



Commissioned Corps of the US Public Health Service Scientist Professional Advisory Committee



June 24, 2019

Appendix D: USPHS Commissioned Corps SciPAC LISTSERV Standard Operating Procedures (SOP)

The Scientist Professional Advisory Committee (SciPAC) official LISTSERV is an application that provides an electronic mailing (email) to Scientist Officers and is maintained on the NIH LISTSERV. For the policies governing the use and dissemination of information, approved and prohibited message types, and the approval processes using the LISTSERV, see the SciPAC Communication Policy in addition to this appendix.

- I. **Mission Statement:** To distribute timely information to USPHS Scientist Officers via email.

- II. **Objectives:**
 - a. Communicate relevant information to USPHS Scientists, including activities and policies of SciPAC and its Subcommittees, the Office of the Surgeon General, and relevant information from other USPHS PACs and groups,
 - b. Disseminate timely information to Scientist Officers (normally within 24 hours of submission),
 - c. Deny all messages that are prohibited by the Communications Policy Standard Operating Procedures, and
 - d. To the extent possible, communicate information to as many Scientist Officers as possible through an up-to-date LISTSERV subscription list, including only governmental email addresses.

- III. **Tools, Tactics and Channels:**
 - a. Approved listserv postings normally fall into the following categories:
 - i. Postings regarding SciPAC Subcommittee business or activities; submitted by Subcommittee Chair(s)/Co-Chair(s) via the LISTSERV Owner or Moderators;
 - ii. Postings regarding activities sponsored by other official USPHS groups or PACS which are relevant for Scientist officers; these can be submitted either through a relevant SciPAC Subcommittee or directly to a LISTSERV Owner or Moderator for approval and posting;

- iii. Postings regarding USPHS policy, or important updates from the Office of the Surgeon General or HHS Secretary. These postings normally come through the SciPAC Chief Professional Officer or SciPAC Chair.

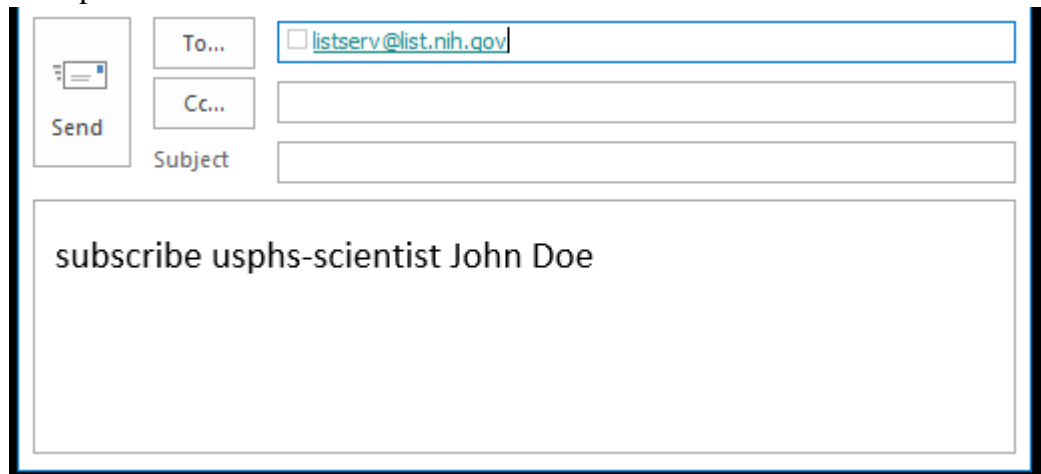
IV. **Roles and Responsibilities:**

The SciPAC LISTSERV has four classifications of persons who can interact with the LISTSERV; their roles and responsibilities are as follows:

- a. Owner
 - i. The SciPAC Executive Secretary Shall Serve as the LISTSERV Owner.
 - ii. Owner(s) can configure LISTSERV settings, add/delete subscribers, assist potential subscribers, and run reports on list activity.
- b. Moderators
 - i. All members of the SciPAC Executive Board and the SciPAC Chief Professional Officer shall serve as LISTSERV Moderators. The Owner shall also be granted the status of Moderator (only persons with “Moderator”-level permissions can approve/deny messages, and thus the Executive Secretary must have “Moderator” privileges in order to evaluate messages).
 - ii. Moderators have the ability to approve or deny messages posted to the list, including posting and approving their own messages.
 - iii. The SciPAC Executive Secretary shall have “Owner” and “Moderator” privileges. The Executive Secretary shall have responsibility for being the main point of contact for all Subscribers, and for approving messages submitted by Subscribers, as permitted by the Communications Policy Standard Operating Procedures (unless otherwise temporarily designated to another officer, as described in the SciPAC SoP).
- c. Subscribers
 - i. Subscribers are persons who have been granted permission to join the SciPACLISTSERV. Ideally, 100% of Scientist Officers would be subscribers.
 - ii. Subscribers receive all messages posted to the LISTSERV. Subscribers can also submit messages to theLISTSERV, but they will be routed to the moderators for approval, and it is the Executive Secretary’s responsibility to approve or deny these messages, in accordance with the Communications Policy Standard Operating Procedures.
- d. Maintainers
 - i. Technical staff at the National Institutes for Health’s Center for Information Technology, Connectivity and Communications Group (301-496-4357) serve as Maintainers.
 - ii. LISTSERV maintainers are technical steward (not Scientist Officers) who administer the LISTSERV software.
 - iii. Maintainers create lists and assign ownership, and has access to all Owner functions, but are not responsible for approving or denying individual messages.

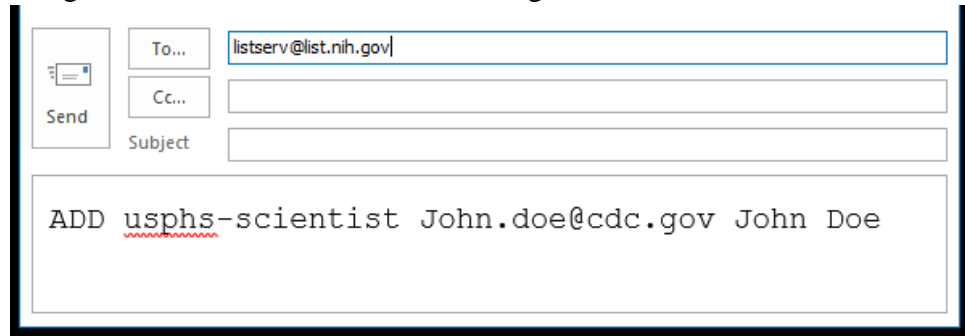
V. **Process and Procedure:**

- a. Many LISTSERV functions can be accomplished by using commands sent via email, or through a web interface. The Web interface is located here: <https://list.nih.gov/cgi-bin/wa.exe?A0=usphs-scientist>.
- b. **Subscribing**
 - i. Instructions for subscribing and unsubscribing can be found on the SciPAC website: <https://dcp.psc.gov/OSG/scientist/listserv.aspx>. There are three ways to subscribe to the LISTSERV: email, web-based, and manual addition by an owner. The email method is simplest, and is recommended.
 - ii. To subscribe to the LISTSERV, Officers should send an e-mail to LISTSERV@LIST.NIH.GOV with the following text in the body of the message: “subscribe usphs-scientist your name” (without quotes), where your first and last name where “your name” appears above. The LISTSERV will get your e-mail address from the “From:” line of your e-mail message. For example, if Officer John Doe sent the following message, he would be subscribed under the email account from which the message was sent. An example email is shown below:



- iii. To subscribe via the Web, Officers can navigate to <https://list.nih.gov>. Click on “List of Lists” and type “usphs-scientist” in the Search browser. Click on “usphs-scientist” under List Name. On the next page, click on “Subscribe or Unsubscribe” under Options on the right-hand side of the page. Once the prospective subscriber’s name and e-mail address are entered, the Officer will be subscribed.
- iv. While it is preferred that individual officers self-subscribe to the LISTSERV using the instructions above, the LISTSERV Owner has the ability to manually subscribe an officer. This can be done by the web interface, or by an email command. To add the subscriber via email, the Owner must send an email to LISTSERV@LIST.NIH.GOV with the following text in the body of the message: “ADD usphs-scientist email-address your name” (without quotes), where your first and last name where “your name” appears

above. For example, the following message would subscribe John Doe, using the email address “John.doe@cdc.gov”:



The screenshot shows an email composition window with the following fields:

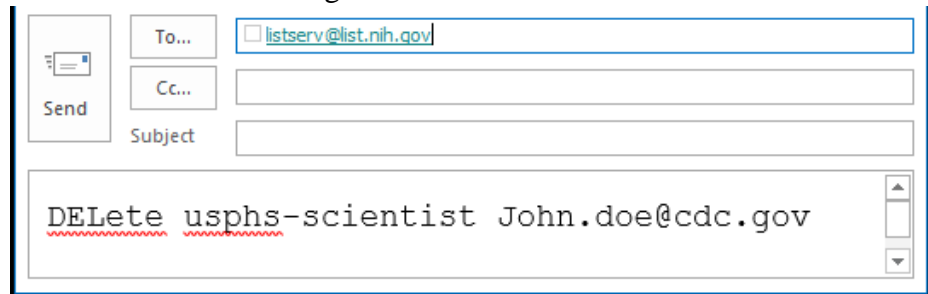
- To...: listserv@list.nih.gov
- Cc...: (empty)
- Subject: (empty)
- Send: (button)

The body of the email contains the following text:

```
ADD usphs-scientist John.doe@cdc.gov John Doe
```

c. Unsubscribing. There are four ways to unsubscribe to the LISTSERV: email, web-based, Owner-initiated, and automatic unsubscription. The email method is simpler, and is recommended.

- i. To unsubscribe via email send an e-mail to LISTSERV@LIST.NIH.GOV with the following text in the body of the message: “unsubscribe usphs-scientist” (without quotes).
- ii. To unsubscribe via the Web go to <https://list.nih.gov/>. Click on “List of Lists” and type “usphs-scientist” in the Search field. Click on “usphs-scientist” under List Name. On the next page, click on “Subscribe or Unsubscribe” under Options on the right-hand side of the page. Fill out the form with your name and e-mail address and hit “Unsubscribe (USPHS-SCIENTIST)” or “Unsubscribe (All Lists).”
- iii. While it is preferred that individual officers unsubscribe to the LISTSERV using the instructions above, the LISTSERV Owner has the ability to manually unsubscribe an officer. This can be done by the web interface, or by an email command. To add the subscriber via email, the Owner must send an email to LISTSERV@LIST.NIH.GOV with the following text in the body of the message: “DELeTe usphs-scientist email-address” (without quotes). For example, the following message would unsubscribe the email address “John.doe@cdc.gov”:



The screenshot shows an email composition window with the following fields:

- To...: listserv@list.nih.gov
- Cc...: (empty)
- Subject: (empty)
- Send: (button)

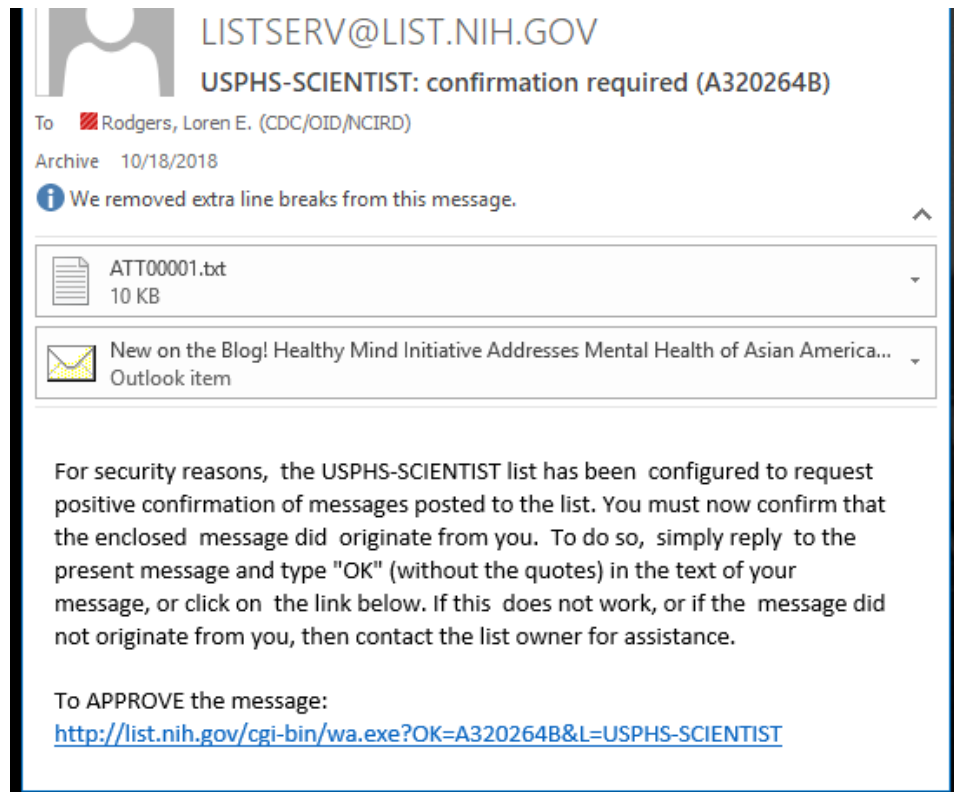
The body of the email contains the following text:

```
DELeTe usphs-scientist John.doe@cdc.gov
```

- iv. The LISTSERV will automatically monitor subscribed email accounts that report errors (typically “bounces” from undeliverable email due to inactivation of that email account, such as when an officer leaves an

agency). When the LISTSERV receives repeated errors from an account, it will alert the listserv Owner, and will unsubscribe the account automatically.

- d. Approving messages. Whenever any message is sent to USPHS-Scientist@list.nih.gov, the LISTSERV will notify the moderators, who can approve or deny the message. An example message is shown below. To approve the message, the moderator can click on the link, reply with the message “OK” (without quotes). The approval or rejection can also be performed via the web interface.



- e. Calendar invitations. The LISTSERV can be utilized to place a Microsoft outlook meeting onto the calendar of all subscribers who are not subscribed using a digest option. This is typically done for the monthly SciPAC general meetings, and any other high-profile meetings that are heavily promoted and relevant to all SciPAC officers. To do this, the meeting organizer (who does not need to be a Moderator or Owner) must include “USPHS-Scientist@list.nih.gov” as a meeting participant. The LISTSERV will then send the meeting (without seeking Moderator approval) to the entire list of subscribers. The meeting organizer will receive replies as subscribers accept or reject the meeting. In some cases, Scientists who are not LISTSERV Moderators or Owners have been unable to create a meeting in this fashion; in these cases the listserv Owner may have to create the invitation and add the listserv address as a meeting participant. It is important to note that subscribers who have configured the listserv to send their messages as bulk daily digests will NOT receive the calendar invitations, and thus there could be advantages to distributing the invitation as an attachment to an email sent to the listserv.

- f. Generating lists of subscribers. LISTSERV moderators and owners can obtain a list of all the LISTSERV subscribers (and other LISTSERV settings) by sending an email to LISTSERV@LIST.NIH.GOV with the following text in the body of the message “REVIEW usphs-scientist BY DATE” (without quotes). The listserv will respond with an email containing the names and email addresses of all subscribers. This can also be accomplished in the web interface.
- g. Assigning Owners and Moderators. Owners and Moderators can be assigned by Owners via the web interface. The Owner should log in, and navigate to List Management → List Configuration → List Configuration Wizard → List Maintenance (Tab). Various roles can be assigned from this screen.

Logged in as: lzj8@cdc.gov (Owner)

NIH LISTSERV

List Management * List Moderation Subscriber's Corner Email Lists

List Dashboard

List Configuration * List Configuration Wizard

List Reports * List Configuration Tasks

Customization * Alphabetic Keyword List

Subscriber Management Manual List Configuration

LISTSERV Command Control Distribution Error Handling List Maintenance Security Subscription Other

List Maintenance Settings

List settings available on this page: Editor | Editor-Header | List-Address | List-ID | Moderator | New-List | Notebook | Notebook-Header | Notify | Owner | Configuration-Owner | Peer

Keyword	Setting
Editor=	John.J.Eckert14.mil@mail.mil lzj8@cdc.gov fsu8@cdc.gov Jason.wilken@cdph.ca.gov fred@example.com (USPHS-SCIENTIST)
Editor-Header=	---
List-Address=	USPHS-SCIENTIST@XYZ.LIST.NIH.GOV
List-ID=	MYLIST
Moderator=	Round-robin
Moderators:	Jason.wilken@CDPH.CA.GOV robin.tobin@fda.hhs.gov lzj8@cdc.gov fsu8@cdc.gov mod@example.com
New-list=	USPHS-SCIENTIST@LISTSERV.EXAMPLE.COM This keyword can only be used on a list that has already been migrated and all other keywords e
Notebook=	Yes
Where:	D:\LISTSERV\notebooks\usphs-scientist

Once a new role has been assigned, the officer with the new LISTSERV privileges will need to log in (<https://list.nih.gov/>) and change their password. From this screen, Owners can also modify lists of Owners and subscribers.

**WELCOME TO NIH LISTSERV****LIST.NIH.GOV****Options:**[Login](#) | [Logout](#)[Change Password](#) | [Reset Old Password/Create New Password](#)
[Change My Subscription Email Account](#) | [My Subscription Profile](#)
[Unsubscribe From All Lists](#)**Browse:**[Search Public Lists](#) | [List of Lists](#)**Manage:**[Manage your mailing list \(list owners only\)](#)1. [Add/Remove List's owners](#)2. [Add/Remove subscribers](#)3. [Listserv Command Line](#)

- h. Advanced functions. The LISTSERV has additional advanced functions, such as configuring welcome messages to new subscribers, establishing templates to format the look and feel of LISTSERV messages, rejecting certain types of attachments, creating newsletters, and allowing individual subscribers to post to the LISTSERV without having messages route through moderators for review.

VI. Resources:

- a. LISTSERV manuals can be found here:
<http://www.lsoft.com/resources/manuals.asp>
- b. The LISTSERV Owner's manual can be found here:
http://www.lsoft.com/manuals/16.0/LISTSERV16.0_ListOwnersManual.pdf
- c. Instructions for subscribing and unsubscribing are found on the SciPAC website:
<https://dcp.psc.gov/OSG/scientist/listserv.aspx>
- d. Further guidance can be found in the SciPAC Communication Policy