

IT FOCUS

An ITD quarterly publication; an inside view of business value creation through information technology and services. ITD's vision is to be a valued strategic business partner.

ITD INSIGHT

World Class IT Organizations – There is No Silver Bullet?

Portfolio Management

IT Governance

IT-to-Business Alignment

Chargeback Systems

Onshore vs. Offshore

Service Level Management

Technology Refresh Strategy

Storage and Replication

Application Rationalization

Disaster Recovery

IT and Sarbanes Oxley

Asset Management

Business Process Fusion

Staff Development and Talent

Management

This is an impressive list which makes for dazzling discussions at Executive Roundtables and consumes management planning sessions. Each of these competencies embodies characteristics on which IT organizations are eager to capitalize. But realistically, in these times of tight budgets, limited resources and market constraints, most companies have been faced with selecting a best-of-breed approach, cherry-picking their priority projects from this list and too often driven solely by the highest points of pain being experienced by the business.

This is a very reactive routine which we strive to avoid. ITD's vision of becoming your valued strategic business partner requires that we develop a holistic, blended strategy which embodies some components of each of these competencies and demonstrates value back to the business. Getting started is often a daunting task, but the key is to start somewhere. The best industry publications I have seen advocating this direction come from the Working Council for Chief Information Officers. The Council endorses a framework for each of these strategies. Unfortunately, there is no single cookie cutter model. Absence of a "silver bullet" requires ITD to work harder on understanding your issues in order to ensure we are working on the "right" things.

History demonstrates that IT organizations have had success with very silo'd, inward-focused operating procedures. While this heads-down model was necessary to evolve IT at a rapid pace, it did not win accolades in the business community. Our customers are not impressed with the bits and bytes associated with gee-whiz technology – it is much simpler than all of us can imagine. Believe it or not, we need to get back to the basics – plain and simple, it comes down to something as un-technical as good communication. Not just the boilerplate-email-template-kind of communication, but face-to-face intelligent dialogue that demonstrates genuine interest.

It has become too easy in this world of email, cell phones and chat to avoid any true human contact. While those are all valid communication tools, we must convey to you (our internal customers) that you are much too important to be left navigating a myriad of automated systems. Failure to develop effective channels of communication will assure IT continues to work in a vacuum and relegates our service to one that merely "keeps the lights on." We want to be a valued asset and partner with the business community, your trusted advisor who provides technical solutions as the result of clearly understanding your priorities. Somehow, we must rediscover the use of communication as the common glue that binds separate initiatives into a cultural operating philosophy in harmony with Smurfit-Stone Container Corporation's CustomerONE values. We realize this philosophy is more than just a consultant-designed PowerPoint presentation that challenges the audience's knowledge of buzz words. Our commitment could be written on a post-it-note, as long as it is sincere and attainable.

It is true that effective two-way communication takes time, and time equals costs. So, the question is: can we all afford to dedicate the time required to enhance our communication efforts? If there is a silver bullet, it's recognizing the risk if we do nothing!



Jim Burdick

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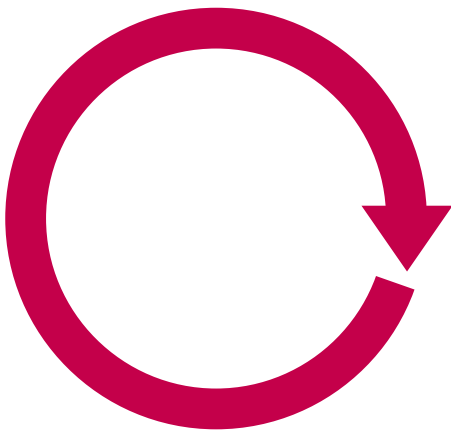
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* Information pertaining to features of server based e-mail will appear in a future issue of IT FOCUS.

If you have any questions or comments please contact: Diana Wilson at dwilson@smurfit.com or 618-463-4845.

The Focus is on the Customer: ITD Office of Continuous Improvement (OCI)



What is the Office of Continuous Improvement and what does it mean to you, the customer?

You may be somewhat familiar with the Office of Continuous Improvement (OCI) as this office is responsible for many of the e-mail messages informing you of upcoming ITD events, outages and virus alerts. The OCI group also posts pertinent internal customer information on the Newsbox (1-877-SMURFIT, 768-7348 Option 1, then 1 again) and the SSCC Messenger - website address <http://ssccweb/corpintranet/CustomerService/ITSupportCentral.asp>, click on SSCC Messenger to open the scrolling marquee.

Aside from assuring you are kept apprised of ITD activity relevant to your productivity, the OCI is comprised of many valuable components:

Organizational Structure

The OCI is part of the Customer Support group which also includes the Support Center and the Customer Advocate. It was formed in 2002 to act as the driver of ITD internal customer satisfaction by proactively managing events, communicating with internal customers, performing root cause analysis, and providing quality assurance insight to ITD Management in the form of reporting.

IT Reporting and Statistics

As an ITD internal customer, your opinion and satisfaction is valued. The OCI monitors and manages events (problems submitted by you) to ensure timely and satisfactory resolution. To measure this, over 800 customer satisfaction surveys are distributed monthly. Results are forwarded to the appropriate IT personnel and Management. All negative survey comments result in follow up contact with the internal customer.

ITD statistical reports on problem resolution and change management, along with phone and customer satisfaction statistics, are provided to Management on a monthly basis to help gauge ITD efficiency and customer satisfaction.

Support Center Training and Quality Assurance

To ensure that we provide the best service, Support Center technical training is provided by the OCI. In addition, the OCI performs service observation of live phone calls which are graded against an established scale which helps identify training needs. Customer service and business impact training is also made available to the Support Center Specialists. Within ITD as a whole, process training is provided to guarantee consistency in service to you.

Change Management Process Coordination

The OCI is responsible for Change Management process coordination. This is a continuing effort to minimize the impact of IT changes to the business community. IT changes may range from routine maintenance which causes application unavailability to rollouts of new systems. We are all aware that change is inevitable and our job is to ensure minimal impact to you.

Knowledge Database Management/Solutions Gallery

Recognizing that shared knowledge benefits all of us, the OCI manages the Knowledge Database (KDB). Within ITD, the KDB is a repository of solutions to your problems. Using this database allows ITD personnel to provide quick and consistent resolution to your issues. You, too, may use the internal customer facing KDB, or [Solutions Gallery](#) on the Intranet to search for solutions to your own problems.

Root Cause Analysis ****newly formed****

A new initiative, root cause analysis, is being provided by the OCI to groups within ITD to help eliminate technical problems before you even know about them.

IT Training ****newly expanded****

The OCI recently expanded its role by accepting responsibility for LAN Coordinator training and Corporate Computer based training. Announcements of offerings for 2004 will be made shortly.

Contact the OCI by selecting ITD Office of Continuous Improvement from the Outlook Global Address List or click here: [ITD Office of Continuous Improvement](#).

■ by Peg Vickers, IT Manager, Office of Continuous Improvement

Customer Advocate

The ITD Customer Advocate, a fairly new role within ITD, exists to provide an avenue of communication for establishing and maintaining mutual understanding and cooperation between our internal customers and ITD — an end-to-end customer experience.

To achieve this, it is important to understand the components that comprise this end-to-end customer experience.

■ **A total customer relationship involves two-way communications.**

- Focused group conference calls. The periodically scheduled conference calls provide an avenue for ITD internal customers to share their thoughts and opinions to help create awareness within ITD of our internal customers' perceptions.

- Targeted internal customer education vehicles to create awareness of ITD services and support. This is ITD's opportunity to educate our internal customers about our processes, projects, training solutions — to keep our internal customers informed and help them achieve optimal value when interacting with ITD.

- a. IT FOCUS: ITD's newsletter is published to the intranet quarterly. Click on the link provided to review the last few issues of IT FOCUS
<http://ssccweb/corpintranet/itd/newsletters.asp>.

b. ITD In-Depth: think of this as a 'live quarterly newsletter' conference call where specific topics will be addressed by a subject-matter expert allowing time for questions and answers from the audience. More information will be forthcoming.

- c. Individual one-on-one interviews will be conducted.
 d. Workshops
 e. Site visits: to educate internal customers in newly-acquired facilities.

- **Customer Life Cycle Modeling** — to define and measure how our internal customers touch and engage with us. This is a bi-annual research effort that includes a comprehensive Overall Life Cycle survey across the entire corporation to measure all ITD business segments — communications, technology deployment, service and support.

The Customer Advocate role will continue to evolve in many exciting ways. Your ongoing, honest feedback to the Customer Advocate will allow us to continue to view ourselves through your eyes and help us continually improve our service.

■ *by Diana Wilson, ITD Manager, Customer Advocate*



You asked for IT

E-Mail Etiquette, Helpful Hints

This specific topic is being addressed in IT FOCUS due to numerous requests from our internal customers.

Many people communicate in their business e-mail messages the same way they do in virtual chat rooms: with much less formality and sometimes too aggressively. E-mail etiquette offers some guidelines that all writers can use to facilitate better communication between themselves and their readers.

If e-mail is selected as the best way to communicate your message, then above all, make sure your e-mail is well written, grammatically correct, and spell-checked. As a business tool, e-mail carries more than mere words and images — it also conveys distinct impressions, with the power to enhance or diminish your reputation, acceptance and credibility.

Things to consider before composing an e-mail message:

- Large attachments, logos, and other graphics can impede the flow of e-mail traffic. Consider using a link to point to documents in Public Folders, a Share Drive, the Intranet, or 'zip' the attachment to condense the file using Windows WinZip Wizard feature.
- How should the message be crafted to avoid misunderstandings?
- The message should state purpose, specifics as to timeframes, people impacted, person(s) or groups owning responsibilities, identify action to be taken and contacts, and provide instructions if a formal response is required.

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E-mail Etiquette: Do's and Don'ts (Please post for quick and easy reference)

- **Do** become familiar with the company's e-mail policy — *Corporate Policy 70.025*
- **Do** make sure that the content is **relevant** to the recipients. Nobody likes to receive junk e-mail.
- **Do** be **careful** when replying to messages sent to many recipients. Replies to 'all' often result in slowing system performance. Possibly your response should be targeted toward specific persons or groups.
- **Do** be **polite**. Terseness can be misinterpreted.
- **Do** ensure that you have a relevant "**Subject**" line. Be as specific and short as possible in the e-mail subject line, e.g. "Your Approval Required: Month End Report"
- **Do** use **spell check**. Ensure that spelling, names, and acronyms are correct. Acronyms should be spelled out in full upon the first use.
- **Do** read before sending to **validate** the facts and information. A minute spent reading through an e-mail before you send it can catch all kinds of unintentional mistakes.
- **Do** remember to **delete** anything that isn't needed or is trivial.
- **Do** include a brief **signature block** — either your own personal signature or that of the person(s) or group(s) responsible for the message being communicated. NOTE: If quotes, quips, taglines, are used, they should reflect a

positive, professional image of Smurfit-Stone Container Corporation.

- **Don't** type in **CAPITALS** as this is considered to be **SHOUTING**.
- **Don't** reply to an e-mail message when **angry**; you may regret it later.
- **Don't** send **chain letters** or "make money fast" messages. These may be disguised as viruses.
- **Don't** mark messages as **urgent** if they aren't. When you really do have an urgent message, it may not be treated in the way it deserves.
- **Don't** keep mail on your **server** longer than necessary, especially large attachments.
- **Don't** over-use **punctuation** such as exclamation marks ("!") as these are meant to be for emphasis. In particular avoid more than one exclamation mark ("!!!"), especially if your e-mail is quite formal.

Remember: When possible refrain from attaching large documents, logos, graphics, etc. as they increase the size of the e-mail message that slows system performance.

Please direct all questions to 1-877-SMURFIT (768-7348), press 1, option 2, then 2 again.

■ by Diana Wilson, ITD Manager, Customer Advocate

CONTINUOUS IMPROVEMENT

2003–2004 Technology Refresh Project

In today's constantly changing, intensely competitive business environment, information is power. An organization's ability to gather, process, and disseminate information is critical not only to its success but often to its very survival. Nowhere is this more evident than in a business as geographically and operationally diverse as SSCC.

New PCs shipped today have processors operating at 4 to 5 times the speed of those produced just 3 years ago.

Personal Computers (PCs) keep getting faster and more powerful. New PCs shipped today have processors operating at 4 to 5 times the speed of those produced just 3 years ago. Also, as our computers age, they become less reliable and more costly to maintain. Software companies frequently release new versions of their programs to take advantage of this power and ultimately end support of the older versions.

Our facilities must be able to communicate efficiently with each other, with customers, with suppliers and vendors, and with support staff at corporate.

With that as our goal, the company has begun the task of replacing components of the computer and communications infrastructure that are obsolete. By replacing older, outdated components with newer, up-to-date technologies, Smurfit-Stone Container Corporation will provide enhanced reliability, smoother day-to-day operations, and support for 'best practices' throughout the company at a lower total life-cycle cost.

In mid-2002, the Information Technology Department infrastructure group began a 3-year "Technology Refresh"

project to upgrade the Windows-based computing environment in all SSCC facilities. This effort involves purchasing new hardware and software, and sending deployment teams to each facility to complete the upgrade.

As of November 1, 2003, over 5,000 PCs have been replaced. We have installed new Windows 2000 Servers with Active Directory in 153 plants, and replaced Windows NT servers in over 40 other plants. All users in those 153 plants have been converted to the central Exchange 2000 servers using server-based e-mail.

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Refresh Project Benefits

- Desktop and Laptop systems not meeting minimum requirements will be replaced with new systems. Newer systems will provide better performance and productivity and provide a platform for future applications.
- Microsoft Windows 2000 and Office XP will be provided on all desktop and laptop computers. Office XP's suite of productivity applications offer many feature enhancements and better collaboration tools.
- All PC users will be converted to the new Exchange 2000 messaging platform. E-mail is retained on the server for faster recovery, improved collaboration capabilities, and data storage efficiency resulting in savings to SSCC.
- Existing Windows NT Primary Domain Controllers (PDCs), which serve mainly as file and print servers, will be replaced with Windows 2000 Server Primary File and Print servers (PFPs) providing improved performance, reliability and increased disk capacity.
- Existing Windows NT Backup Domain Controllers (BDCs) will be replaced with a new Windows 2000 Active Directory Domain Controller, establishing Active Directory as the standard for managing network resources. Active Directory (AD) will provide a flexible, manageable, and expandable database of enterprise network resources allowing our infrastructure room to grow in the future. AD also provides tools for better centralized administration, reducing the workload of the local LAN Coordinators, once fully implemented.

Check out the project web site, <http://sharepnt/rollout/> for additional information pertinent to site preparation, the current deployment schedule, outlook user tips, and more.

■ *by Phil Swim, Project Manager, Technology Deployment*

CONTINUOUS IMPROVEMENT

PC Replacement Strategy

When a new PC is installed to replace an outdated unit, ITD occasionally receives a request to keep the old PC for use somewhere else within the office or plant facility. In IT terms, this is known as cascading. Although cascading older PCs seems like a useful strategy to stretch the budget, the support and maintenance costs can be expensive and negate any perceived benefits of reusing older equipment.

Our Technology Refresh Project is the process by which SSCC replaces outdated PCs. The average life expectancy of a PC is approximately three years. After three years, the most cost effective solution is to install a new PC and dispose of the old PC. A new PC currently sells for approximately \$900 and comes equipped with a three-year on-site parts and labor warranty. The support and maintenance costs associated with an old PC is more than the cost of a new unit.

To achieve the cost benefits associated with replacing outdated PCs, the process calls for a 'one for one' replacement. For every new PC installed an old PC must be removed. If there is a need for an additional PC, a PC expenditure request form should be filled out and sent to [ITD Procurement](#).

“PC automation software will enable plants to quickly replace a PC or rebuild a PC in case of a hard drive failure.”

As we rollout new PCs, we are deploying PC automation software that greatly simplifies the replacement of PCs, which had proven to be time consuming and labor intensive. PC automation software will enable plants to quickly replace a PC or rebuild a PC in case of a hard drive failure.

In summary, ITD is continuously reviewing our refresh strategy and timeframes. In the future, it may make sense to increase the time between replacements. It is all a matter of economics and delivering the optimal solution for meeting the business requirements. For now, the PC Replacement strategy reduces the total cost of managing and maintaining PCs and enables SSCC to keep pace with business requirements.

■ *By Garry Weaver, IT Director, Network, Telecom and Desktops*

Intellinex: Your Web-Based Learning Solution

"The development of the individual is an expression of the company's appreciation of the value of the person."

– Customer ONE

In a time of budget constraints and time limitations, ITD has come up with a solution for your training needs by partnering with Intellinex — a web-enabled training alternative. The web-enabled training is accessed by means of your internet browser.



Through this partnership, Smurfit-Stone Container Corporation (SSCC) employees can receive training on a variety of PC learning topics (Word, Excel, Access, Outlook, etc.) and business skill topics (Presentation Skills, Project Management, etc.). Each topic offers multiple courses at various levels such as basic, intermediate and advanced. Based on your learning preference, training is presented in a variety of formats including multimedia, audio and graphics, or text and graphics.

The knowledge and convenience that Intellinex brings SSCC employees is available for a small fee per course. To view a "catalog" of courses available or review course descriptions, visit the ITD Office of Continuous Improvement's (OCI's) SharePoint site by clicking on the following link: <http://sharepnt/OCI/> and selecting one of the Intellinex links located on the left-hand side of the page. To receive information on registering for a course, send an email to the [ITD Office of Continuous Improvement](#). Once a training request has been completed, you will be sent a link to the Intellinex site along with your log-in ID and Password. Once signed up for a course, you will have unlimited access to that course until August of 2004. Course status and completion is tracked on all registered courses.

The ITD OCI is in the process of creating an eProcurement (ePro) catalog for ease in registering for a course. The Intellinex ePro catalog will be available to all Office Supply requisitioners that have access to ePro. A communication will be sent to all employees once Intellinex training is available through ePro. Until that time, continue directing all requests for training to the [ITD Office of Continuous Improvement](#) by email.

■ by Valerie Bates, ITD Office of Continuous Improvement

CUSTOMER SERVICE

Hardware Problem? Who Are You Going to Call?

No one plans for a critical printer or PC to break. But when it does, who do you call? Answer: ITD Support Center.

The main purpose for contacting the ITD Support Center for all hardware-related service calls is to ensure you are protected under the Service Level Agreements (SLAs) which have been negotiated with the vendors such as Peak, IBM, and others.

It is the responsibility of ITD to provide you, our internal customers, with vendors who can deliver reliable, consistent and fast service to get you back up and running.

Annually, maintenance contracts are negotiated with each vendor which results in lower overall costs to the corporation. Certificates of Insurance (COIs) for approved vendors are also maintained centrally. So when you place your hardware calls through the ITD Support Center, you do not need to obtain the vendor's Certificate of Insurance (COI).



Our trained professionals in the ITD Support Center are familiar with the process of placing hardware-related calls with contracted vendors so you, the customer, will not have to be burdened with contract information of the various vendors.

To report a hardware-related issue to the ITD Support Center please contact us in one of the following ways:

1. Submit an incident via the intranet — [click here to Report a Problem](#)

2. 1-877-SMURFIT (768-7348), Options 1, 2, then select the prompt appropriate to the hardware problem you wish to report.

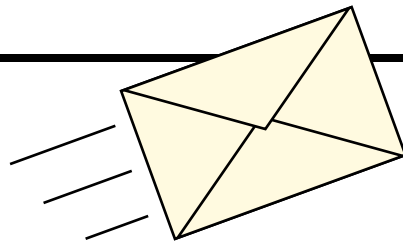
Please have the following information available when requesting a hardware service call:

1. Model number
2. Serial number
3. Description of problem

You will be provided with an incident number that will be used for tracking purposes. ITD Support professionals are responsible to manage hardware incidents to the SLAs and until the hardware problem is resolved to your satisfaction.

■ by Diane Jackson, IT Manager, Support Center, Tier 1

Help Yourself: Tips from the Solutions Gallery



Each quarterly issue of IT FOCUS will feature technical solutions that can be found in the IT Support Knowledge Database (KDB). But why wait for each issue! Today you can search for the solutions featured here as well as many others through a self-help tool, the **Solutions Gallery**, available via the intranet. Complete step-by-step instructions for using the Solutions Gallery can be found in the 3rd Quarter issue of IT FOCUS: **3rd quarter issue of IT FOCUS**.

Question: How to save e-mail messages from Outlook to another location to manage the mailbox size and to make easily accessible for future reference. (The keyword "E-mail" was used to search the **Solutions Gallery**).

Solution: Outlook: Save e-mail from outlook to hard drive (or other location) with and without attachments.

Saving an E-mail that has Attachments:

1. Open up Outlook.
2. Highlight the e-mail you wish to save.
3. On the toolbar, select File | Save As.
4. The Save As dialog box pops open, select the folder you want to save it to or create a new folder.
5. Under file name, name the e-mail.
6. Under Save as type, drop the arrow down and select Message Format (*.msg).
7. Select Save.
8. You will now be able to access that e-mail.
9. End solution.

Saving Multiple E-mails without Attachments:

1. Open up Outlook.
2. Highlight all of the e-mail you wish to save.
3. On the toolbar, select File | Save As.
4. The Save As dialog box pops open, select the folder you want to save it to or create a new folder.
5. Under File Name, name the e-mail.
6. Under Save as Type, the only option available is Text Only (*.txt).
7. This will put all highlighted messages inside the same file for future viewing.
8. End solution.

If a solution cannot be found within the KDB – to fix your problem or for further assistance, submit a problem via the Intranet at the following address: <http://ssccweb/corpintranet/CustomerService/problem%20management.asp> or contact the Support Center directly by calling 1-877-Smurfit (768-7348), Select Option 1.

■ by Sharon Willis, ITD Office of Continuous Improvement

CUSTOMER SERVICE

Terms and Definitions

AD (Active Directory): Active Directory is an essential and inseparable part of the Windows 2000 network architecture that improves on the domain architecture of the Windows NT® 4.0 operating system to provide a directory service designed for distributed networking environments. Active Directory lets organizations efficiently share and manage information about network resources and users. In addition, Active Directory acts as the central authority for network security, letting the operating system readily verify a user's identity and control his or her access to network resources. Equally important, Active Directory acts as an integration point for bringing systems together and consolidating management tasks.

ePro (eProcurement): eProcurement is part of e-Business (electronic-Business) to develop electronic catalogs and establish a relationship between SSCC and suppliers, based on Internet technology to enable leading purchasing practices that add value and decrease the cost of operation to all involved parties. "One stop shop to buy the most common items at the best available price."

Internal Customers: Smurfit-Stone Container Corporation (SSCC) employees are considered customers of the services and support delivered by ITD.

KDB (Knowledge Database Management): A repository of solutions to technical or application-related problems.

LAN (Local Area Network): A number of computers linked together in one geographical location for the purpose of sharing data and peripherals such as printers. Most SSCC plants possess a LAN.

LAN Coordinator (Local Area Network Coordinator): A role performed by specific employees at SSCC facilities providing a point-of-contact for interacting with ITD in regard to the LAN environment.

OCI (Office of Continuous Improvement): Part of the ITD Customer Support Group. Formed in 2002 to act as the driver of internal customer satisfaction.

RFID (Radio Frequency Identification): Technology that encompasses systems of tags, sensors, encoding and tracking devices used to track articles such as product inventory. The RFID tag itself consists of a microchip with an attached antenna that transmits information to a remote reader using radio waves.

Self Help Tools: Providing customers tools to allow them to resolve a problem on their own, eliminating the need for intervention by an ITD staff member. Example - **Solutions Gallery; Rapid Reset Tool**

SLA (Service Level Agreement): A Service Level Agreement is a contract that defines the technical support or business parameters that a service provider will provide its customers.

Solutions Gallery (A Self Help Tool): This tool allows internal customers to search the Knowledge Database for possible solutions to technical or application-related problems. Click **Solutions Gallery**.

W2K (Windows 2000): Refers to Windows 2000 Operating System

WAN (Wide Area Network): A computer network that uses long-range communication links to connect networked computers across long distances. All the LANs in SSCC are connected together via the WAN. If the communication link to your plant is inoperable, you will be able to function locally accessing documents on your local server but you will be unable to communicate with the rest of the company using tools such as Microsoft Outlook for e-mail.

WinZip Wizard: This feature uses the standard and familiar "wizard" interface to simplify the process of zipping, unzipping, and installing software distributed in Zip files. The WinZip Wizard is not targeted at experienced users, but is ideal for the rapidly growing number of PC users getting started with Zip files.

"Zip" files: Zip files are "archives" used for distributing and storing files. Zip files contain one or more files. Usually the files "archived" in a Zip file are compressed to save space. Zip files make it easy to group files and make transporting and copying these files faster.

Viruses and Worms

The last few months brought virus and worm attacks that reduced productivity of employees. The growth in security vulnerabilities and vendor-issued patches flooded the enterprise forcing a significant diversion of resources.

The Information Technology Department and LAN Coordinators responded quickly to protect the



company computer resources. This involved patching Microsoft software, updating anti-virus software and developing filters and scripts for all the Microsoft desktop/laptop computers and servers (10,000 plus units). Thanks to the quick reaction and cooperation of our LAN Coordinators we were able to substantially reduce the impact on the company.

Microsoft Corporation has established \$5 million reward fund to catch virus and worm writers. Microsoft Corporation is addressing the current issues by offering \$250,000 each for the authors of the MSBlast. A worm and the SoBig virus. The reward money will help authorities catch, prosecute, and convict people who break the law

“The growth in security vulnerabilities and vendor-issued patches flooded the enterprise forcing a significant diversion of resources.”

by launching malicious viruses and worms on the Internet.”

Even with all the patches and anti-virus updates, it all comes down to the human element — people taking every precaution when opening e-mail messages, in particular,

file attachments. Over the years our employees have been great at questioning e-mails and attachments. We need you to continue your vigilance and think about the potential of viruses or worms every time you are about ready to open an attachment. Please be sure you know the sender before opening any attachments. You are our first line of defense against malicious code.

■ *By Vince Kutzera, IT Manager, Information Security, Disaster Recovery*

COMMUNITY INVOLVEMENT

Alton Employees Show Their Support for the Community by Contributing to United Way

Employees were treated to apples and cider from a local orchard at this year's United Way Kick-off that was sponsored by the Alton Volunteer Connection. Everyone also enjoyed the added excitement of raffle drawings for prizes as part of this year's campaign.

Alton IT employees, along with their co-workers in Alton, showed support for their community by contributing to this year's United Way campaign very generously. Almost \$29,000 was raised by Smurfit-Stone's Alton employees during the two week campaign. Employee participation was up by 4% and pledges increased this year by over 17%.

The funds raised for the United Way will support over 200 health and human service agencies. The money raised in the Alton area will help the Southwest Illinois Division of United Way which includes Madison, Macoupin, Jersey, Greene and Calhoun counties. One out of every three people in our community are touched by the programs and services funded by United Way. With the number and diversity of programs supported by the United Way it really is a great way for employees to support the community in which we work and live.

■ *by Karen Gerdes, ITD Decision Support Architect, Member of Alton Volunteer Connection*



Jim Parra fills out his raffle ticket at the United Way Kick-off while Mary Lawhon, Ed Lehr and Leah Haudrich look on.

ITD Employee of the Quarter

ITD's Employee of the Quarter is about recognizing highly motivated and committed employees — and that describes the essence of Theresa Patterson.

Theresa Patterson was selected for ITD's Employee of the Quarter for 3rd quarter, 2003, for her work on the project — data warehouse migration to SAP customer. Although there were several contributors to the success of this project, Theresa's input was one of the most significant.

After several weeks working long hours and 4 consecutive weeks without a day off, the entire project team was heading toward



Theresa Patterson

severe burn out. The team could always count on Theresa to be fully in command, turning to her for insight every time there was an issue or obstacle to overcome. She would identify the root cause of problems and propose comprehensive resolutions. The

team became so dependent on her depth of knowledge that no decisions were made without first consulting her. Theresa could be counted on to recognize the full scope and impact of every proposed action, preventing the group from making mistakes and ensuring that everyone involved completely and accurately addressed all issues. The outcome of the project would not have been as successful without Theresa.

The contributions mentioned above are extraordinary; however, they are not unusual for Theresa. For the last five years, Theresa has demonstrated exemplary

commitment to her customers and her team. She is always conscientious of doing "the right thing — the right way" and doing whatever it takes to get the job done in the customer's best interest.

Theresa Patterson is highly deserving of the Award for Employee of the Quarter because she exemplifies the core values of CustomerONE, particularly: quality, customer satisfaction, value creation, ethical behavior, and productivity.

■ *By Jim Burdiss,
Vice President and CIO*

PEOPLE IN THE NEWS

Smurfit-Stone Container Corporation Honored

Supportive employers are critical to maintaining the strength and readiness of the United States Reserve Units.

Smurfit-Stone Container Corporation has been named as an Outstanding Employer by the Employer Support of the Guard and Reserve (ESGR).

"Recently (as a member of the Army Reserve), I was mobilized for "Enduring Freedom" with orders for 365 days and my Company has been very supportive. They sent mail, inquired about my family and showed an interest in my personal welfare. My Company also has displayed continual support to the United States. I...received support from all levels of Management. Considering SSCC is a large Corporation, they really know how to make an employee feel valuable...at the least I would like for them to be recognized as a strong supporter. I am very grateful to have such wonderful support."



View ESGR's website to see a complete listing of the companies honored as Outstanding Employers <http://www.esgr.org/employers/outstandingEmployers.asp>

■ *by Crystal Van Dyke, ITD Project Accountant*