

# TUG MOM REVIEW

THE SEPTEMBER 2005 MEETING OF MEMBERS

By Stephen Bingham

It appears that another summer has come to an end, and despite the continued warm weather, it was time for another Meeting of Members. TUG started its 21st year with 2 special guest speakers, **Nahla Kor** and **Carol Woodbury**.

In the past, some of our members have requested sessions on professional development in addition to our usual array of technical topics. Tonight, we answered the call.

Our President **Léo Lefebvre** introduced our first speaker of the evening, Nahla Kor on "Dealing with Difficult People." We all deal with people in our personal and work lives that are difficult to deal with, but trying to understand the reasons why they are being difficult is the first step in correcting the situation.

Photos by Léo Lefebvre



Afternoon speaker Nahla Kor

Nahla's objectives for the session were to explore the reasons why people are difficult, learn about different behavior styles and how they affect our perception of others, and dealing with difficult situations by calling people on non-productive behaviors.

The group was asked a single question. "At work, I really wish people would..." The answers were not unexpected. Some of them included:

- Stop being rude
- Show up for work / meetings on time
- Follow through on commitments

This set the stage for defining the goals to dealing with those difficult people. To start, if you want something from someone, help them get what they want first. Take ownership for removing any obstacles to improving your relationship and have an open and honest dialogue about what is getting in the way.

## Why are people difficult?

Nahla explained the basic human needs are essential to understanding this question. Those needs are:

- Recognition
- Sense of Belonging
- Security
- Self-esteem
- Financial Well Being
- Control over one's life.

These needs are apparent in performance related issues. People can be perceived as being difficult because they lack the skills or knowledge to do their jobs or they lack the authority to make decisions.

Workload can also be a factor. Everyone responds differently to stress, but there is a direct correlation between performance and stress. There is an old saying that if you want something done, find a busy person. Well this may be true to an extent, too much stress can actually have a negative impact on performance and lead to the perception of being difficult. The opposite is also true; a lack of stress can also have the same affect and leave someone feeling unchallenged.



Stephen Bingham



To help us understand others, Nahla presented the Behavior Styles Matrix which includes four major personality types: The Analytical, The Driver, The Amiable and The Expressive. Please refer to Nahla's presentation on the TUG Web site for a complete description of this matrix. Ask yourself where you fit in and where you think the people you find most difficult would fit. We tend to get along with those in the groups beside us, but find the people in the group opposite to us, the hardest to deal with.

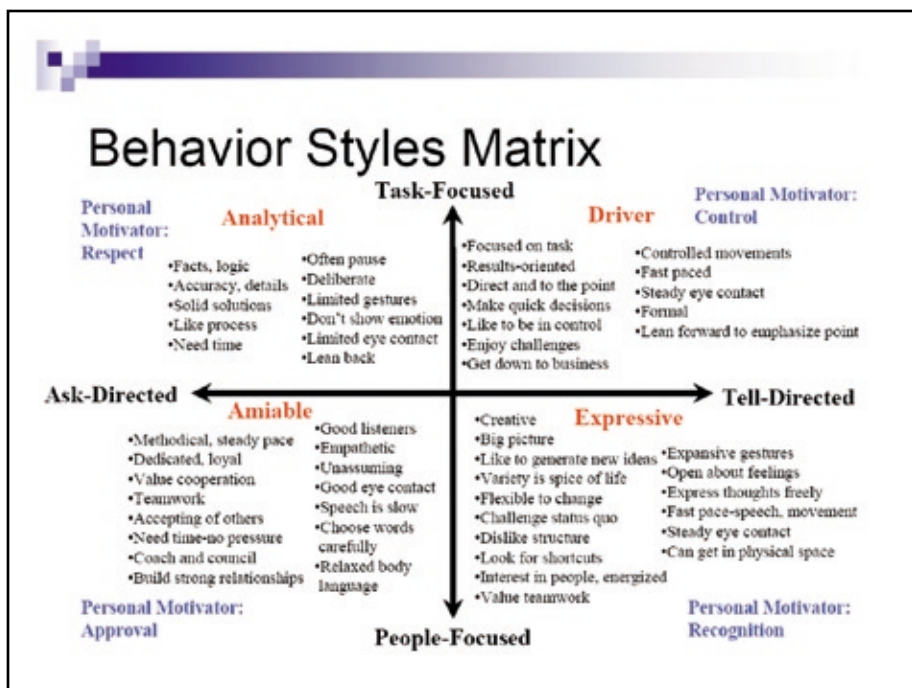
Communication is the key in resolving these issues. If there is a specific behavior that is bothering you, tell the person about it. Let them know how it makes you feel and explain why. Get them to offer suggestions on how to sustain the changed behavior.

Unfortunately there comes a time when, despite your best efforts, some people are just difficult to deal with. Your next options include escalating the issue, working around the individual or just moving on.

Nahla's complete presentation is available on the TUG Web site at [www.tug.ca](http://www.tug.ca) under the downloads section.



*MoM door prize winner Juliet Ankrab with Wende Boddy*



### Intermission

Then, as usual, TUG served up a great buffet spread with plenty for everyone. After the dinner break, Léo introduced the Board of Directors and made some general announcements. These included the induction of TUG into the iSeries Hall of Fame (see the article on page 8 for more details) and the October Special session: "All you need to know about SQL – in 5 Hours", presented by **Skip Marchesani**.

Léo also reminded us that TEC 2006 will take place on April 18-19, 2006. Make sure to include that in your education budget plans for next year.

## IFS Security

Our seconded speaker of the night was **Carol Woodbury**, of SkyView Partners Inc. on "IFS Security Considerations."

Why should you be concerned about securing your IFS? We are continuing to see more IBM products and third party applications making use of the IFS. These include, WebSphere, Web Servers and iSeries Access.

The IFS or Integrated File System is a collection of file systems in OS/400. It includes but is not limited to QSYS.LIB, NFS, QNTC, ROOT and QOPENSYS. For the purpose of this presentation, Carol concentrated on ROOT and QOPENSYS.

The IFS was first created for communicating with non OS/400 systems like UNIX. So it is no coincidence that the security structure of the IFS is very similar to that used in the UNIX environment. This means that there are two separate authorities that must be managed: Data and Object. When the IFS ships, the ROOT comes with the default Public authority of \*ALL.

Carol explained that while this not only allows individuals to create directories off the '/', it also allows users to save inappropriate information on the IFS. In her experience, Carol has found PC backup images, pornography, music files, and copies of movies.

The first step in securing the IFS is to prevent users from creating directories, by securing access to the CRTDIR and MKDIR commands. It should be noted that when a directory is created, it usually inherits the authority of the parent directory; this is also true for objects created in the directory. Note: The exception to this rule: If the directory is created with an API like mkdir(), open(), or creat() you can specify the data authorities for the owner, primary group and public authorities.

The basics of UNIX administration: \* Read, \* Write,\* Execute.

IFS authority	OS/400 Equivalent
*RWX	Read / Write / Execute *CHANGE
*RW	Read / Write
*RX	Read / Execute *USE
*WX	Write / Execute
*W	*Write
*X	*Execute

To get a complete picture of your current IFS security structure, the PRTPVTAUT and PRTPUBAUT commands have been enhanced to include directory and stream file objects. Be careful when selecting all sub-directories off the '/' as the report could be quite large.

Do your users have access to QSYS.LIB via windows explorer? Check the authorization list QPWFSESERVER. This AUTL ships with Public authority set to \*USE. It is recommended to change this to \*PUBLIC Exclude and provide the required access as you would




*Evening speaker Carol Woodbury*

any other OS/400 object. This will prevent users with file shares from accessing QSYS.LIB from Windows Explorer.

If your applications make use of adopted authority, the IFS will ignore the traditional means of adopting the authority of another user profile To get around this, make use of the API's qsyssetuid() or qsyssetgid().

If you are making use of your IFS, you should be scanning for Viruses. Although OS/400 has yet to come under attack from a virus, the IFS can be a repository for infected files.

For additional tools on managing the IFS, check out the Web site: (more information can be found on these utilities at: [www.ignite400.com](http://www.ignite400.com) and <ftp://testcase.boulder.ibm.com/as400/fromibm/ApiSamples/ifstool.savf> . 

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