



A MESSAGE ON SECURITY FROM THE DIRECTOR



Dear Technical Center Family,

These are troubling and even difficult times in our nation's history. I want to reassure everyone in the Technical Center family that your safety is of utmost concern to me. The

consistent application of security procedures can help ensure your safety and that of everyone here, so I want to take a minute of your time to clarify a couple of aspects of our current security procedures.

I have limited access by visitors to those people whose visit is considered mission-essential. Visitors are required to be cleared at the Security Operations Center (SOC), where they must present a photo ID and identify their Technical Center contact person, who can be an FAA employee or a contractor who works on-site for the FAA. Visitors must be met at the SOC by a Technical Center employee and **MUST** be escorted at all times while at the Technical Center. Exceptions include visitors with a valid DOT ID; local, state and Federal law enforcement personnel; emergency services personnel; military personnel with a Uniform Services ID card; and other people who provide things that are necessary for normal Technical Center operations such as utilities, shipments and the mail.

FAA employees and contractors must display their badges -- photo side forward -- at all times while working on-site. Please make sure your badge can be seen and ask others to do the same. I have been challenging people whose badges are not visible, and I encourage you to do the same. If someone refuses to show you a badge, or if you are uncomfortable

asking and want someone to help you, please call the security console at 55246, or, if the situation appears more serious, call the security hotline at 1111 (no "5" prefix is needed) to report the situation.

Security is everyone's business. Please be patient when those lines at the front gate get a little longer than they were in the past, and remember to display your badge at all times while at work. Be alert to anyone who may try to follow you through a gate or card reader. Also, please remember that the South Jersey Transportation Authority, which operates Atlantic City International Airport, recently asked that there be no jogging or walking along the fence line separating us from the airport operations area.

Regarding mail processing, the Technical Center's mailroom has been relocated to a separate existing building adjacent to the T&A building, which will be used for mail processing only. All incoming mail is being processed at this location. Outgoing mail will be received in the existing location for the time being. The mailroom staff has been trained by the Air National Guard on how to recognize and handle suspicious packages. A security protocol has been established through **Walt Vernon** (ACT-8), and **Kathy Herman** (ACT-600), on how to handle any suspicious materials. The Security console (extension 1111) has established procedures with local law enforcement for this purpose. In addition, mail that is addressed improperly is returned to the sender, and all accountable mail (UPS, FedEx, etc.) is being logged and tracked.

All of these measures are being implemented for your safety and security. I will do everything in my power to ensure everyone here at the Technical Center is safe, and I thank you for your cooperation and patience.

-- Anne Harlan

THANKS FROM SECRETARY MINETA



In the aftermath of the September 11 tragedies, Secretary of Transportation Norman Mineta reached out to all Department of Transportation employees. Here is a partial transcript of what he said.

"I also want to thank everyone in the

Department for your extraordinary efforts in the face of these attacks, and for all your hard work in helping return our Nation's transportation systems back to full operations. From the very first hours of this crisis, DOT employees have stepped up to the plate.

Thanks to all the folks at the FAA, who first

alerted the country that some commercial aircraft had veered dangerously off course on that fateful morning, and then who responded so efficiently and calmly to my order to close down America's airspace for the first time ever.

After the immediate threat had passed, these same professionals have led the way in restoring operation of America's civil aviation system with an array of heightened security measures in place.

. . . America has witnessed so many acts of heroism that they have become almost commonplace. And still, the efforts put forth by all of you here stand out. On behalf of President Bush, I extend our nation's heartfelt gratitude for what you are doing. Thanks to all of your efforts, I have never felt prouder to be Secretary of Transportation than I have in the last two weeks."

COMBINED FEDERAL CAMPAIGN UNDERWAY



The FAA's Combined Federal Campaign (CFC) is underway and runs through December 14. This year's theme is "Caring is Sharing."

The CFC provides a great opportunity to make a difference in people's lives throughout the coming year. CFC organizations improve the quality of life for all through medical research, education assistance, civic groups, the arts, and more.

With CFC, you can designate which charities you want to contribute to. CFC catalogs are now being distributed.

HELPING WITH DISASTER RELIEF EFFORTS

Employees who want to contribute money to charities that support the victims of the terrorist attacks have several options.

You may contribute cash or checks directly to organizations supporting relief efforts. For disaster relief information and to access a list of organizations providing disaster relief assistance, go to the Office of Personnel Management's website at www.opm.gov.

You may also contribute through this year's CFC. The CFC website has disaster relief information as well as the appropriate CFC codes for donations. You can access that website at: www.cfcna.org.



FOR WORK PLACE DISPUTES TRY MEDIATION

Mediation is a good way to resolve disputes between people, find solutions to problems, and refine and redefine business and other working relationships. In mediation the parties themselves make all the decisions.

The mediators act as facilitators to help people examine all the issues, share and discover important information, generate and evaluate possible outcomes, and carefully write down all the decisions that are made. Mediators act as an impartial third party, assisting disputants in finding a mutually acceptable solution to their conflict.

Mediation is both voluntary and confidential. Mediators follow a well-defined process of problem-solving steps; they do so without taking sides and no decisions are made without the agreement of all parties. No one can be forced to go through the process, they do so only voluntarily, and the mediators do not disclose the content of the discussions they hear during the mediation process.

What a Mediator Does

- Mediators provide a forum.
- Mediators facilitate discussions and negotiations between the parties.
- Mediators assist the parties to tell their side completely so they feel



they have been heard and so the other side can hear it too.

- Mediators act impartially regarding the parties and their dispute.
- It is the parties who will ultimately make a decision in the case.
- Mediators use listening, feedback and reframing as their main tools to facilitate negotiations.
- Mediators use the problem-solving steps to guide the parties to:
 - Discuss the problem and the parties' goals.
 - Identify all the issues that need a decision.
 - Brainstorm options that might work.
 - Evaluate all the options.
- Mediators make a decision to use one of the options; and test their decision by applying it to anticipated future events to see if it will hold up.

What a Mediator Does Not Do

- Mediators don't take sides;

- Mediators don't give their opinion about the best outcome;
- Mediators don't give legal advice;
- Mediators don't give expert subject matter opinion or advice;
- Mediators don't try to direct the parties to the mediator's idea of the "right" or "best" outcome;
- Mediators don't blame one party or the other;
- Mediators don't reveal confidences;
- Mediators don't allow one party to gain advantage by threat or intimidation;
- Mediators don't participate in a lopsided mediation when one side is using intimidation, concealing information, acting inconsistently outside the mediation, or otherwise failing to negotiate in good faith.

The Civil Rights Staff will be writing a series of articles on the benefits of Mediation. **Vienna L. Drago** (ACT-9) wrote this month's article. The next article will focus on mediator skills.

THIRD ANNUAL FAMILY DAY



olds (accompanied by their parents), 7-12 year olds, and 12-16 year olds.

Workshops included making sand art airplanes, candy airplanes, time on the flight simulator, constructing paper airplanes to fly on a

simulated runway, egg drop contest, and "fuji rocket" making.

Two contests were added this year: a coloring contest for children of all ages, with over 100



tic-

On August 29th, over 250 employees and their family members enjoyed a fun packed day. Visitor Program personnel arranged tours for over 200 people to the Airport Pavement Test Facility, the Fire House, and the U.S. Coast Guard. Other events and activities included face painting, a magic show with balloon art for all the children, pony rides, hair beading, airplane tattoos, moonwalks, and an educational K-9 demonstration.

Three workshops for different age groups were also a part of the day. Over 100 children and parents participated with ages ranging from 3-6 year



participating, and a "guess how much candy is in the jar" contest, for anyone to enter. The winners of the "guess" contest were **Carolyn Mason** and **Jared Lopez**.

Each got to take home a candy jar filled with an average of 750 pieces of candy. The lucky winners of the coloring contest were: **Kelly Gross**, age 5; **Alysea Bawgus**, age 8; and **Jared Hendricks**, age 10. The NAFEC Association donated tickets to Sesame Place and Morey's Pier for this contest.



NEXGEN TO REPLACE CC:MAIL

The FAA has chosen a new electronic mail system. On June 20, 2001, IBM was awarded a contract to provide NexGen to the FAA. The new software, Lotus Notes and Domino, along with associated IBM hardware, will provide more modern communication features and be more efficient.

Starting this fall, and for the next 15 months, Lotus Notes will be replacing cc:Mail as well as adding calendaring and scheduling functionality. In FY03, we will add collaboration and workflow features to allow for electronic discussions and routing of routine documents. Eventually, other enhancements such as video conferencing may also be added as early as FY04.

About Lotus Notes

Notes offers a number of security enhancements, including the ability to encrypt messages and include digital signatures. These features will be considered for implementation over the various phases of the NexGen program.

Notes is widely accepted in industry and in the Federal Community, and is already used in parts of the FAA. Besides basic electronic mail, Notes has built-in capabilities for tasking ("To Do" lists, for instance) and multi-person calendaring. Other off-the-shelf features include an address book and a fully customizable interface that includes a Web Browser.

With notes, users will

not maintain a continuous connection to the mail server. Instead, they will replicate mail to their workstation. This is a great reliability enhancement that allows users to read and compose mail offline. In the event of a network mail store problem, users will be able to continue working with email. When back on line, mail will replicate normally.

Mobile users will no longer dial into their respective post offices, but instead only need to make an IP connection to the FAA network. There are several secure methods for making a remote connection including the Dial IP functionality provided by ADTN.

When a user dials in using these methods, other FAA resources are available as well. Resources like the FAA Intranet and other web-based applications can be accessed. Web access to mail will be available on the Agency Intranet. If FAA security concerns can be addressed, web access will be available via the Internet as well.

Improved Performance

NexGen will consolidate the 855 current cc:Mail post offices

into 12 message stores, which are the Notes equivalent to the present post offices. These message stores will be located in the 9 regional offices, the Aeronautical Center, the Technical Center, and Headquarters. The new system was designed with a high degree of fault tolerance, which will improve reliability and availability. Within the FAA mail system, delivery time will be under 15 minutes end to end.

How Does NexGen Affect Me?

Lotus Notes software will be installed on your computer, and you will receive computer-based instruction on how to use this new software. You may need to reduce the amount of mail in your Inbox and Folders to facilitate the migration process. Archiving your messages is a great way for you to lend us a hand in this monumental effort and ensure that all of your mail gets migrated to the new system.

On the day of migration, your individual post office will be shut down and you will be without e-mail services. The goal is to minimize this down time to 4-8 hours. Once the migration of your post

office is complete, you will use your new Lotus Notes software to access your e-mail. Finally, your local support personnel will assist you in migrating your archives and personal mail lists to the new system.



SEA MARSHALS PROTECTING THE PORTS



Cutter Point Brower cuts a swath through chilly San Francisco Bay waters, its crews watching for anything unusual, anything out of place.

Perhaps borrowing an idea from its FAA counterpart, the U.S. Coast Guard is now deploying sea marshals, as part of a ramped up campaign to pre-empt any terrorist attack. The newly created Coast Guard sea marshals are serving as a front line of defense.

Equipped with small firearms, the sea marshals put both small and large vessels through rigorous paces as they pass under the Golden Gate Bridge.

The program began in the San Francisco Bay several days after the attacks on the World Trade Center and the

Pentagon. Marshals have since been dispatched on waterways around Seattle and Los Angeles, according to Chief Tyler Johnson. A similar program guards East Coast ports.

A recent day on the San Francisco bay found six sea marshals coming back from a brief boarding of the cruise ship *Westerdam*. The screening and boarding of freighters and pleasure craft has doubled in the days since the Sept. 11 terrorist attacks.

"We're going on board, making sure people are doing what they're supposed to be doing and not steering into the bridge," says Ryan Warnke, 22, a Coast Guard petty officer and sea marshal.

"A good way to destroy one of these bridges would be to run a big ship into it," Warnke said, gesturing to the Bay Bridge that stretches between Oakland and San Francisco.

The San Francisco program consists of 40 sea marshals, Coast

Guard officers with prior vessel boarding and law enforcement training.

"We're looking for anomalies, things that might look a little different on the water," said Capt. Tim Sullivan. The Coast Guard won't elaborate on the marshals' search orders or schedules, only to say they're keeping a close eye on vessels and waterfronts.

The marshals boarded the *Westerdam*, about 12 miles outside the mouth of the San Francisco Bay. The marshals said they got some curious looks as they went aboard the large cruise ship, but have received mostly warm appreciative welcomes from passengers and boaters on the seas.

Marshals decide which vessels to board based on their cargo, the vessel's flag, nationality of its crew and its last port of call.

Once on board, one of the marshals stands next to the person piloting the craft, occasionally barking out steering directions if

the vessel gets too close to a pier, bridge piling or other vessel. If the captain doesn't follow orders, the sea marshal will take over the craft.

"We can use up to deadly force if we have to," Warnke said.



TECHNICAL INNOVATIONS AT THE RESEARCH DEVELOPMENT HUMAN FACTORS LAB

The Research Development Human Factors Lab (RDHFL) at the Tech Center is involved with many Air Traffic Control simulation scenarios. These scenarios are run on SUN computer platforms to acquire many observations and quantitative data on man-machine interface issues between the controller and the air traffic control (ATC) environment. In order for these scenarios to be as realistic as possible, the keyboards and pointing devices that are utilized in the field are integrated into the laboratory when feasible.

A problem arises because the keyboards and pointing devices used in STARS and DSR programs are electronically incompatible with the SUN computer system. There were basically two approaches to integrating these keyboards and pointing devices into the SUN environment. The first alternative involved a custom-house to fabricate a physical clone of the keyboard and pointing device. The second alternative is



to build a "black box," which will have the FAA system keyboards and trackballs as inputs and a serial port as the output. This approach also requires additional software on the SUN computer system to support this external method of sending the data into the SUN environment. Both of these methods are costly and time consuming and make the laboratory a captive audience of the vendors whenever an update to the SUN software needs to be done or a "new device" needs to be integrated into the laboratory environment.

The necessity for an economic and effective solution lead to the creation of the SunKeyST Keyboard System Translator. The creators of SunKeyST wanted to address all of the problems and develop a general purpose interface that would easily accommodate integration of foreign keyboard/pointing device combinations easily into the SUN platform. Embracing this initial premise, SunKeyST was designed to multiplex all devices through the SUN keyboard port to take advantage of this "path of least resistance."

SunKeyST connects to the SUN keyboard port and also has connections to the SUN keyboard/mouse set and the foreign keyboard/pointing device set and other information input devices. The system implementer, via a keypad/lcd display set within SunKeyST can very easily activate

any subset of these devices and have that data multiplexed onto the SUN keyboard data stream. The fact that multiple keyboards can be active simultaneously allows the system implementers to use the Sun keyboard for experiment setup and then disable it when the experiment is running. All this functionality is totally transparent to the Sun environment because it always receives Sun keyboard/mouse format data.

Another benefit of the invention is that even if the laboratory decides to change to a Linux PC environment, SunKeyST could still be used for that world with only the one port being reconfigured to accommodate a PS/2 connection to the PC.

The SunKeyST device allows the freedom of upgrading the software in the Sun environment at anytime with absolutely no impact. The FAA can easily integrate a new "information input device" into the laboratory environment.

In addition to having immediate application in the RDHFL in ATC simulations, the SunKeyST already has interested customers at NASA Ames Research Center, and the device is presently being considered for a patent at FAA Headquarters.

The individuals responsible for this innovation were **Mary Delemarre** (ACT-510), who established the initial statement of requirement; **Lou Delemarre**

LIBRARY RELOCATING



During the week of October 1, work crews came in and started packing books and documents, and dismantling shelves and preparing for new residents in what was formerly the Information Resource Center (the library).

As a results of these efforts, the Library will be closed tem-

porarily. The space previously used for library services is being reconfigured for the ATB organization.

A new area will be found to house the library. All materials will be unavailable until such time replacement space can be obtained. InterLibrary loan services are still available by contacting **Marsha Fisher** x54050. Availability of research services, directives, specifications and standards, technical reports, and any other research or reference materials will be limited to electronic versions when available.

We apologize for any incon-

venience this move may cause and look forward to serving users at our new location within the Center in the near future. For further information, please contact **Bob Mast** at (609) 485-55442 or via email at robert.mast@tc.faa.gov Monday through Thursday.



NEXGEN CONT.

Implementation Schedule

Implementation at Headquarters, the nine Regional Offices, and the Aeronautical and Technical Centers will begin this November, in the following order: AWA, AMC, ACE, ACT, AWP, AGL, ASO, AEA, ANM, ANE, AAL, ASW. Field offices will come on line throughout the calendar year 2002. A detailed schedule will be available soon on the NexGen web site <http://intranet.faa.gov/nexgen>.

Frequently Asked Questions

How will the new set-up effect communications outside the FAA email network? The FAA will continue to be able to send messages to and receive messages from the internet community. Existing addresses will be preserved (e.g., First.Last@faa.gov).

Will we be able to keep our current address? Yes, the FAA's technical specification required preservation of user addresses. Lotus Notes has this capability during the conversion process, as well as the capability for generating aliases to support multiple addresses for the same mailbox.

I have quite a number of important archives associated with my cc:Mail account, how will those be converted to NexGen or otherwise retained and remain accessible? IBM and Lotus will provide softwaretools for converting archives, addresses, folders, and mailing lists to a format supported by Lotus Notes.

Got Other Questions?

The NexGen web site is continuously updated to respond to user questions. If your question isn't answered there, feel free to contact the ACT point of contact, **Andrew Stewart**, or send your question through the FAQ page on the NexGen web site <http://intranet.faa.gov/nexgen>.

TRAINING OPPORTUNITIES

The Transportation Virtual University (www.TVU.dot.gov) now offers over 300 "soft skill" courses and 470 information and technology courses. These web-delivered self-directed courses and performance support tools are available for \$265 for unlimited access to all 850 courses or \$195 for access to either the Professional Effectiveness or the IT course

list. They offer college accreditation, pre-assessment and mastery assessments. The accelerated path allows learners to "test out" of topics in which they are proficient.

The GSA Online University (OLU) at www.govlearn.com offers a web-based training tool for all federal employees. OLU enables Internet learning to occur anywhere at anytime at cost effec-

tive prices. This Virtual Campus offers government specific courses such as ethics and purchase cards as well as basic skills, personal development, information technology, management skills and more. They have a large selection of project management courses.

THIRD INTERNATIONAL AVIATION TECHNOLOGY SECURITY SYMPOSIUM

The Aviation Security Research and Development Lab (AAR-500) will be cohosting the Third International Aviation Security Technology Symposium on November 27-30 at the Tropicana Resort and Casino in Atlantic City, NJ. The FAA sponsors this conference every five years, bringing together government, private industry, and research laboratories to view and discuss the latest equipment and ideas in aviation security technology. This year the National Safe Skies Alliance is coordinating the



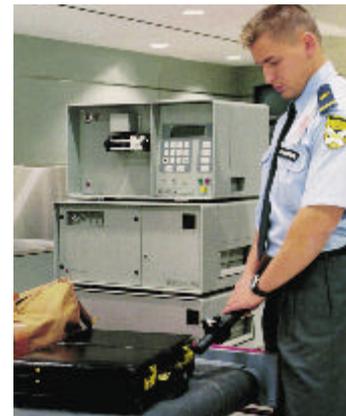
symposium on behalf of the FAA.

In addition to the FAA and the National Safe Skies Alliance, this year's sponsors include: the American Association of Airport Executives; the Airports Council International, North America; and the Air Transport Association.

This year's technical program will include presentations on:

- Trace Detection
- Bulk Detection
- Human Factors
- Technology Integration
- Operational Testing
- Equipment Deployment
- Aircraft Hardening
- Emerging Technologies
- Innovative Systems and Processes
- MEMS Workshop

An important part of the Symposium is a display of the lat-



est in security hardware and processes for the aviation industry. A complete list of exhibitors is available on the symposium webpage at: http://www.safeskieinternational.org/symposium_2001.htm. Because of increased security at this year's conference, only registered attendees with symposium badges will be allowed in the exhibit hall.

For additional information on this year's symposium, please contact **Robin Stoller** at rstoller@esper.com.

GOLF OUTING

The Fourth Annual ACS United Way Golf Outing took place on Friday 12th October, at the Green Tree Golf Club in Egg Harbor Township. More than 40 golfers from the Tech Center turned out for the event.

The weather was perfect - bright sunny skies, not too much

wind, and the temperature just right. Competitors and observers were glad to take advantage of the wonderful weather and enjoy their day of great golf, lots of fun, and the satisfaction of knowing that it was all for a very worthy cause. All proceeds from this annual event go to the Atlantic County United Way.

Congratulations to the winning team in the 4-Person Scramble - **Larry Fitzgerald, Kellie Fitzgerald, Maury Ward Sr., and Maury Ward Jr.** Their score was an impressive 10 under par.

Ginny Soto won the "Closest to the Pin" contest, by placing a shot 2'7" from the hole.

ACS wishes to express their sincere

appreciation to all those who either took part in the competition or contributed in some way, to the success of the day.



STAY INFORMED

Don't forget -- you can now get to the VOICE webpage through the FAA intranet at interweb.faa.gov. Once in the VOICE page, click on Hot Topics, to see the latest agency news. The Hot Topics are updated daily. And, don't forget to call 1-877-888-4325 to keep informed about agency happenings. The message is updated weekly on Wednesdays.

CELEBRATING AUTUMN

On October 9, a group of children from the Little Flyers Academy took a trip to the pumpkin patch at Roesch's Farm in Colone, NJ. While the children enjoyed themselves picking out pumpkins and on the hay ride, the parents were kept busy trying to guess the number of corn stalks used to make up the corn maze at the farm. It was a toss up on who had more fun, the parents or the kids.



TECHNICAL INNOVATIONS CONT.



From left to right: Mike Pomykacz, Adam Greco, Mary Delemarre, and Joe Diluzio. Missing from the photo are Lou Delemarre, Michael Chubb, Steve Senesi, SRC/Titan.

(ACT-510), who performed the initial investigation of the Sun Keyboard and integration of the off-the shelf micro-controller; **Joseph Diluzio** (ACT-510), who was responsible for the software development and the keyboard mapping algorithms; **Michael Chubb** (ACT-600), who was responsible for machining the cases to accommodate the SunKeyST components; and **Steve Senesi** (SRC/Titan) who did the fabrication of the internal board, connectors and cables. **Mike Pomykacz** and **Adam Greco**, both of ACT-510, finessed the project from the RDHFL through the Center Counsels Office into FAA headquarters for patent consideration and handled the coordination with the customers at NASA Ames Research Center.

DON'T FORGET

Please try to get *Intercom* submissions (articles, photos, ideas) to Terry Kraus via email by the second Tuesday of every month.

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