

**United States Department of the Interior
BUREAU OF LAND MANAGEMENT**

California State Office
2135 Butano Drive
Sacramento, California 95825-0451
www.ca.blm.gov
April 28, 1999

In reply refer to:
1212(P)
CA944

EMS TRANSMISSION: 4/28/99
Information Bulletin **No. CA-99-52**

To: All California State Office Employees
From: Deputy State Director, Support Services
Subject: Moving to the Cottage Way Facility - Commonly Asked Questions

Due to the numerous questions that are being asked by employees as we approach the final days before the move, the following is provided:

GENERAL QUESTIONS

- Q.** How and when will timesheets be processed?
A. PP99-10: Timesheets have been distributed. Timesheets are due to your timekeeper by Monday, May 3, 1999.
PP99-11: Timesheets will be distributed Friday, April 30, 1999. Timesheets are due to your timekeepers by Monday, May 3, 1999.
- Q.** Who do I contact if I have a question about the move?
A. All questions should be addressed to your Division/Branch Move Coordinator. CASO Coordinators are:
- | | | |
|----------------|----------------|-------------------|
| Russ Miles | Sue Mello | Modesto Tamondong |
| Vandricia Razo | Lavonia Silva | Mary Lou West |
| Gerry Moore | Stew McCartney | Gary Cardoza |
| Donna Smith | Louise Tichy | Sandy Borges |
| Raquel Cantu | Rose Lucero | Don Black |

- Q.** Can I go to the old/new building during the move?
A. No. Only those authorized employees should be in either facility during the move. Refer to IB No. CA99-38.
- Q.** How will the field offices make contact with employees during the move?
A. Employee voice mail will shut down at 1:00 pm on May 6, 1999 and will be re-activated May 10, 1999. Employees will be required to check their voice mail each day and return phone calls as appropriate.
- Q.** What is the policy for mileage reimbursement for travelling to Folsom or Consumes Preserve?
A. There is no mileage reimbursement within a 50 mile radius of your duty station.

TELEPHONES & VOICE MAIL

STATE OFFICE EMPLOYEES:

- Q.** Is there a telephone number employees can call for general information?
A. Yes, the number is 978-5669.
- Q.** What do we do with our telephones?
A. Do not box up your telephone. Your office move coordinator will be disconnecting your telephone, putting it into a Bekins moving bag with your moving label on it. Bekins will move the telephones to the Federal Building.
- Q.** Will I get the same telephone after the move?
A. Yes, everyone will be getting the same telephone they have been using.
- Q.** Will our telephone numbers change?
A. No, the telephone numbers will remain the same.
- Q.** When will the telephones be disconnected?
A. On May 6, 1999 at 1:00 pm
- Q.** Will the voicemail messages and greetings be saved?
A. No. All the messages and greetings will be deleted.
- Q.** How do I reprogram my personal verification?
A. Follow these instructions:
1. Access the Voice Mail System, **978-4422**.
2. While logged into the Voice Mail System, press **89**.
3. Press **5** to record. Wait for the tone, then record your name and, if you wish, your extension.
4. Press **#** to end the recording.
5. When you have finished recording, you can play your name and rerecord it if you wish.
*To play your name, press **2**.
*To rerecord, press **5** to record while at the beginning of your name.
Record your name and press **#** to end the recording.

Q. How do I reprogram my personal greeting?

A. Follow these instructions:

1. Access the Voice Mail System, **978-4422**.
2. While logged into the Voice Mail System, press **82**.
3. Press **1** for external greeting, **2** for internal greeting, or **3** for temporary greeting.
4. Press **5** to record. Wait for the tone before you start to speak.
5. Press **#** to end the recording.
6. When you have finished recording, you can play the greeting, rerecord it, delete it, set the expiry date for a temporary greeting, or exit.
 - *To play the greeting you recorded, press **2**.
 - *To rerecord the greeting, press **5** while at the beginning of the greeting. Record the new greeting and press **#** to end the recording.
 - *To delete one of your greetings, press **76** at the greeting. (You cannot delete the standard system greeting.)
 - *To set the expiry date for your temporary greeting, press **9**. Enter the month, day, and time, pressing **#** after each entry. For the current month or day, press **#** only. For the standard expiry time of 12:01 a.m. with any future date, press **#** for time. Pressing **# # #** sets "no expiry."
 - *To exit, press **4**.

Q. Will my password remain the same?

A. No. Once the telephone system is powered down, your password will be deleted. After your new mailbox has been established, your password will be your four digit extension number.

HARDWARE

STATE OFFICE EMPLOYEES:

Q. Will I have the same computer at Cottage Way as I do now?

A. Everyone will have the same computers on their desks.

Q. If I work on a Unix Computer, will I have the same host number and IP address as I do now?

A. The cluster configuration for the Unix computers may be changed due to the network zoning for the telco closets or if there is a change in location between you and the other people on your cluster. In this case, only the 140 x-station's host numbers and IP addresses will be affected. IRM will do the reconfiguration only as needed.

Q. Do I need to label my computer?

A. No. There are designated hardware move team members for each office who will handle all of the labels for the computers and peripheral equipment i.e., printer, scanners, etc.

Q. What about my mousepad?

A. The hardware move team will not pack your personal effects. Make sure you pack your mousepad, monitor glare guard, yellow sticky notes or keyboard templates in your own boxes.

Q. Who is my hardware move team member?

A. IRM - Leah Ward, Anita Barrera, Mark Hamilton, Kevin Jungling
External Affairs - Jim Pickering,
Minerals - Brenda Kidder, Debra Marsh, Stacy Beck
Cadastral - Mark Brooks, Steve Hosier
Law Enforcement - Terri Carter, Raquel Cantu
Administration - Ralph Bunn
Personnel - Amy Byrd
Resources - Paul Brink, Mark Conley
Public Room and Title & Records - Christina Slowik, Sue Mello

HELP DESK

STATE OFFICE EMPLOYEES:

Q. How soon will the Computer Helpdesk be back up?

A. The Computer Help Desk phone lines will tentatively be up on Monday, May 10th. The Help Desk Staff will be monitoring the phones throughout the move, if you get the voice mail, please leave a message. (916) 978-4560.

FIELD EMPLOYEES:

Q. I am a Computer System Administrator in a field office. When will the CA Computer Help Desk be down?

A. The CA Computer Help Desk will be down from Wednesday, May 5th COB and will re-open Monday morning May 10th.

Q. As the Computer System Administrator for my office, what should I do if we have a computer problem during the time the Help Desk is down?

A. You and other System Administrators should work together to find the answer to your computer problems. Refer to the list of all state SAs and phone numbers.

LOTUS NOTES

STATE OFFICE EMPLOYEES:

- Q.** Will I be able to get Lotus Notes installed on my laptop or my PC at home to access my Notes email during the move?
- A.** The SO IRM staff is not prepared to set up any users with remote Notes at this time, due to (a) IRM is heavily involved in the planning and carrying out of the SO move, (b) IRM, already understaffed, is losing their lead System Administrator at the end of April while new programs still need to be implemented statewide, (c) currently we only have 3 modems to support remote users throughout the state. New equipment has been purchased to increase this amount, but won't be configured until after the move.
- Q.** I'll be working at another BLM office during the move, will I be able to access my Notes email from there?
- A.** Yes. See the attached instructions. Also, if you are a Unix user, and you want to access your documents, you will need to let the Help Desk know, so they can inform that office's System Administrator.

FIELD EMPLOYEES:

- Q.** Will I be able to access my new Lotus Notes email account during the State Office move.
- A.** Yes, except for the following brief time period. The State Office servers and communications will be going down at approximately 12:00 pm on Thursday, May 6th. The State Office IRM will have the systems back up by Sunday, May 9th.

NETWORKING/PC COMPUTERS

STATE OFFICE EMPLOYEES:

- Q.** Can I access my network files, (u:\drive), during the move?
- A.** No. The network servers will be down and reconfigured for the new building's configuration.
- Q.** Can I access my email through the internet or dialing up?
- A.** Yes. If you have an account on the PPP dial up server, have your Netscape mail account set up, and have your internet password set on the Lotus server. Chances are you do not have access if this is the first you've heard of it. You will be able to do this by Monday morning, May 10th, if you were set up before the deadline 4/19/99.

Q Will the move affect the entire state? If so what areas?

A.

Thursday, May 6th at 12:10 pm, the plan is to have all the core equipment up by Monday morning , May 10th. The field offices will be effected as well as the

Q. When will my PC be up and connected to the network?

. IRM will be setting up the PCs, starting on Saturday, May 8th. We will be

Directors Office and ending in the Admin/Support Services offices. You will be

Q.

A

Call the help desk and they will give you the status of the install crew or start a

FIELD EMPLOYEES:

How will the state office's move impact the field offices?

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be able to use Internet, Intranet, FPPS or send Email outside the local office. All

staff will be setting up the Firewall, routers, switches (LAN network), circuits

Signed

Andrew M. Smith

Acting DSD, Support Services

Distribution

ACO's