

UPDATE

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Southwestern Readies for Remote Chance

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During a hypothetical spring in the near future, a virulent new strain of flu overwhelms medical services across the country. The contagion spreads quickly and easily in offices, schools, and public places, and an effective vaccine is months away. As the infection reaches pandemic proportions, Southwestern employees are instructed to stay home to minimize their potential exposure. In this scenario, does the business of marketing Federal hydropower come to a standstill? Not if Steve Wall, Southwestern's Director of Information Technology (IT), has anything to say about it.

Wall has been working with the agency's management and IT teams since last year to implement remote access (RA) technology that allows employees to "get to work" from anywhere they have access to a Web browser. Such a solution presents the user with a virtualized desktop and applications that appear to be running locally on the user's computer, although they are really running on a server in one of Southwestern's data centers.

"Implementing RA technology was originally an effort to prepare Southwestern for pandemic situations," says Wall. "We started looking into it following last year's flu epidemic. We decided on a product from Citrix Systems, Inc., although that could change in the future as our needs change."

A major advantage of Citrix, he says, is that employees can use any computing device with any operating system (OS), which means they are not tied to a specific location or computer for a successful login. "With a laptop and a tethering device like a BlackBerry™, I could even log in from the bleachers at a football game, anywhere, and work reasonably fast," he says.

While not actually sitting at a football game, Wall made his comments for this story while logged in from a hotel room in Louisiana. "The way we do it is we publish a desktop



REMOTE ACCESS TECHNOLOGY UTILIZES A MUCH SMALLER AND MORE ENERGY-EFFICIENT THIN CLIENT, SHOWN HERE SITTING ON TOP OF A TRADITIONAL PERSONAL COMPUTER TOWER.

that looks similar to your work desktop," he explains. "I can see all my e-mails and my network folders right now, just like I'm in the office. I can make conference calls and do whatever else I need to do."

Today's RA technology is not the same as centralized, dumb-terminal computing from a generation ago. When a user logs onto the Citrix server, a small client is downloaded that creates an isolated environment for the virtualized applications, making the interface work with any OS on any device. Thus, a user could access a Windows accounting application on her iPhone, or an open-office UNIX application on his XP laptop.

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Remote Access, from page 1

Wall was pleased with a successful tryout earlier this year involving two employees serving temporary assignments at the Power Marketing Liaison Office (PMLO) in Washington, D.C. Each accessed the PMLO network to fulfill their duties there, but also routinely used Citrix to keep up with their Southwestern responsibilities.

The advantages to Southwestern go beyond employee flexibility in special circumstances. Using a centralized server streamlines IT administration, as only a single installation of commonly used applications must be maintained rather than hundreds of copies on individual machines. Additionally, unlike Virtual Private Network (VPN), Southwestern's original dial-in method, RA technology like Citrix does not initiate file transfers between the two machines, which protects network integrity. "I could log in from a machine that has a virus infection, and the virus cannot be transferred to the server," Wall explains.

Further benefit is realized by having a Citrix server at each of Southwestern's four

offices. "Functionality is retained even if one server should go down," Wall says. "If one goes down, I can log into one of the others and still get to my e-mail, network shares, and applications."

Such improvements are why Southwestern is gradually implementing Citrix even for in-house use. "We've implemented thin clients to some desktops already," says Wall, using the term for a setup where most computer functions are carried out on a central server. "We already have over 50 thin client computers configured in our three field offices, and a few at the Tulsa office."

As Southwestern continues to expand its use of RA technology, the project has caught the attention of other Power Marketing Administrations interested in their own pandemic preparedness. "As Southwestern has gone through the steps of setting

up an in-house system, we've shared information with Western and Bonneville on our successes," Wall says. 💧



REMOTE ACCESS TECHNOLOGY DELIVERS SPEED AND SECURITY WHILE HELPING EMPLOYEES STAY CONNECTED DURING EMERGENCIES.



SW Regional Conference Plans Ahead

Representatives from Southwestern, the U.S. Army Corps of Engineers (Corps), and municipalities and cooperatives who receive Federal power in Southwestern's marketing area met in Branson, Missouri, on June 9-10, 2010, for the annual Southwestern Regional Hydropower Council and Conference.

For over a decade, the group has prioritized funding of non-routine maintenance items through the innovative 1999 Memorandum of Agreement (MOA) among Southwestern, the Corps, and City Water and Light Plant of the City of Jonesboro, Arkansas (Jonesboro).

As in past years, much of the discussion at the conference focused on maintenance problems at the aging hydroelectric powerplants in the area. The Corps also



LEE BEVERLY, WITH THE LITTLE ROCK DISTRICT CORPS, PRESENTS AN UPDATE ON THE OZARK MAJOR REHABILITATION PROJECT.

presented an overview of its new program, the Hydropower Modernization Initiative, which, similar to much of the ongoing

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SPRA ENVISIONS THE FUTURE OF HYDROPOWER

Many of the energy needs of tomorrow can be met with renewable resources available today, including hydropower. This forward-thinking idea provided the theme for the 53rd annual meeting of the Southwestern Power Resources Association (SPRA), held April 20-22, 2010, in Tulsa, Oklahoma.

On the first day of the meeting, Southwestern staff briefed SPRA members, who represent over 90 percent of Southwestern's customers, on current hydropower operations and regulatory issues. Administrator Jon Worthington also introduced new Deputy Assistant Administrator Kathy Tyer to the customer representatives. On the second day, staff followed up with



SPRA'S COMPETING USES COMMITTEE, ONE OF FOUR COMMITTEES TO MEET ON THE CONFERENCE AGENDA, BANGS THE GAVEL ON ITS QUARTERLY MEETING.



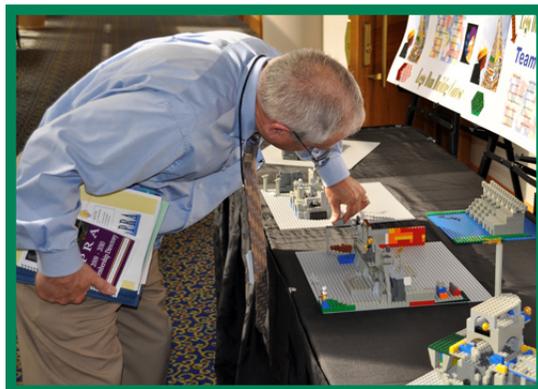
SOUTHWESTERN'S JON WORTHINGTON, GIVING THE ADMINISTRATOR'S REPORT, REVIEWS THE AGENCY'S PAST YEAR AND FUTURE EXPECTATIONS.

At the Annual Meeting on the third day, SPRA Executive Director Ted Coombes reported on the state of the SPRA organization, including legislative matters of interest to the membership. Worthington then gave the Administrator's Report, covering Southwestern's activities over

briefings on the status of rates, competing uses issues, and Federal hydropower marketing activities, including an update on customer-funding of maintenance and major rehabilitations at hydroelectric projects of the U.S. Army Corps of Engineers (Corps).



KEYNOTE SPEAKER FRED CAVER ADDRESSES THE CONFERENCE AS CARTHAGE'S BOB WILLIAMS, JON WORTHINGTON, AND SPRA'S TED COOMBES LISTEN.



SOUTHWESTERN'S JIM McDONALD TWEAKS HIS TEAM'S ENTRY BEFORE FINAL JUDGING IN A CREATIVE LEGO™ DAM-BUILDING COMPETITION.



(LEFT) BEVERLY JONES, WIFE OF KENNETT'S LARRY JONES, AND SPRA'S BARBARA DELGROSSO SHARE PICTURES FROM THE COSTUME CONTEST HELD DURING DINNER.

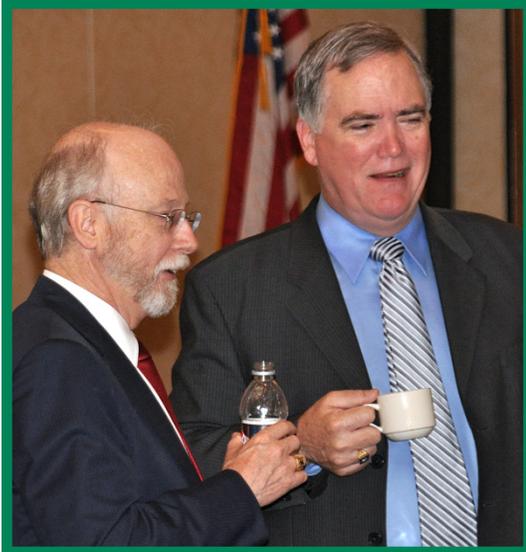
the preceding 12 months. The keynote address was provided by Thomas F. "Fred" Caver, Jr., former Deputy Director of Civil Works for the Corps and current Chairman of the National Waterways Conference.

The meeting concluded with the election of SPRA board members for the coming year, and a buffet luncheon so that members could head into the future on a full stomach. 💧



(BELOW) SOUTHWESTERN'S CHRISTINE BAX CHATS WITH NEW DEPUTY ASSISTANT ADMINISTRATOR KATHY TYER.

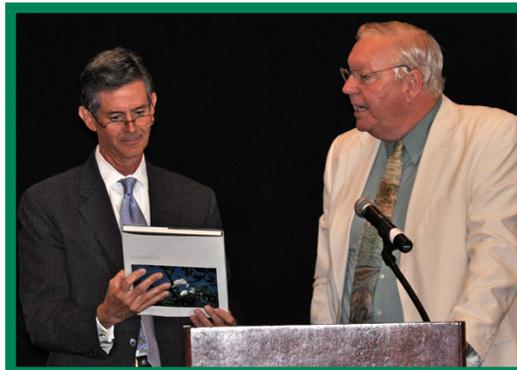
SPRA, CONTINUED



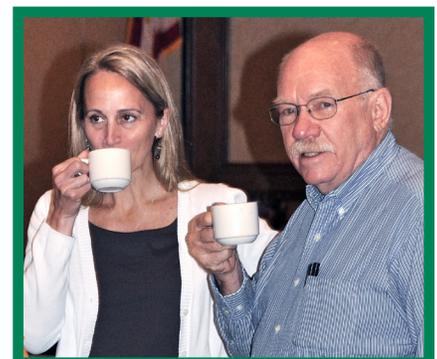
(LEFT) RALPH GILLIS, REPRESENTING EAST TEXAS COOPERATIVES, CHATS WITH BRUCE MINTZ, REPRESENTING SAM RAYBURN MUNICIPAL POWER AGENCY. (ABOVE) LUNCH IS A TIME TO CATCH UP FOR KANSAS CITY BOARD OF PUBLIC UTILITIES' BLAKE ELLIOTT AND HIS WIFE OLIVIA, AND SPRA'S TED COOMBES AND HIS WIFE PAM. (BELOW LEFT) CHRISTIAN McMURRAY, REPRESENTING EAST TEXAS COOPERATIVES, CARTHAGE'S CHUCK BRYANT AND KEVIN EMERY, AND KMEA'S NEIL ROWLAND HANG TOGETHER BEFORE DINNER.



(ABOVE) SOUTHWESTERN'S DONNA SHORT JOINS CARTHAGE'S BOB WILLIAMS AT THE BREAKFAST BUFFET. (LEFT) SOUTHWESTERN'S JIM McDONALD AND AECI'S RENEE BUSIEK CHAT BEFORE THE ANNUAL MEETING BEGINS. (BELOW) SOUTHWESTERN'S STEPHANIE BRADLEY SAMPLES THE MORNING BREW WITH TOM GEBHARD, REPRESENTING EAST TEXAS COOPERATIVES.



(ABOVE LEFT) GUEST SPEAKER FRED CAVER CAUTIOUSLY REVIEWS THE "CIVIL WORKS PROJECTS" BUILT BY TEAMS OF CONFERENCE ATTENDEES. (ABOVE RIGHT) SPRA'S TED COOMBES PRESENTS FRED CAVER WITH A COPY OF "THE ARKANSAS: AN AMERICAN RIVER."



work of the Hydropower Council, seeks to assess the status of Corps hydroelectric plants nationwide and prioritize maintenance work.

An overview of funding and energy legislation was also featured at the conference, as well as a comprehensive review of projects that are currently impacting Federal hydropower, including projects related to minimum flows, re-allocations, mitigation for endangered species, and special operations for other water users.

Two powerplant tours were scheduled to coincide with the group's meeting in the Branson area. The first, hosted by the Kansas City District, took place at Stockton Dam on June 7, 2010. Stockton experienced a catastrophic failure in February 2009 when a section of blade from its 50-megawatt turbine sheared off. The plant is currently undergoing major rehabilitation. On June 9, 2010, it was the Little Rock District's turn to host members of the group at Table Rock Dam, which celebrated its 50th anniversary in 2009.

The next conference is tentatively slated for June 14-16, 2011, to be hosted by the Corps' Kansas City District. 💧

SPARKS OF INTEREST



COLONEL THOMAS W. KULA ASSUMED COMMAND OF THE SOUTHWESTERN DIVISION of the U.S. Army Corps of Engineers (Corps) in Dallas, Texas, at a Change of Command ceremony on July 2, 2010. Colonel Kula most recently served as Chief of Staff for the Maneuver Support Center of Excellence at Fort Leonard Wood, in

Missouri. Among his many command and staff assignments, he has commanded the 130th Engineer Brigade in Hanau, Germany, during which he deployed to Operation Iraqi Freedom; commanded the 307th Engineer Battalion, 82nd Airborne Division; and served as Military Assistant to the Undersecretary of the Army at the Pentagon.



COLONEL MICHAEL J. TEAGUE ASSUMED COMMAND OF THE TULSA DISTRICT of the Corps at a Change of Command ceremony in Tulsa, Oklahoma, on June 11, 2010. Among numerous command and staff assignments both stateside and abroad, Colonel Teague has commanded both the 13th Engineer Company (Construction

Support) and the 52nd Engineer Battalion (Combat Heavy). He previously served as the Executive Officer, Directorate of Civil Works at Corps Headquarters, and most recently as the Third Army/U.S. Army Central Engineer responsible for all Army construction throughout the Middle East and Central Asian States.

Former Southwestern Division and Tulsa District Commander Colonel Anthony C. Funkhouser has been assigned to command the Afghanistan Engineer District South in Kandahar, Afghanistan.



COLONEL GLEN A. MASSET ASSUMED COMMAND OF THE LITTLE ROCK DISTRICT of the Corps at a Change of Command ceremony in Little Rock, Arkansas, on June 15, 2010. Colonel Masset most recently served as Deputy Engineer Division Chief, Logistics Directorate, Headquarters, United States European Command in Vaihingen,

Germany. He has held a number of command and staff assignments both stateside and abroad during his 21 years as an Army officer, including participation in Operation Iraqi Freedom.

Former Commander Colonel Donald "Ed" Jackson, Jr., now serves as Chief of Staff of the 8th U.S. Army in Korea.



COLONEL JEFFREY R. ECKSTEIN ASSUMED COMMAND OF THE VICKSBURG DISTRICT of the Corps at a Change of Command ceremony in Vicksburg, Mississippi, on December 15, 2009. Eckstein served previously with the 25th Infantry Division as the Chief of Staff and the Training Officer. He also served as the Senior Advisor for Infrastructure at the U.S. Army

Peacekeeping and Stability Operations Institute at Carlisle Barracks in Carlisle, Pennsylvania.

Former Commander Colonel Michael C. Wehr is now serving with the North Atlantic Treaty Organization (NATO) Training Mission and Combined Security Transition Command in Afghanistan.

NEW EMPLOYEES

Ashley Enget
STUDENT INTERN
TULSA, OKLAHOMA

Paul Flower
POWER SYSTEMS DISPATCHER
SPRINGFIELD, MISSOURI

Jennifer Hawkins
STUDENT INTERN
TULSA, OKLAHOMA

Patrick West
STUDENT INTERN
TULSA, OKLAHOMA

RETIREMENTS

Sheldon McNiel
POWER SYSTEMS DISPATCHER
SPRINGFIELD, MISSOURI



WATTS INSIDE?



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