



## Donna's Corner

I have a passion for using technology to simplify the way people work.

I try to put that passion to work every day to transform the experience of all my colleagues using the firm's desktops and laptops. There are approximately 183,000 desktop and laptop users and 40,000-plus remote-access users around the world. What I do is try to make it easier for you to be productive.

As the leader of GDS and our 1,000 staff and annual expenditure of \$225 million, I oversee strategy, architecture, engineering, implementation and operations of all desktop and collaboration services globally. What does that really mean? In a nutshell, I make sure GDS is enabling our LoB colleagues to grow our businesses, realize efficiencies, and meet control and regulatory requirements. We at GDS also strive to reduce the cost of the global desktop platform. Essentially, however, our job is to help you do your job.

But how can you help GDS do its job? Remember to provide your people with the technology training they need to develop to their highest potential. If you haven't already, visit [Training Central](#) [link], get to know it, make sure you and your staff are taking advantage of all it has to offer.

Feel free to [email me](#) [link] if you have any ideas or questions.

Sincerely,  
[insert signature]  
Donna G. Larsen  
Managing Director  
Global Desktop Services

## **WiFi—It's not just at your local café any more**

*In-office WiFi is enhancing productivity at a growing number of firm locations.*

We all know cafes like Starbucks and hotels and conference centers offer WiFi capability. But did you know that select JPMorgan Chase offices now provide WiFi connections? It's true. At an expanding number of locations around the world, WiFi is enabling colleagues to connect to the network in cubicles and conference rooms that don't have LAN connections.

Otherwise known as Wireless LAN, in-office WiFi allows you to move around the office with the same freedom and flexibility that the out-of-office feature offers you at home or in an airport or café. That means no more cables or modems.

This makes our lives a bit easier. It also increases our productivity, especially at offices where space is being consolidated or we're visiting to attend meetings but still need to connect to the network.

But WiFi doesn't come without risks, so it's important that you follow firm protocol when using it. Read up on it below.

### **How to use WiFi securely**

[http://esource.jpmorganchase.com/portal/site/companyhome?nfpb=true&pageLabel=ept\\_contentdetail&u=50662&cu=120049](http://esource.jpmorganchase.com/portal/site/companyhome?nfpb=true&pageLabel=ept_contentdetail&u=50662&cu=120049)

### **WiFi usage and FAQs**

[http://esource.jpmorganchase.com/portal/site/wpr?nfpb=true&pageLabel=ept\\_contentdetail&u=35847&cu=86631&mid=35847](http://esource.jpmorganchase.com/portal/site/wpr?nfpb=true&pageLabel=ept_contentdetail&u=35847&cu=86631&mid=35847)

### **Directory of JPMorgan Chase offices with current and future WiFi capability**

[http://intranetportal.jpmorganchase.com/portal/site/wpr/?nfpb=true&pageLabel=ept\\_contentdetail&m=031f79a6ee144110VgnVCMServer145251a9RCRD](http://intranetportal.jpmorganchase.com/portal/site/wpr/?nfpb=true&pageLabel=ept_contentdetail&m=031f79a6ee144110VgnVCMServer145251a9RCRD)

**Global firm, global cooperation**

*Teams in different areas are maintaining each other's infrastructure to keep our operations running 24/7 around the world.*

Anybody who's ever been jet lagged or participated in conference calls at odd hours knows different time zones can make work challenging. But now people in the Global Desktop Services (GDS) group are turning the time zone issue on its head to make work easier and more efficient.

To do this, GDS teams in various regions are supporting areas other than their own. For example, India performs "health checks" for the U.S. and EMEA, keeping an eye on servers and other infrastructure elements while the two region's people are asleep. India solves or reports on any issues that arise, before the regions' people get up in the morning.

EMEA also does this for the U.S., which in turn helps Asia.

Of course, not all technology policies and procedures can be applied globally. That's why the area providing the support must understand the area it's supporting, its LoB requirements, risk profile and country laws.

Nevertheless, this teamwork is worthwhile since it helps keep our infrastructure up and running around the clock. And even though it's not used in all areas, it improves cooperation around the world, which is critical. After all, we're a global firm, and we can never be too good at reaching across borders to work together.

## **Coming to a workstation near you**

*The desktop computer of the future is closer than you think*

Imagine this: you're traveling to a foreign office for meetings, and all you do is pack your roller suitcase and go. Before the meeting, you hook up to a workstation and log on. You access the email and software you need, as if you're on your laptop. Except you're not.

Imagine no more. Starting in 2008, for select users in the firm, there will be no more lugging that computer and its accessories through security and onto the airplane. Why? Because the alternative desktop is almost here.

Instead of using a laptop, you may be able to use a terminal, screen and keyboard that allow you to view and enter data on a terminal, or virtual desktop.

Since the processing takes place on a server farm miles away, you won't have to hand in your computer for repair if something goes wrong. And you won't have to wait for software updates to happen either.

What's more, your setup will be as customizable as a laptop's, so you'll receive access to the software and applications relevant to your LoB and role.

By eliminating the need to carry around laptops, this makes things easier for you. It also reduces the risk of data theft, and enhances security as well as disaster-recovery and business continuity planning for the firm.

The alternative desktop won't be for everyone. It's not suited for programmers with large data demands and those who need to work offline at client sites—it requires the network to function. But those of us who use a few applications might be perfect candidates for it.

## **Ready to call the Help Desk?**

*GDS fixes technology issues before they become problems for you.*

Remember that time when you were on the road and couldn't reach that customer because a spinning hour glass took over the screen of your Blackberry? Not fun. But GDS took care of that problem—because it's our job to help you do *your* job.

Now you're not getting as many print paper jams either. That's because we've begun replacing old printers with newer, faster, better ones. Soon, when we install universal printing, you'll be able to print more easily when you're at a firm location other than your home office. And you might even have found you can reset your Sametime password without calling the Help Desk.

When we maintain or replace servers, we do it when you're unlikely to need access to the computer network—late at night when you're asleep. (In fact, the person doing the work might be in a different time zone eight hours away.) We also perform software updates during down times.

In short, we know you need uninterrupted access to the network. This translates into better efficiency for you and the firm.

Okay, it might sound like we're bragging. But again, our job is to work behind the scenes to make sure your computer serves you virtually 24/7.

That's not to say you'll never have a problem. That's what the Help Desk is for. But you can rest assured we've given the person who answers your call as much information as possible, so your issue can often be resolved on the first try.



## **Now it's easy to maximize your assets**

*Learn to use the new Desktop Asset Management tool (AIMS) in just one course to start managing your inventory—and cutting costs.*

Did you know that unused, lost or incorrectly allocated assets such as desktops and laptops incur monthly charges? Employees that used them may have moved on but your cost center still gets billed.

Simply by keeping track of hardware and software assets, you ensure accurate billing, help your LoB comply with IT RISK policies, enable the firm to redeploy the asset when it's needed—and help your business save money.

That's easier said than done, right? Well, the new Desktop AIMS can help you do just that. The repository for all the firm's desktop assets, it's been enhanced to provide inventory data on desktops and laptops, the software that runs on them, and in some instances their peripherals (such as printers). AIMS combines the new Asset Repository and Auto-Discovery (SMS) tools to make all this information accessible online.

To teach you how to use AIMS and understand how it works with SMS, GTI's Global Desktop Services team is providing free training classes globally. They cover the life cycle flow for desktop assets, GTI desktop policies and the integration of desktop inventory with billing, and provide instructions on how to locate assets.

To sign up, log on to Training Central: <http://trainingcentral.jpmorganchase.com> and enter the code below to search for the course.

Course Code: TOP01974

Course Name: Desktop AIMS: LOB Training

Duration in Hours: 1.50

Cost: 0.00

Delivery Method: Virtual Classroom

Media Type: Sametime

Language: English

Provider: Technology and Operations Training

Provider Contact: [tiffany.wells@jpmchase.com](mailto:tiffany.wells@jpmchase.com)

If you have any questions about AIMS, please email Debra Randisi.

## **It's time for fall cleanup**

*Delete unused files from your computer to help save the firm money.*

There's a simple, easy way we all can enhance the firm's bottom line: by getting rid of any old files we've stored on our computers' personal (H:\) drives but don't need any more.

Of course, you might not have known that keeping those ancient files actually costs the firm a significant amount of money. Believe it or not, deleting a big portion of this so-called "aged data" will cut an estimated \$1.2 million a year from our data storage and back-up costs.

So go through your pictures, MP3s, videos and Lotus Notes mailboxes on your personal drive. These files consume lots of space, so you should get rid of the ones you don't need. Your efforts will not just save money, but will also help relieve capacity issues and prevent production outages, which can only make things easier for everyone.

That's not to say that the task of going through those files you've socked away will be fun, but it's a necessary evil. That's why the firm recently implemented a program to delete files from your personal drive that you hadn't accessed in over 18 months. Still, we all need to do just a little bit more.

### **How can I use less storage space?**

Make a habit of deleting any old or non-business critical files from your personal and shared drives.

### **Where else can I store critical files?**

Take advantage of various collaboration tools to store important files, share documents and knowledge, and do many other things. Learn more at [Quickplace](#) and [Livelihood](#).

If you have any questions, please e-mail [GDS Data Clean-up](#).

## **Time, precious time**

*A new technology reduces work interruptions when applications are installed on your computer.*

Ever wonder why now you don't have to wait as long and then reboot every time an updated application is installed on your computer? Maybe not, because thanks to some new technology, you might not even have noticed the installation was occurring.

But just in case you're curious what's been giving you back that valuable time, you should know about SMS. The GDS team is using SMS—otherwise known as Systems Management Server—to deploy software packages and core application updates firmwide, quicker and less intrusively.

Better yet, in the future, GDS will deploy an SMS technology that turns on your computer while you're away to install new or updated applications, then shuts off your machine. This all happens without you having to tap a single key and saves energy in the process.

That's one way GDS is helping make our colleagues' work a little easier and more productive while staying true to the firm's green philosophy.

### **More about SMS**

<http://www.microsoft.com/smsserver/default.mspx>

## Is Sametime leaving you with no time?

All that “pinging” can be a nuisance, but whether you prefer communicating via phone, email or face-to-face, Sametime can make your work easier—if you use it correctly. . . [more](#)

Does this look familiar?

PING/JPMC...	g'morning
PING...	hi
PING/JPMC...	got a sec?
PING...	barely
PING/JPMC...	it'll only take a minute
PING...	go ahead
PING/JPMC...	it's about the report
PING...	yes?
PING/JPMC...	the weekly report
PING...	which weekly report?
PING/JPMC...	you seem busy
PING...	Yes!!!
PING/JPMC...	don't worry about it
PING...	OK
PING/JPMC...	tfnn :)
PING...	what?
PING/JPMC...	Ta ta for now

We thought it would ring a bell. Even if you’ve never used Sametime, you probably observed how the exchange resembles the famous Abbott and Costello [“Who’s on First?” routine](#).

But your chat world doesn’t have to be this whacky. Whether you’re the “pinger” or the “pingee,” the firm’s Global Desktop Services group offers a few things you should keep in mind.

### Sametime smarts

#### It’s not really a chat

For starters, let’s repeat something you already know: Sametime is a tool, not an end in itself. So whenever you use it, you need to ask yourself a few questions like:

1. Do I need an answer to a simple question? (i.e., what time is the meeting?)

2. Is the question really simple or actually complex? (i.e., why are we having this meeting?)

OR

1. Do I need to convey simple information? (i.e., the time of the meeting)
2. Do I need to convey complex information? (i.e., why we are having the meeting)

If the answers to these questions aren't "simple, simple, simple," then maybe you shouldn't be using Sametime.

### **Ping policies**

**Get to the point—fast:** Any chat that goes longer than a minute probably shouldn't be occurring via IM (instant messaging) at all. Otherwise it isn't *instant*.

**Check before chatting:** You wouldn't walk into someone's house without ringing the doorbell (unless you're a character in *Seinfeld*.) So when you ping someone, ask if they have a moment to spare before starting a full-fledged chat. The question "Got a sec?" usually works.

**Don't over-ping your welcome:** After you've answered your question, leave it at that. If you need to get into greater depth, try the phone or email. (Yes, you should follow email etiquette [[create link](#)] as well.) Otherwise, you risk annoying your chat mate.

**State your status:** If you're away from your computer, make sure your status indicates that. It can be inconvenient for people trying to get in touch with you if your status shows you're available and you're not.

**Be nice:** If you have bad news to communicate, by all means don't do it via Sametime, unless it's your only option. Try a more personal medium such as the phone. And if someone's pinging you and you're busy, tell them so (rather than ignoring them).

**Consider your audience:** If you're Sametiming a peer you work with regularly, it's probably fine to employ the occasional smiley (:)). But if you're communicating with leadership or someone you barely know, it's usually best to use normal conversational language.

**Ponder before you ping:** Treat a chat the same as a telephone or email exchange—you can't take back what you say. This means that while you shouldn't divulge confidential information, you should be polite, and think before hitting "send."

**Pick up the phone:** Maybe IM isn't the right tool for the conversation you're considering. For example, if your chat is information intensive, consider sending an email and following up with a phone call. Surely, you wouldn't want to negotiate a contract via Sametime.

**[first callout box]**

### **Chatting the chat**

Sametime is a communication tool, right? So use good judgment—especially if you're chatting with a person you don't know well.

- Avoid using jargon as it may confuse and even offend your pingee
- Everyone knows what ASAP and FYI mean, but don't go beyond these abbreviations unless you're sure the person will understand you
- Beware: even the following terms may not be understood by all:
  - LOL (laugh out loud)
  - TTYL (talk to you later)
  - OTP (on the phone)

**[second callout box]**

### **To ping or not to ping**

Do use Sametime if:

- You truly intend to keep the exchange short
- The person you're pinging isn't busy finishing a hugely important project that's due in five minutes

Don't use Sametime if:

- You're looking for an answer from someone who tends to give highly detailed responses
- You've never spoken to or emailed the person before

**[final callout box]**

# Tech Talk

## Questions for Distinguished Engineer Paul Lobashov from Donna Larsen of Global Desktop Services

### **Paul, congratulations on being named a Distinguished Engineer. How does it feel?**

It's an amazing thing to be singled out with all the excellent engineers we have here in GTI. It's a lot of responsibility to be the face of GTI, so to speak, but certainly a good feeling and an opportunity to be exposed to issues throughout the organization and exchange ideas freely among the various towers.

### **The role involves mentoring others, sharing your knowledge and expertise, and inspiring technologists in the firm to do their best work—certainly no easy task. What's your approach to achieving that?**

Being a Distinguished Engineer gives me the opportunity to educate people in my tower (GDS) on what the other towers do, and vice-versa. That way we can approach problems in new and different ways, drill down into problems we need to solve, and come up with good solutions. The more each tower understands what all areas of technology can do for the end user, the better we'll be able to serve our clients.

### **What do you think makes a great technologist?**

First and foremost, it's the ability to understand what a specific technology does for end users. You can't approach a gadget from a "techie" point of view. You need to know what it really does for the person who's using it.

### **What's the secret to managing engineering projects in an organization as large as JPMorgan Chase?**

What's really critical is to understand the degree of resistance to change that the company has—not just the end users and leadership, but everyone, technologists included. It's human nature to be adverse to change. So moving a set of technologies from one release to the next is a huge task—a challenge in coordination, not just technologically. And this sounds like a no-brainer, but you need to make sure a new technology works before you implement it. And constantly refer back to the goals that you set for a project at the outset so that deployment meets the real business needs.

### **How do you manage vendor relationships effectively?**

That's an interesting topic because with a company of our size, most vendors—no matter how large—are often unaware of how their products work on such a massive

scale. As a technologist, you've got to work with everyone (presales, support, vendor people, etcetera) to manage products, to fix them during development so big problems don't happen later. Microsoft is a good example. Even though SMS (systems management server) is usually used by large customers, we discovered it had a problem that Microsoft wasn't aware of. We worked through the issues with them. To do that, it wasn't going to work if we just threw problems at them and expected them to be solved. We needed to help them understand the underlying business issue in order to solve the problem. So communication skills play a big role.

### **When did you first become interested in technology?**

I'd been interested in electronics since I was a kid. Then I started working with basic computer devices 20 years ago, got into programming, and got a programming education. But I'm actually a crossover. I was majoring in music—electronic music—and started working with personal computers only in 1989. I joined the firm in 1995 as a consultant, and became an employee in 1997 after working in the Julliard School computer department. Now, my main space is desktop configuration management. Go figure.

### **What technology issues get you fired up?**

It's not technology issues that get me fired up, it's actually business issues. A big one is connectivity. The firm still needs to leverage connectivity better to serve end user better. Why can't colleagues collaborate as easily as they communicate with their friends? Today, devices like laptops and blackberries only offer one way of connection. Being able to browse information on the net is not pure connectivity. The next step in technology is to address the transition between device-driven computing and adopt more of a logical model. To do that, we need to balance the need for security and access to information. Not easy, but it does get me fired up.

### **A lot of people are impressed by people like Bill Gates and Steve Jobs. Who's your favorite technologist and why?**

They are very capable businessmen. They built companies, not just technologies. But Steve Wozniak is an example of someone who was a great technologist first and foremost. We was the main guy behind the first Apple computer. He was great because he was a pure engineer that invented something nobody had thought of—created something out of nothing.

### **What's your favorite tech gadget? Why?**

I don't have a favorite. I can't even pick up a cellphone—I have a Palm 30750, a Nokia E61 and a Sony Walkman phone. The Ideal gadget doesn't exist because it can never do everything for you. In the gadgets you do have, finding the right balance of things is key, though.