



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Basic Site Manager

Announcement and Agenda

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Office of Information Technology (OIT)
Albuquerque, New Mexico

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1.0 General Information

1.1 Purpose of Training

This course provides Site Managers with a comprehensive introduction of the duties of an RPMS Site Manager, the hardware and software used to run RPMS, and a thorough cross section of many of the individual tasks encountered by Site Managers. The course consists of lecture, demonstration and hands-on exercises to reinforce the learning process. Also covered are many aspects of the RPMS computing environment such as hardware, operating system, and system setup.

1.2 Prerequisites

None

1.3 Intended Audience

This class will benefit new or relatively new RPMS Site Managers.

1.4 Course Materials and References

1.4.1 At the IHS RPMS FTP Site

The following materials may be downloaded from the RPMS Training FTP site at

([FTP directory /pubs/rpms-training/BasicSiteManager/ at ftp.ihs.gov](ftp://ftp.ihs.gov/pubs/rpms-training/BasicSiteManager/))

- Training Manual
- Site Manager Responsibilities
- CAC Responsibilities
- CAC Position Description
- Exercises
- Certified RPMS Applications
- RPMS Menu Description
- Cache Accounts
- Check Cache Journaling Log
- WP Cache Journaling
- Cache General System Error Messages
- Check Cache Error Log

- Cache Login and Programmer Activity Log
- Cache Data Integrity Version 2009
- Check Space within RPMS Database Log
- Check System Space Available Log
- Clean Tape Drive Log
- MKSYSBT Tape Log
- Maintenance Form
- Problem Change Log
- SU Log
- Check OS System Error Logs
- ITAC Form
- RPMS User Tip Chart
- Adding New User
- Adding TCP Printer
- FileMan Access List
- Practical Exam

1.4.2 At the IHS Website

- Technical & Managerial Handbook
(http://home.ihs.gov/ITSC-CIO/oit_tfs/documents/sops/SOP06-11b_Tech_Manager_SecHandbook.pdf)

1.4.3 Technical Bulletins

([intranetftp.ihs.gov - /pub/RPMS_ROLL_OUT/Technical_Bulletins/](http://intranetftp.ihs.gov/~pub/RPMS_ROLL_OUT/Technical_Bulletins/))

- AIX Printer Specs
- How to Backup RPMS DB Manually
- How to Configure AIX Disk Monitors
- How to Configure DB Backups
- How to Configure Ensemble for C32
- How to Configure NTP on RPMS
- How to Enable a Namespace in Ensemble
- How to Encrypt and RPMS Database

- How to Expand an AIX File System
- How to Lock Out RPMS Users
- How to Rebuild user Menus
- How to Resolve Filefull Errors
- How to Restore RPMS DB
- How to Search for Active Users
- How to Set Tunable Parameters
- How to Start RPMS Subsystem Listeners Manually
- Installing Ensemble Fix 10414 for CR 32 (AIX)
- Installing Ensemble Fix10414 for CR 32 Win
- Recommended RPMS Kernel Cleanup Tasks
- Vandyke Documentation

2.0 Learning Objectives

1. Add and edit new users to the system
2. Manage users, scheduled tasks, and RPMS system setup
3. Investigate and correct backup issues
4. Search and print Fileman entries
5. Add a new printer to the system
6. Troubleshoot printer issues
7. Troubleshoot RPMS application issues and escalate them correctly and effectively

3.0 Learning Instructors and Facilitators

Chris Saddler, IT Specialist

Chris.Saddler@ihs.gov Saddler, Chris (IHS/HQ)

Carletta Segay, IT Specialist

Carletta.Segay@ihs.gov Segay, Carletta (IHS/HQ)

4.0 Detailed Agenda

4.1 Day 1

Topic	Duration
Welcome <ul style="list-style-type: none"> • Introductions • Course overview and expectations • Basic Site Manager (BSM) CD/manual review 	30 min.
RPMS Introduction <ul style="list-style-type: none"> • History of RPMS • Concepts and Terminology • Kernel. Web site review 	30 min.
Site Manager Responsibilities <ul style="list-style-type: none"> • System Monitoring • CAC Responsibilities • Site Manager Support • Basic Troubleshooting 	30 min.
Break	15 min.
Sign-On/Security and User Toolbox <ul style="list-style-type: none"> • Terminal Emulators • RPMS Keyboarding and Word Processing • TBOX and Electric Signature Edit • Exercises 	45 min.
Cache/Ensemble Client Install <ul style="list-style-type: none"> • Ensemble, Terminal, Add/Edit site • SMP Overview, Journaling, Console Log • Exercise – Install 	45 min.
Lunch	75 min.
Operations Management <ul style="list-style-type: none"> • System Status, User Management, Intro to Text Edit • Kernel Management, Listeners • Exercises 	45 min.
Menus, Options and Key Management <ul style="list-style-type: none"> • Introductions 	60 min.
Break	15 min.

Topic	Duration
User Management <ul style="list-style-type: none"> Add, Edit, Deactivate/Reactive, List, Inquiry, Switch Identities Add Provider, Access Letter Add Ensemble User Exercises 	105 min.
Day Recap and Questions <ul style="list-style-type: none"> Basic Site Manager Page 3 	15 min

4.2 Day 2

Topic	Duration
Day Overview and Questions Site Manager Daily Checklist Review	45 min.
System Backup <ul style="list-style-type: none"> Backup and Restore Startup/Shutdown Procedures Troubleshooting 	45 min.
Break	15 min.
Taskman Management <ul style="list-style-type: none"> Schedule/Unschedule Options List Tasks Dequeue/Requeue Delete Clean-up Utilities Exercises 	45 min.
Hardware <ul style="list-style-type: none"> Servers, Peripherals PCs Cabling UPS LAN/WAN Add and Edit Printer Troubleshooting Exercises 	45 min.
Lunch	75 min.

Topic	Duration
Device Management <ul style="list-style-type: none"> • Add and Editing Printers • Troubleshooting • Exercises 	60 min.
VA Fileman <ul style="list-style-type: none"> • Terms, Inquiry, Search • Exercises 	60 min.
Break	15 min.
VA Fileman <ul style="list-style-type: none"> • Edit, Print, Loop • Exercises 	30 min.
Day Recap and Questions	15 min.

4.3 Day 3

Topic	Duration
Day Overview and Questions	15 min.
Programmer Function <ul style="list-style-type: none"> • Programmer Mode, KIDS • Patch Management Process • Programmer Mode • Globals • M/Cache Commands • Error Trapping • Exercises 	90 min.
Break	15 min.
System Security <ul style="list-style-type: none"> • User Access • ITAC • Passwords • Training • Maintenance • Computer Room • Emergency Procedures and Disasters Recovery 	60 min.
Test – Practical Application	15 min.
Test – Practical Application Review	15 min.