

Bottom Line



MESSAGE FROM THE MANAGER

Delores Richmond,
Human Resources Records Office Supervisor

To help ensure that all new employees' paperwork is processed in a timely manner, I would like to remind all Payroll Administrators that the following items are required by the Human Resources Records Department before an individual's "minimum record" can be set.

After completing the procedures for making an offer, and adding the new employee to the University payroll system, the following items must be forwarded to HR/Records:

- An Original Signed Offer Letter
 - Tip: To prevent holdups, check to see that the Offer Letter has been signed and dated by both the Hiring Officer and the New Hire.
- A Completed W-4 form
 - Tip: Make sure that the New Hire completes the form fully and legibly.
- An I-9 form (required by the Immigration Control Act of 1986)
 - Tip: The documentation used on Section 2 of this form (Employer Review and Verification) may differ from individual to individual. Follow the instructions that accompany the I-9 form to determine what documents may be used each time.
- Photocopies of the documents used in Section 2 of the I-9
 - Tip: While the Employer Review and Verification documents may differ from individual to individual, copies of whichever documents are used for a New Hire must be included with the packet being sent to HR Records.

Please use a sealed confidential envelope when sending these documents. A signed copy of the offer letter may be maintained locally within the department/ school/center.

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OFFICE OF RESEARCH SERVICES



Penn's Effort Reporting System (PennERS)

When the University plans a major system project it seeks the involvement of its community. Once again, Penn's community has been and continues to be an integral part of the process thereby ensuring a successful implementation. The PennERS project relies heavily on the Teams of which it is comprised: Management, Advisory, Core, Owners, Sponsors, and the Research Reps. These Teams represent a broad constituency of the community and encourages participation as PennERS is developed.

PennERS is comprised of two major components [Web Enabled Salary Distribution (WESD) module developed by ISC and the web based effort certification process purchased from Maximus, Inc.] and will be released in two stages. The first tool available to the community will be WESD.

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OFFICE OF RESEARCH SERVICES (Continued)

WESD Features

WESD is a web-based tool that allows the user secure real-time access to current Payroll Job distributions. The Penn individuals who normally access Payroll and Salary Management will be able to work in an environment which will provide the following features:

- Real time access to Payroll Job distributions;
- Either "all read only" access OR "update only" assigned to a user;
- The Home Org. BA may extend to a non-Home Org. BA the ability to access Job(s) record;
- Home Org. can revoke access;
- Access can be limited to all of an individual's Job(s) screen information;
- Provides monthly view at the Job Class level;
- Provides monthly summation view of payments;
- Provides a planning tool for future disbursements;
- Provides award description and sponsor name;
- Provides grand total salary \$'s at employee level;
- Information is exportable to an Excel Worksheet; and
- Total payroll distributions/Jobs available to user (including non-Home Org. BA, if applicable) thereby reducing errors.

WESD Training

The Design and Development Phases of WESD are complete and the Acceptance Testing utilizing both the Advisory and Core Teams of PennERS occurred in late August. During the month of October demonstration training regarding the use of WESD will be conducted by the Financial Training Department. This training is only available to individuals who currently have access to Payroll Job Assignment functionality. Beginning November 1, 2004, Payroll Training will incorporate WESD training.

Effort Certification

The second major component of PennERS is the web based Effort Report System. The new effort reporting process will include three processes performed by a:

Pre Reviewer

- Individual who performs an initial review of the Effort Report and determines what changes if any are necessary including salary reallocations;

Certifier

- Individual for whom the Effort Report is generated. This person can modify the Effort Report or certify the Effort Report as presented by the Pre Reviewer; and

Post Reviewer

- Individual who reviews any changes made by the Certifier. In most cases the Pre and Post Reviewer will be the same individual.

In addition, each department will need to identify an individual as a Department Coordinator (DC). This individual's responsibilities will include but will not be limited to:

- Spot checking completed Effort Reports;
- Verifying mandatory and voluntary committed cost sharing;
- Providing assistance to staff and faculty in the effort reporting process and use of ERS;
- Coordinating the duties of the Pre and Post Reviewers;
- Ensuring timely submission of Effort reports; and
- Ensuring that cost transfers are made in accordance with University and sponsor policies.

This month ORS will be contacting departments regarding the identification of the department's DC. Once determined, the DC will be the point of contact for ORS's Central Administrator (CA), Bob McCann. The CA will be the DC's "go to person" with questions and/or issues.

Access to web based Effort Reports will occur in January 2005 as a Pilot. Selected departments from across the University will be asked to participate in the Pilot and will utilize this software solution for the following Certifiers and effort reporting periods:

Faculty, Exempt Staff, and Graduate Students

(July 1, 2004 – December 31, 2004); and

Non-exempt Staff

(September 1, 2004 – December 31, 2004).

Training for the DC and the department's Pre and Post Reviewers will occur in early January 2005. Initial hands on training will be done by Maximus, Inc. in preparation of the Pilot scheduled for January 24, 2005.

More Information about PennERS

Additional updates about PennERS will be provided throughout the project. If you have any questions, comments, or suggestions, please send an e-mail to effort@pobox.upenn.edu.

OFFICE OF RESEARCH SERVICES (Continued)

PennERA Update



The PennERA (Electronic Research Administration) team is pleased to announce that the project is moving into the next phase of development. We would like to acknowledge the invaluable contributions of users and advisory groups, such as the Research Reps group, to the development of PennERA and we appreciate everyone's help in making the first phase of the project a success.

Now that the first phase of the project is complete with the successful rollout of the Human Subjects Adverse Events Reporting System (PennAEs), Proposal Tracking, SPIN Plus, and the Human Subjects and Lab Animal Protocol Tracking modules, the team is revving up to deliver additional tools and processes to support Penn's research enterprise.

What's Next?

The Phase I PennERA modules were implemented as part of the larger process of building the foundation for an integrated electronic research administration environment at Penn. The goal of Phase II is to build upon Phase I by delivering enhanced access to information and tools to facilitate the research process at Penn, while taking into account Federal electronic research administration initiatives and requirements.

Building on the foundation that was laid in the first phase of the project, the next steps of PennERA are:

- Upgrade of currently installed PennERA modules (Proposal, Human Subjects and Lab Animal Tracking, as well as SPIN Plus) from version 9.x to version 10. As of January 2005, the vendor from whom we purchased the applications will no longer support system version 9.x. Version 10 will include new features, enhancements, and improved navigation, and is required to provide a solid foundation for the more extensive protocol and proposal development modules to follow.
- Develop a recommendation and implement a formal End User Support Model. A recommendation will be developed based on analysis and needs identified by the research community.

- Implement Near-Term Solutions. Activities that will provide enhancements to research administration, which include the following:
 - Protocol Report Card—A report attached to the Protocol approval letter will provide investigators with a snapshot of the lifecycle of the Protocol, showing all key time points of the Protocol from submission through approval.
 - AIS Online—The AIS (Account Information Sheet) will be available as a web-based report, which will allow School and Center research personnel to access the form at any time. Notification will be sent when an award has been set up and the report is ready to be viewed online. Other supporting documents such as terms and conditions and contracts will still be delivered via e-mail. The AIS form is produced by the Office of Research Services and summarizes the award and account information for a sponsored project.
 - SOMERA Interface—Interface between PennERA and SOMERA (School of Medicine Electronic Research Administration system). Data that is entered into the SOMERA system will be loaded electronically into PennERA and delivered to the Office of Research Services to ensure the timely input of transmittal form data and reduce data reconciliation issues.
- Decision on Faculty/Reviewer Web Interface—Assess development of a web-based interface for faculty that will facilitate the submission and review of compliance information to review panels and committees.
- Recommendation for Research Portal—A recommendation will be developed for a web portal that would provide investigators with one central location for information about research at Penn.

After the upgrade and near-term activities are completed, the PennERA team will move forward with the planning of the next phase of development. The team will consider several factors, including the assessment of peer universities' approaches to electronic research as well as Federal demands, initiatives, and requirements to determine which module will go into development next (Proposal Development or Human Subjects or Animal Protocol Development).

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OFFICE OF RESEARCH SERVICES (Continued)

Recently completed activities

Following are recently completed project activities:

New applications web site launched on May 24, 2004. The web address to access PennERA

(<http://www.pennera.upenn.edu/>)

was not changed, but the site was improved to provide easier access to the applications and now serves as a repository of information related to PennERA and each of its modules and complementary initiatives.

Automation of Special Budgets on July 26, 2004. Entry of Special Budget (PBUD, PBIL, and PTCS) values for new awards and award changes were automated with a feed from PennERA to BEN Financials, ensuring that PennERA and the General Ledger have consistent values.

Stay tuned for additional activities in Penn's full life-cycle system for research project development, support, and management.

More Information about PennERA

Additional updates about PennERA will be provided throughout the project. For the most current information, please visit the PennERA web site at

<http://www.pennera.upenn.edu/>.

If you have any questions, comments, or suggestions, please send an e-mail to pennera@pobox.upenn.edu.

Robin H. Beck,

Vice President of Information Systems and Computing

Andrew B. Rudczynski, Ph. D.,

Executive Director of Research Services and
Associate Vice President of Finance

Joseph R. Sherwin, Ph.D.,

Director of the Office of Regulatory Affair

Approval of Employee Benefit Rates from the Department of Health and Human Services

On July 30th, the University received a new agreement from the Department of Health and Human Services, Mid-Atlantic Field Office, approving our Employee Benefit rates of 31.2% for Full Time Employees and 9.7% for Part Time Employees.

These are the rates that the University budgeted for this FY, and has been applying to salaries since July 1, 2004. The agreement is dated July 28, 2004. These rates should be used in all proposal submissions to sponsors.



MESSAGE FROM THE MANAGER (CONTINUED)

Another important note:

If the employee is a foreign national, please send all documents listed above directly to the Corporate Tax Office. No additional copies are necessary--the Corporate Tax Office will process the necessary documents and forward the material to HR Records.

Following these guidelines correctly will help eliminate the need to return incomplete packets to the hiring department. For more information on this, or other related topics, see the Hiring Officer Resource Center on the Human Resources website.

If you have any questions about these guidelines, please contact the Records Office at 898-6176.

OFFICE OF THE COMPTROLLER



TRAVEL ADVISORY

Travel Office, 308 FB/6284 898-3307

Travel Policy and Procedure Reminders

Reminder. If paying a company for travel related expenses, that payment must be sent through Accounts Payable on a C-368 form. See policy below:

Reimbursing Companies for Travel-Related Expenses

If a company elects to be paid for travel-related expenses rather than the individual who traveled, they may do so.

In these cases the company must provide a detailed list of all expenses for which reimbursement is requested and attach it to an invoice or bill for services. It is not necessary for the company to provide original receipts with the invoice; however, the University reserves the right to inspect such receipts.

Business administrators should prepare a Request for Payment form (C-368) and submit the form with the attached invoice to Accounts Payable for processing. Services rendered should be charged to Object Codes 530X-531X and travel charges to the appropriate Travel Object Codes. The federal tax ID of the entity must be provided.

Reminder: When reimbursing anyone for prepaid expenses prior to a Trip or Event, the request has to be submitted as an Advance on a C-7 form. The Travel Office is required to track these expenses to make sure they were used and the trip or event was not cancelled. Advances must also be listed on the subsequent Travel and Entertainment Reimbursement form (C-1 form) so the Travel Office knows all the Advances have been reconciled.

If you have any questions, call the Travel Office at 898-3307 before submitting your forms. See policy below:

The Processing of Advances for Prepaid expenses prior to a Trip or Event

The University encourages travelers to take advantage of sales or early discounts when purchasing airline tickets, registrations or hotel deposits. In those cases the University will reimburse individuals with an Advance for purchases of such items prior to a trip or event.

Such requests should only be made when such an early payment causes a financial hardship or the individual has received a credit card bill and needs to pay that bill in a timely manner so as not to incur any interest or penalty charges.

One of the following documents needs to be submitted with the Advance form:

- copy of the airline itinerary / invoice showing the invoice has been paid,
- copy of hotel prepayment, conference prepayment or abstract fees prepayment,
- copy of the airline ticket, or
- copy of the credit card statement showing the item or items have been charged.

The Travel Office reserves the right to reject such an Advance request if it determines that:

- The event or travel dates have already occurred by the time the paperwork reaches the Travel Office, or
- The individual has just incurred the expense and has time to travel, return and request reimbursement without risking any interest or penalty fees.

OFFICE OF THE COMPTROLLER (Continued)

Payroll Department

Tips on Processing Transfers for Monthly-Paid Employees

When processing a transfer for a monthly-paid employee, there are some extra steps necessary to ensure that the employee is paid appropriately from both the old and the new department.

Note: These steps are typically required only when the transfer occurs in the middle of a pay period.

When a monthly-paid employee is transferring FROM your area:

To ensure accurate payment to the departing employee:

1. Leave the pay period, annual salary and distribution amounts the same.
2. On the Job Assignment Screen, change the job end date and the distribution stop date with the appropriate information.

The payroll system will automatically pay the employee the correct amount due from your department's account(s) based upon the number of weekdays in the pay cycle.

When a monthly-paid employee is transferring TO your area:

1. Leave the Job Assignment Screen for Job 1 alone. This is necessary to insure that the employee receives their final pay amount(s) from their former department.
2. Perform a Job Assignment Add (transaction #17) and enter the appointment information for your department into Job #2.

3. Use the appropriate job begin, class entry and distribution dates effective the first day of the appointment in your area.

The payroll system will automatically pay the employee the correct amount due from your department's account(s) based upon the number of weekdays in the pay cycle.

The employee's "Job Assignment 1" should not be deleted until after the final pay cycle for the employee's previous position. A listing of payroll related dates can be found at <http://www.finance.upenn.edu/comptroller/accounting/closingsch/payroll/>.

After the final pay cycle for the employee's previous position has been run, and you have verified that the employee's pay has posted to the General Ledger:

4. Eliminate "Job Assignment 2" by entering all asterisks in the begin date field.
5. Update "Job Assignment 1" with the information for the new (current) position. At this time, eliminating information from the prior department will not adversely affect the employee's pay.

Following these procedures will help ensure that the employee receives the correct amount(s) due from both the old and new departments in a timely manner.

If you have any questions, please contact Payroll either by phone (215-898-6301) or email (payroll@pobox.upenn.edu) for additional help with processing your employee transfer(s).

BEN Financials Updates

Coming Soon

BEN Financials continues to evolve.

Over the Winter Break, we will be upgrading the applications and delivering new enhancements to the requisition process.

Watch for more details over the coming months.

OFFICE OF THE TREASURER

New C-Form for Wire Transfers

In an effort to make our wire transfer process more efficient, the Treasurer's Office has developed a new C-form specifically for WIRE TRANSFERS (C-Form 368W). This new C-form can be found in the Office of the Comptroller Document/Form Library or through the Office of the Treasurer, Cash and Liability Management, Department forms websites. The direct link to the new form is:

<http://www.finance.upenn.edu/comptroller/Forms/c368wt.doc>

The new form is designed to capture all the necessary components of the wire instructions directly on the C-form in order to eliminate the need for follow up calls for additional information. Be sure to request all the information from your vendor prior to sending the form to the Treasurer's Office for processing.

Additional information regarding wire transfers can be found on our web site at:

<http://www.finance.upenn.edu/treasurer/cashman/index4.shtml#8>

Questions regarding the new form can be directed to Kathy McMullen at kmcmulle@pobox.upenn.edu.

TREASURER'S OFFICE & PAYROLL OFFICE

Direct Deposit Bank Fair

On Wednesday, September 15th, and again on Monday, October 20th, the Treasurer's Office and the Payroll Office will host a Direct Deposit Fair for employees to sign up for direct deposit of their paycheck.

Several local banks will be available to meet with you between 11:00 am – 2:00 pm on each of these days. The Direct Deposit Fair will be held at 3417 Spruce Street, in the 1st floor Reading Room.

If your bank is not represented at the fair, a representative from the Payroll Office will be available to meet with you.

Light refreshments for your enjoyment will be served and you will have a chance to win a bookstore certificate by completing a payroll questionnaire! Remember, no more waiting in long bank lines to cash your paycheck once you register for direct deposit.

If you have any questions or would like to discuss the fairs, please telephone the Payroll Department at 215.898.6301.

We look forward to seeing you on either Wednesday, September 15, or Monday, October 20th.

OFFICE OF STUDENT EMPLOYMENT

Student Employment Procedures and Matching Rates for 2004-2005

As the new school year begins and students return to school, they also return to work at various positions across campus.

Information, including the department matching rate, on the 2004-2005 Federal Work-Study and International Student Work Programs can be found at:

<http://www.sfs.upenn.edu/seo/>

Additional information on changes and procedures new for the 2004-2005 year can be found in the Fall 2004 Student Employment Office newsletter (also located at the website listed above).

Quarterly Quiz

Instructions: The following five questions can be answered based solely on information or web addresses contained in this issue of *The Bottom Line*. To participate in the contest, please submit your answers via email to training@pobox.upenn.edu no later than October 1, 2004. Please note that entries will only be accepted via email! Two winners will be selected randomly from all correct responses. **Winners will receive a Faculty Club membership for the upcoming year.**

1. *What must accompany the "I-9" form when sending a new hire packet to HR Records?*
2. *If a new hire is a foreign national, to which office should their new hire packet be sent?*
3. *What are the two major components of Penn's Effort Reporting System?*
4. *What contact information should you use for questions concerning payroll processing?*
5. *Where can the department matching rate, on the 2004-2005 Federal Work-Study and International Student Work programs be found?*

Last issue's winners: Anna E. Dampf, School of Medicine, Department of Dermatology and Anita M. Hall, School of Arts and Sciences, Walnut Business Administration Services. Congratulations! We'll be in touch.

Eligibility: Members of the Financial Training Department and previous winners from fiscal year 2004 are prohibited from winning this contest.

PURCHASING SERVICES NEWS

New Copier Contract with IKON Office Solutions

Purchasing Services, in collaboration with the University Health System Materials Management department, awarded a new University and Health System Collaborative Copier Contract to IKON Office Solutions. As part of this new copier contract, IKON will partner with Alpha Office Supplies to handle facsimile and low end copier sales, delivery and service in support of the University's supplier diversity program. Additional information is available at:

http://www.purchasing.upenn.edu/news/040628_01.php

Penn Marketplace Supplier Show

Purchasing Services will be hosting its annual Penn Marketplace supplier show on Tuesday, September 28, 2004, from 10:00 to 2:00 PM, in the Houston Hall, Hall of Flags. Many of the Penn Marketable suppliers will be in attendance displaying their products and services. For more information, visit the Supplier Show site at:

<http://www.purchasing.upenn.edu/buyinfo/exhibits/>

New Diversity Supplier Enablement Initiative

Purchasing Services is partnering with SciQuest Incorporated to develop new supplier enablement services to recruit diverse suppliers for the Penn Marketplace. The Diversity Supplier Manager solution, the first of its kind in higher education, will assist targeted suppliers with developing the skills and capabilities necessary to participate in Penn's electronic purchasing process. Project details are available at:

http://www.purchasing.upenn.edu/buytools/div_manager.php

New Penn Marketplace Suppliers

Purchasing Services has continued to add new suppliers to the Penn Marketplace. Recent additions include such suppliers at Optical Apparatus, Affymetrix, Agilent Technologies, Novus Biologicals, Spherotech Incorporated, and Dot Scientific. A complete list of participating Penn Marketplace suppliers is available at:

http://www.purchasing.upenn.edu/buyinfo/suppliers/pm_suppliers/

New Discount Pricing Agreements

Purchasing Services has awarded new discount pricing agreements to Animal Specialties and Provisions, Dot Scientific, Pharmco Products, Affymetrix, and Agilent Technologies during the past three months.

New Faculty & Staff Relocation Services Supplier

The Division of Human Resources, in collaboration with Purchasing Services, is pleased to announce that Employee Transfer Corporation (ETC) is the University's new sole source contract supplier for faculty and staff relocation services effective September 1, 2004. For more information, please see the related Division of Human resources article, "Relocation Assistance Update" on page 11.

Purchasing Services Supplier Promotions Showcase

Faculty and staff are able to take advantage of Penn specific product promotions from Penn Marketplace suppliers through the Supplier Promotions Showcase. For more information, visit the supplier promotions site at:

<http://showcase.sciquest.com/upenn/suppmenu.html>

Purchasing News & Announcements

For the latest in purchasing related news and announcements, visit the Purchasing Services News Archive web site at:

<http://www.purchasing.upenn.edu/news/>

DIVISION OF HUMAN RESOURCES

Upcoming Programs

Further your professional and personal development by taking advantage of upcoming Human Resources programs offered by the department of Learning and Education. Note that you must pre-register for all programs.

Visit the online Course Catalog at <http://www.hr.upenn.edu> (click on Course Catalog at top of page), or contact Learning and Education at <http://www.hr.upenn.edu/learning> or 215-898-3400.

<i>September</i>	<i>October</i>
<p>Career Focus Brown Bag: Managing your Career at Penn</p> <p style="text-align: right;">FREE September 17 12pm to 1pm</p> <p>Join the discussion about a range of topics related to developing and managing your career at Penn, whether you are growing in your current job or are ready to move up to your next one.</p>	<p>Words at Work: The Latest in Business Writing</p> <p style="text-align: right;">\$50 October 1, 5, and 8 9am to 12pm</p> <p>Update your business writing skills with this participatory writing program. The program challenges long-held assumptions about the "right" way to communicate, provides you with the latest writing tools, and helps you understand the dynamics of written communication.</p>
<p>Career Focus Brown Bag: Mentors@Penn</p> <p style="text-align: right;">FREE September 21 12pm to 1pm</p> <p>Learn about the new staff mentoring program called Mentors@Penn. Whether you join the program as a mentor or mentee, you can learn and grow, increase your own job satisfaction, and focus on your professional and career goals.</p>	<p>Brown Bag Matinee: Time Management: A Productivity Plan</p> <p style="text-align: right;">FREE October 20 12pm to 1pm</p> <p>View this video to learn how to use state-of-the-art time management techniques to increase productivity and create a less stressful work environment.</p>
<p>Brown Bag Matinee: Who Moved My Cheese</p> <p style="text-align: right;">FREE September 22 12pm to 1pm</p> <p>View the film based on the #1 best-selling business book by Spencer Johnson that provides strategies for the best way to deal with change, so that you can enjoy more success and less stress in your work and in your life.</p>	<p>Career Focus Brown Bag: Up is Not the Only Way</p> <p style="text-align: right;">FREE October 22 12pm to 1pm</p> <p>Discover ways to expand your excitement and productivity in your current job, as this workshop explores alternatives to the "promotion is the only way to success" type of thinking. Learn about lateral moves, and why and when they can be smart career strategies.</p>
<p>American Management Association program: Strategies for Developing Effective Presentation Skills</p> <p style="text-align: right;">\$50 September 29 and 30 9am to 5pm</p> <p>During this two-day program, learn how to deliver a presentation that's clear, informative, memorable, motivating, and convincing.</p>	<p><i>CONTINUED ON NEXT PAGE</i></p>

DIVISION OF HUMAN RESOURCES (Continued)

Upcoming Programs (Continued)

<i>November</i>		FREE
<p>Franklin Covey: FOCUS \$50</p> <p style="text-align: right;">November 10 9am to 5pm</p> <p>Learn how to think differently about how you spend your time as this highly interactive workshop gives you the tools to increase your productivity, keep focused, set goals, and effectively manage information.</p>	<p>Career Focus Brown Bag: Helping Hand - Coaching Skills for Managers</p> <p style="text-align: right;">December 17 12pm to 1pm</p> <p>Learn how to increase the ability and productivity of your staff as you view this video which can help you understand the purpose of coaching and recognize common misconceptions about coaching.</p>	
Relocation Assistance Update		
<p>Career Focus Brown Bag: The 10 Commandments of Resumes FREE</p> <p style="text-align: right;">November 19 12pm to 1pm</p> <p>Learn how to create an effective, dynamic resume as you view this video which discusses the importance of focusing on the employer's needs, not your own; how to use powerful assertions; how to inspire and excite the employer; and much more.</p>	<p>Faculty and staff from all over the world come to work at Penn, adding to our unique and diverse community. However, when you're looking to hire a candidate from outside of the local area, relocation can be an issue. Penn provides relocation assistance for faculty and staff, helping to make their first experience at Penn a good one.</p>	
<p>Career Focus Brown Bag: Get Hired: How to Ace the Interview FREE</p> <p style="text-align: right;">November 23 12pm to 1pm</p> <p>Discover how to be confident and prepared for your interviews as you view this video which presents key interviewing advice to help you be a better communicator about your own personal characteristics and career skills.</p>	<p>Effective September 1, Employee Transfer Corporation (ETC) is Penn's new sole source provider to coordinate and manage our employees' relocation needs. Employee Transfer Corporation has over 25 years of experience in relocation. As a full service relocation management and consulting company, located right here in Philadelphia, ETC will provide a wide range of expertise and resources to assist your relocating faculty/staff.</p> <p>Employee Transfer Corporation looks forward to being our partner and making relocation a pleasant experience for all of our employees. For more information on relocation services, visit the Human Resources website at</p> <p>http://www.hr.upenn.edu/recruitment/hiringofficer/relocation.asp</p>	
<i>December</i>		
<p>Writing Efficient Email \$50</p> <p style="text-align: right;">December 1 9am to 12pm</p> <p>Learn how to write email that is clear, concise, active, and well organized. Understand what makes email writing and etiquette different from any other format of business writing.</p>		

INFORMATION SYSTEMS & COMPUTING

New Security Requirements for All Networked Computers

Our ever-greater reliance on the Internet has been accompanied by an enormous increase in the number and frequency of malicious computer viruses and worms: Last Fall's series of virus and worm attacks is something most of us still vividly recall. While the introduction of PennKey authentication and the implementation of email security enhancements such as spam and virus filtering and password encryption have reduced risk, they are only pieces of a more comprehensive security strategy. This Fall, the University is taking further steps to ensure the integrity of our network by focusing on securing personal desktops.

To protect individual computers and data as well as the network, the University is requiring the adoption of several security practices detailed in "Stay a Step Ahead." In support of this behavioral strategy, a new computing security policy has been promulgated, and ISC has introduced Software Update Service or SUS, a subscription service that automatically downloads and installs Windows XP and 2000 security patches.

PennNet Computer Security Policy

ISC, School management, and School IT leaders have built a campus-wide consensus on the basic steps that must be taken to secure every computer connected to PennNet. Under the aegis of Penn's Network Policy Committee and IT Roundtable, a policy was drafted earlier in the year and circulated broadly for comment and review. The new "PennNet Computer Security Policy" prescribing the measures that must be taken to properly secure all campus computers was subsequently published in "Of Record" on July 13, 2004.

The measures mandated by the policy are:

- Security patches to operating systems must be applied promptly. Experience shows that fully patched systems are rarely, if ever, compromised by computer worms.
- Up-to-date antivirus software must be installed and maintained.
- Passwords protecting remote access to computers must be sufficiently complex to withstand automated password-guessing attacks.
- These requirements will be phased in gradually beginning this Fall, with full compliance required by January 1, 2005. Further details are provided in the policy

(<http://www.net.isc.upenn.edu/policy/approved/20040524-hostsecurity.html>).

SUS Service for Windows XP and 2000

To facilitate compliance with the security patching provision of the policy, ISC has launched an on-campus Microsoft Software Update Services (SUS) server. Windows XP and 2000 computers configured to connect to ISC's SUS server will download and install critical updates (but not Service Packs) within two days of their release from Microsoft. The service works from anywhere on or off campus, and requires a live Internet connection.

Many departments across campus already have similar strategies in place to effectively patch faculty and staff computers. However, departments wanting to participate in this service may register faculty and administrative users for an annual cost-recovery fee of \$3 per computer. For information, please speak to your Local Support Provider. All students are eligible to use SUS without registration. More information about SUS, including an FAQ, can be found at <http://www.upenn.edu/computing/sus/>.

Conclusion/Next steps in security

Because the threats to the availability and integrity of Penn computers and networks are constantly evolving, security is an ongoing task. We believe that the most effective way to avoid harmful computer security incidents is to prevent them in the first place, but the simple fact is that no economical solution will be 100% effective. Our next layer of defense is improving our capability to quickly detect problems before they develop the potential to cause significant problems. Expect to see additional policy and technical measures announced in the near future as part of our key strategies of prevention, detection, and response.

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INFORMATION SYSTEMS & COMPUTING (Continued)

Stay a Step Ahead: Four Practices that Work Together to Secure Your PC

Why risk data loss, a corrupted system that needs to be rebuilt, or disconnection from the Internet until your system has been cleaned up and secured against future compromise? Four easy-to-implement security practices will protect your system and data and prevent your computer from spreading worms or viruses to other Internet users.

Because procedures vary across the University, it's important to consult your Local Support Provider (LSP) for specifics pertaining to your environment. Many departments across campus already have effective strategies in place to meet Penn's security requirements and may already have implemented the proper protections on departmental machines. Check <http://www.upenn.edu/computing/view/support/> if you don't know who your LSP is. And remember – good security practices apply to home computers as well.

1. Install and regularly update antivirus software

Antivirus software detects and eliminates computer viruses, which are commonly spread via infected files either attached to email or shared by some other means. Penn's supported antivirus software for Macintosh and Windows, configured for automatic updates from the vendor's site, is available, together with instructions, at <http://www.upenn.edu/computing/product/desk/nav.html> or on the 2004 PennConnect CD. Because of the large volume of virus activity targeting Windows computers, Windows antivirus software is configured for daily updates to prevent infection by newly released viruses. Macintosh antivirus software is configured for weekly updates.

2. Apply security patches for your operating system promptly

Virus software alone doesn't protect your computer from malicious activity. Equally important are security patches, which "plug" security holes in your computer's operating system to prevent infection by Internet worms. These are malicious programs that hijack your hard drive and allow spammers to use your computer to cover their tracks. Worm-infected systems usually need to be rebuilt, and that means you'll be unable to use your computer for hours, or even days, while that is done.

Patches are available online for Windows XP, Windows 2000, Macintosh OS X, and Macintosh OS 9. Owners of older, unsupported systems such as Windows 98 and

Macintosh OS 8 can still find basic information about securing their systems at

<http://www.upenn.edu/computing/security/oldos.html>.

3. Assign a strong administrative password to your computer

Newer computers running Windows XP, Windows 2000, and Mac OS X also allow you to assign an administrative password, another method of preventing infection by worms and viruses. Because worms and viruses often carry their own password-guessing dictionaries to gain access to your computer, it's important to choose a "strong" or complex password that can withstand automated password-guessing attempts. "Weak" passwords, such as those based on your name or on words that appear in language or specialized dictionaries, can be easily cracked and offer little protection. Penn's password guidelines can be found at http://www.upenn.edu/computing/email/pswd_guide.html.

4. Consider activating your system's firewall

Windows XP and Macintosh OS X have built-in firewall capability, which provides a supplementary level of security. If you forget to apply a security patch, for example, the firewall would likely prevent infection by a worm designed to exploit the security hole the patch was designed to close.

Because firewalls may interfere with certain operations such as file and print sharing, your LSP can tell you whether or not activating a firewall is recommended in your environment.

Need advice?

Not certain of what to do? Please see your Local Support Provider (LSP), who is ready to help. General information about securing your computer can also be found at <http://www.upenn.edu/computing/security>.

Win a free iPod!

To enter, have your PennKey and password handy and take a quick, three-question quiz testing your security savvy.



Visit <http://www.upenn.edu/computing/security> by September 12, 2004 for your chance to win one of several free prizes, including an Apple iPod.

INFORMATION SYSTEMS & COMPUTING (Continued)

Networking and Telecommunications Port Deactivation Policy

In an effort to provide more efficient service delivery to our customers and to allow for more accurate record keeping, ISC Networking & Telecommunications has begun enforcement of the N & T Port Deactivation Policy.

The policy and the procedures to follow to request a port deactivation are available online at:

http://www.upenn.edu/computing/pennnet/policy/port_actdeact.html

If you have any questions or would like to offer feedback about the posted policy, please write to:

service-requests@net.isc.upenn.edu

FEEDBACK ON THE BOTTOM LINE?

Your comments and suggestions matter to us.

Do you have any suggestions for articles or information you would like to see in upcoming issues of the *Bottom Line*?

Are there articles or features from previous *Bottom Line* issues which you miss?

Do you have other suggestions on how to make this publication more useful to you.

Please send comments and suggestions to training@pobox.upenn.edu.

Thank you, Financial Training Department

Important Financial Web Pages

School/Center Access Administrators

http://www.finance.upenn.edu/ben/structure/acc_admin.shtml

Association of Business Administrators

<http://www.upenn.edu/aba>

Vice President for Finance and Treasurer

<http://www.finance.upenn.edu>

Comptroller's Office Form Library

<http://www.finance.upenn.edu/comptroller/forms/forms.shtml>

Financial Training Department

<http://www.finance.upenn.edu/ftd/>

**Includes Course Descriptions,
Training Calendar, and Documentation**

Purchasing Services

<http://www.purchasing.upenn.edu>

Penn Electronic Research Administration

<http://www.pennera.upenn.edu>

Office of Research Services

<http://www.upenn.edu/researchservices/>

Student Financial Services

<http://www.sfs.upenn.edu/home/>

Office of the Treasurer

<http://www.finance.upenn.edu/treasurer/>

Record Retention Policies

<http://www.archives.upenn.edu/urc/recrdret/entry.html>

Financial Training Calendar

September - December 2004

The current schedule of financial training courses is available at:

<http://www.finance.upenn.edu/ftd/pubcal.pdf>.

Course descriptions for these training courses can be found at

<http://www.finance.upenn.edu/ftd/courses.html>

To register for **Purchasing Card, Sponsored Programs** or **Review - Q & A** training go to:

http://www.hr.upenn.edu/training_coursecatalog/search_criteria.asp

For **BEN Deposits** access, complete the **BEN Deposits** access form found at

<http://www.finance.upenn.edu/ben/bendep/>

Once completed, an email will be sent with instructions for on-line training.

To register for **all other training courses**, complete the Financial Training Registration Form found at

<http://www.finance.upenn.edu/ftd>

