function capabilities of each user class are as follows:
 - A - Manager for All Agency Applications: This class user is provided with the ownership of the apex directory and all of the production subordinate directories. Although there may be many different systems for the Agency, this user will be capable of accessing any of the production or release segments of these directories. While this user may "own" the production directories it is not essential. However, if an Agency Manager is not assigned, then an Application Manager is required.
 - B - Application Manager: This class user has all of the same capabilities of the Agency Manager except that he/she does not have ownership. This individual would be responsible for installing new software into the production environment and would be essentially a "superuser" for that SPECIFIC application within the agency.
 - C - Application User - Update: This class user would normally be logged directly into the DATA subdirectory for a specific system. They would have the capability of creating files and updating the database within the DATA directory. He/she would have the related production PROC directory in their searchlist but would only have read and execute capability.

Appendix 3 - Instructions....(Con't)

D - Application User - Query Only: This class user would be logged directly into the DATA subdirectory for a specific system. They would have the ability to create, print or establish temporary files. However, it would not be possible for them to alter the application database. They would have the related production PROC directory in their searchlist but would only have read and execute capability.

M - Miscellaneous User: This user class could be used for any purpose that a local user may need. An example could be when a general technical writer needs access to the word processing capability or when an individual is not assigned to any specific system but is in a "learning" mode.

T - System Test User: This user class provides the Task/Team Leader and any designated support programmer with the ability of replicating the actual production user within the TEST environment. The purpose of this user class and identity is to eliminate the need to "live" test any changes.

X - Support Programmer: This user class would normally perform the majority of their effort within their own unique directory. They would have limited access to the TEST subordinate directories since the Task/Team Leader would generally control the TEST directories. However, the support programmer would retain the ability to read the test database (like a query user) and to invoke software in the TEST:PROC in order to unit test their software changes. In addition, the support programmer would have read and execute capability on the production PROC since they may require the use of some "approved" software in the course of their testing.

Y - Team/Task Leader: This user class would be the owner of the TEST directory and all of its subordinate subdirectories. It is their responsibility to conduct the controlled system tests that will lead to user acceptance and the release of the software to the Applications Manager for installation. As a result of the default ACL, this user would have access to all software created by the support programmer.

Z - Systems Programmer/Systems Manager: This user class is responsible for the overall directory structure, resource allocation, system access, system/compile problem resolution, and disk space management. In order to respond to the demands of a variety of users, it will be necessary for them to have general access to all Agency/Systems on the Regional equip.

9. IDENTIFICATION CODE. Indicate the agency (FAA, etc.) region (ANM, AWP, etc.), system (Accounting, personnel, etc.), and classification (A, etc.) code.

9A. COST CENTER CODE. Enter the office Cost Center Code of the individual who will be assigned the User ID.

10. USER NAME. Enter name of individual requesting user ID.

Appendix 3 - Instructions....(Con't)

11. **USER'S TITLE.** Enter name and title of individual requesting user ID.
12. **DATE.** Date individual requested user ID. Use Month, Day, Year format.
13. **CONTRACT USER.** Indicate whether or not the requestor is a contractor.
14. **ROUTING SYMBOL.** Enter office routing identifier (AWP-43, etc.).
15. **TELEPHONE NUMBER.** Indicate telephone number of individual requesting user ID.
16. **DISK BLOCKS REQUIRED.** Enter total disk blocks required. (For class code M, T, X, Y, or Z only)
17. **AUTHORIZING OFFICIALS NAME.** Name of Users Application Systems Manager.
18. **DATE.** Date submitted to AWP by authorizing official.
19. **USER ID.** For AWP-43 use only.
20. **REQUEST COMPLETED BY.** For AWP-43 use only.
21. **DATE.** For AWP-43 use only.
22. **IMPLEMENTATION DATE.** For AWP-43 use only.

APPENDIX 4 - TELEPHONE NUMBERS FOR DG MODEM AND TECHNICAL ASSISTANCE1. Host Main-Frame Modem Dial-up Telephone Numbers:

<u>ETS</u>		<u>Commercial</u>
984-1412	(DG System "A")	(213) 297-1412
984-1888	(DG System "B")	(213) 297-1888
984-1410	(DG System "B")	(213) 297-1410
984-1411	(DG System "B")	(213) 297-1411

Note: All modem dial-up telephone numbers are at 1200 Baud.

2. Telephone Numbers for local (online) user technical assistance:

<u>ETS</u>	<u>Commercial</u>
984-1475	(213) 297-1475
984-1330	(213) 297-1330

CHANGE

MASTER FILE
DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
WESTERN-PACIFIC REGION

WP 1370.7 CHG 1

1/30/87

Cancellation
Date:

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1. PURPOSE. This change transmits revised Page 1, Appendix 4 - Telephone Numbers for DG Modem and Technical Assistance.
2. EXPLANATION OF CHANGES. This change reflects new telephone numbers for Host Main-Frame Dial-Up and Local (On-Line) User Technical Assistance.
3. DISPOSITION OF TRANSMITTAL. After filing the revised page, the change transmittal should be retained.

PAGE CONTROL CHART

Remove Pages	Dated	Insert Pages	Dated
Appendix 4 - Page 1	10/24/86	Appendix 4 - Page 1	1/30/87

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Handwritten Note: leg 2/6/87

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