



## RSF FAQs

February 25, 2010

These questions are specific to the IT equipment, office furniture, property, move coordination, security, records management, and recycling related to the RSF. For general RSF information, visit [Working in the RSF](#).

Information Technology	Answers
<b>General</b>	
Who is going to pay for all the machines that I will need to change out to meet the power requirements of the new building?	Use funds from each Center Office or Groups Annual Operating Plan. If additional funds become available, management will allocate. NOTE: To save you money, the labor cost of migrating old machines to new will be funded from the RSF tasks, not your operational tasks.
Do we wait until we move and then purchase <b>new laptops</b> ?	No. The purchase and setup of new equipment should be completed prior to the move. This will give ISO a chance to migrate your desktop to a laptop and allow you a chance to get used to the new equipment.
What time frames are we looking at for completing purchasing for new laptops?	Begin purchasing as soon as possible to allow time for you to get used to using the new equipment.
What time frames are we looking at for completing deployment (setup) of new laptops?	We would like to complete the desktop-to-laptop migrations before June 10 <sup>th</sup> .
What happens to all the <b>surplus equipment</b> that is still in good working condition? Can I take it home?	You can excess this equipment, transfer it to someone not moving to the RSF, or if you work at home you can get a property pass to use the equipment there. Discuss anything you'd like to take home with your manager; you need property passes for equipment you take home whether tagged or not.
<b>Computers</b>	
What type of computers will be allowed?	Barring exemptions for special needs, everyone will be asked to use laptops in the RSF. If the employees' job does not lend itself towards telecommuting, the Dell Optiplex FX160 or the MacMini are acceptable substitutes. Please review <a href="#">approved hardware list</a> .
Which manufacturers & models?	<a href="#">BOA</a> will provide guidance on <a href="#">acceptable computer model standards</a> .
We have computers acting as <b>servers</b> for our group. Can we bring these machines?	Server space can be provided and managed by IS in the RSF Data Center. If possible, your server will be virtualized. Your virtual server and its data will be backed up.
We have computers acting as <b>specialized shared workstations</b> . Can we bring these machines?	Yes, if there is a business case. To save energy, we'd ask that these be migrated to laptops or one of the previously mentioned substitutes if at all possible.
We have <b>unassigned laptops</b> that may be needed for future student and guest use. Can we bring these pieces of equipment to the new RSF?	Yes, but they should remain unplugged until they are ready to be used.
I have an <b>older laptop</b> that according to your inventory isn't slated for replacement yet. Can I replace it ahead of time anyway?	We ask you wait until after you are in the RSF to keep the work load down on our technicians. The techs will be very busy replacing computers that must be replaced before moving them into the RSF. These setups will be paid for out of your task, not the RSF task.



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<p>What can we do about the <b>security of laptops</b>? I'm worried mine will "walk off."</p>	<p>We all rely on our security measures to provide a high level of protection for both ourselves and our equipment. NREL's security fences, security gates, badge readers, security cameras and security guards provide excellent physical protection. Passwords, backups and encryption provide solid data protection. And of course personal responsibility also plays a big role in data and physical security. People leaving their laptops in cars in plain view or unguarded in an airport waiting area have been prime targets of thieves. If you wish to append additional security at work, that will be left up to you and your management. The Kensington security slot is a nearly universally adapted standard on laptops, and there are many options for securing your laptop to your workstation using this slot. We'd recommend something like this: <a href="http://us.kensington.com/html/17081.html">http://us.kensington.com/html/17081.html</a> as a good solution. We'll likely be buying these in bulk along with standard security cables for resale to clients. Locking your laptop in your file cabinet is another option, and likely a better one in that Security and your admin will have keys if you happen to lose or break yours.</p>
<p><b>Monitors</b></p>	
<p>I have 30" monitors being used in my group. Will they meet power efficiency standards?</p>	<p>Only those with a solid business need will be allowed. Currently no 30" monitor meets EPEAT Gold standards or the latest energy efficiency standards. We will continue to evaluate options as they become available.</p>
<p>Are we allowed more than one monitor to a computer?</p>	<p>Dual external monitors are only allowed if necessary to perform your job.</p>
<p>What about large displays for conference and huddle rooms?</p>	<p>The good news is projectors and associated cabling will be installed in all conference rooms. The bad news is huddle rooms will be cabled, but there was no money to outfit them with screens or projectors. We are recommending that individual groups either bring existing, portable projectors to use in those huddle rooms just for those meetings, or purchase approved LED-backlit LCD panels. We have standards that must be met for large LCD's in the RSF, so please work with <a href="mailto:BOA.Ordering@nrel.gov">BOA.Ordering@nrel.gov</a> to order what you need.</p>
<p>Aren't LED-backlit LCD displays expensive?</p>	<p>While LED-backlit LCD displays are currently more expensive than older backlight LCD's, they are 30-40% more energy efficient than those older LCD's. They also have better contrast ratios and are easier to view at the odd angles you might experience in a huddle room.</p>



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<b>Peripherals – What to bring or leave behind</b>	
<b>External keyboards and mice</b>	Yes - We encourage the use of these for ergonomics and work efficiency. Appropriate keyboard trays will be provided based on the type of keyboard/mouse you use.
<b>Printers</b> - I have my own printer for printing sensitive documents in my office. Will I be able to take the printer with me?	No - Multifunction devices (MFDs) are being provided in various locations throughout the building. They will provide for most all printing, scanning, copying and faxing needs. Secure printing is a feature included with the MFDs that allow you a safe way to print out sensitive documents once you are at the printer. Exception – there are certain applications that cannot use a network printer queue or the secure printing feature. In this case small desktop printers will be allowed, but must remain off when not in use.
<b>Specialized Printers</b>	Yes - Special printers and plotters will be allowed in the RSF as long as there is an appropriate business need. Your move coordinators and managers need to work with us to justify, move and locate these printers.
<b>Scanners</b>	No – Multi-function devices have this feature. Yes – If the scanner is specialized for a business need and remains off when not in use.
<b>Fax Machines</b>	No – Multi-function devices include this capability.
<b>External Hard Drives</b> – I have an external drive I use for backups. Can I use this drive in the RSF?	Yes and No - We would prefer you use the LiveBackup software to backup your NREL computer. This system was recently upgraded and works with both Windows and soon Macs. If you must use an external drive, it should be turned off until needed. External hard drives should be powered from the laptop and not an external power adapter.
<b>Label Printers</b>	Yes – but low powered devices should be turned off or disconnected until needed.
<b>Memory card readers</b>	Yes – but low powered devices should be turned off or disconnected until needed.
<b>BlackBerry/PDA/SmartPhones</b>	Yes – however we ask that you try to charge your phone at home or unplug the charger when not in use.
<b>Docking Station</b>	Yes - if the docking station uses pass-through power to the laptop. Certain other docking stations will be allowed for business purposes.
<b>Speakers</b>	No – External speakers will not be allowed for both power and workplace courtesy reasons. Headphones/headsets are highly recommended. Yes – if there is a business requirement and you work in a close spaced. Those speakers should only be plugged in and turned on for that business need.
<b>Headsets</b>	Yes – You should consult with our telecomm staff (x4141) to make sure the headset you own/buy will work with both the VoIP phones and your computer. Avoid headsets that require power adapters.
<b>Projectors</b>	All conference rooms will have projectors. Some huddle rooms will have large LCD screens. All will be pre-wired with standard connections. Small portable projectors can be used in the huddle rooms if needed, but need to be turned off when not in use.



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<b>Shredders, Electric Staplers, etc.</b>	These are not IT-related items, but they will fall under the same energy-efficiency rules. Generally the answer will be “No” or “only if left unplugged when not in use”. Shredders should be centralized and shared whenever possible.
<b>Phones</b>	
Do I need to take my phone with me?	The RSF will only use Cisco Voice-over-IP (VoIP) phones, so you don’t need to bring your phone unless you already have a Cisco VoIP phone (Bldgs 3, 7, 52).
How well will my <b>cell phone</b> work?	NREL has worked with the various carriers to install repeaters on the site.
Will conference and huddle rooms have speakerphones?	All conference and huddle rooms will have a VoIP conferencing speakerphone. You should excess or transfer any analog conferencing speakerphones as these will not work in the RSF.
Can I use my VoIP phone as a <b>speakerphone</b> ?	Depends - Although every VoIP phone has a speakerphone feature, to avoid extra noise you will have to ask for that feature to be enabled on your phone. We would recommend that only those with closed offices enable this feature.
Will there be any <b>training</b> for these VoIP phones?	Yes. We will try to schedule training sessions for these phones close to your assigned move time. Printed and on-line demonstrations will also be available.
<b>Other Technologies</b>	
Will <b>Thin Clients</b> be available as an alternative to purchasing new equipment?	No, there will not be widespread installations of Thin Client PC’s at this time. The back-end is not developed enough for production use, although small pilot test groups will occur. As we move forward, we will be installing thin clients as appropriate for the work being performed.
How many <b>network drops</b> will I have?	There will be two active ports in each office. The VoIP phones have an external port so they can share their connection.
Can we use <b>power strips</b> in our offices?	Yes, if necessary. We are evaluating a variety of power strips for both function (e.g., switched outlets, motion detectors, timers) and energy savings. We will update this site when we have a standard.
<b>Computer Hardware Change Out Processes</b>	
Who will manage what needs to be replaced?	An assigned group coordinator in your center/office will work directly with an assigned counter-part in IS to answer any computer inventory question, i.e.. Which computers in use should be changed-out? What models should be purchased in their stead, etc.?
Who will order the new equipment? Will there be a bulk purchase for all groups moving to the RSF?	Contact ISO BOA Ordering ( <a href="mailto:BOA.Ordering@nrel.gov">BOA.Ordering@nrel.gov</a> ). All the existing processes for ordering equipment remains unchanged. The group coordinator will finalize a list with the IS assigned project lead and submit the request to their group manager and center director.



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Exceptions /Exemptions	
What if I have users who need an exception? <ul style="list-style-type: none"> <li>• processor power exceeding a laptop's capability</li> <li>• RAM exceeding a laptop's capability</li> <li>• graphics capability exceeding a laptop</li> </ul>	In most cases, replacing a desktop computer older than 4 years old with a new laptop will increase performance value. Exemptions require strong justification, i.e., large graphics or computational data set processing and must be approved by your manager and center director.

Site Operations and Facilities	Answers
<b>Furniture</b>	
What furniture can I bring to the RSF?	The RSF will be using all new workstations, file cabinets, bookcases, etc. The only furniture you will need to bring is your chair.
Can I change my furniture configuration in my new location?	No. All of the RSF furniture in the offices and cubicles has been configured into standardized layouts. The reason for this is to allow ease of use and movement from one location to another without the constant need to reconfigure based on individual requests.
We have a lot of shared file cabinets. Can we bring those?	No. The file cabinets are standardized and designed to work in the RSF. A certain number will be provided as part of the building, however we will work with your group to make sure enough cabinets exist at the RSF. A list of standard items that can be added to your work station will be published on the web, and you can work with your Center's Move Coordinator to determine your needs.
What does the furniture look like?	The best way to really understand the new furniture is to visit offices in Building 7, 52, or Golden Hill or see the <a href="#">RSF Web page</a> .
Is the furniture ergonomically friendly?	Absolutely. All work surfaces will be adjustable for height, and we will work with you to make sure your workstation is set at the appropriate height before you move. A combination keyboard/mouse tray will be installed in each office.
If I have an ergonomic keyboard specifically ordered for me, can I take it with me?	Yes, we will be working with your Center's Move Coordinator to determine who has these types of keyboards so we can move them to your new location to ensure that your new location is ergonomically correct for you.
<b>Conference Rooms/Huddle Rooms</b>	
Do we need to bring any furniture or other equipment for the conference or huddle rooms?	All conference rooms and huddle rooms will have furniture and a conferencing speakerphone. All conference rooms will have projectors and pre-wired connections. Some huddle rooms will have large LCD screens and all will have pre-wired connections.
How will we schedule these rooms?	The conference rooms will continue to be scheduled by Site Ops at x3232. Huddle rooms will not be centrally scheduled, however individual groups can manage and schedule huddle rooms if desired.
<b>General</b>	
Where is my office?	The general location of your office/center can be found on the <a href="#">maps</a> at the <a href="#">RSF website</a> . Exact office locations will be



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	decided by your management and your group move coordinator(s).
Will we have water clubs at the RSF?	No, as the water in the building is filtered.
Will my office door have a lock on it?	Yes, all office doors will be lockable.
Do I need to order new business cards?	No, as the address will remain the same as well as your phone number.

Move	Answers
<b>Schedule</b>	
When will we be moving?	We will be working with your move coordinator(s) and manager(s) to finalize your move schedule. The RSF move schedule will be published on the internal RSF website so you can check to see when your specific Center is scheduled to move.
How will I receive information on my Center's individual move?	The RSF move team will work directly with your Center's Move Coordinator as the single point of contact for your Center's move. The Move Coordinator will then convey the information to your group.
Who will pay for my move?	As this is an NREL-directed move, a task number for the physical move has been established and the move will be paid for out of that task.
When will the moves be performed?	All moves will be conducted over the weekend, as we wish to minimize downtime for the staff moving. A typical schedule for a move looks like this: <ul style="list-style-type: none"> <li>• Friday, 1PM, disconnect and pack computers.</li> <li>• Friday, 3PM, begin physical prep for your move.</li> <li>• Saturday, all day, physical move.</li> <li>• Sunday, reconnect computers and connect to new multi-function print devices</li> <li>• Monday, you will be up and running.</li> <li>• Monday, we will provide help desk from the movers, IS and Telecomm to assist you with post move items.</li> </ul>
Can I charge my time to pack to the NREL-directed task number?	At this time, the task number is for the physical move only. Please check with your Center's Move Coordinator for your Center's task number to be charged for the time you use to pack.
When will I receive packing supplies?	Packing supplies will be delivered to your area(s) approximately two weeks before your scheduled move date.
What if I'm on travel before or after I'm scheduled to move?	You can pack up your office prior to your departure for travel and we will move you with your group. If you are on travel after your Center moves, you may unpack when you return.
What if I have more items to move than will fit into my new location?	The basic items you can move with you are your chair, computer(s), and files. We are asking everyone to purge files, old records, equipment, etc. You can also work with Records Management to determine what files, etc., are best to retain and which ones you need to keep.
Can I take my plants with me?	Yes, as long as they fit neatly in your new location and are not so tall that they block the natural daylight.
In what condition do I need to leave my old location?	We ask that you clean out everything in your old location so that it is in move in condition, as some spaces being vacated will be occupied by new staff moving in.



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Security	Answers
<b>Building Access</b>	
How will we get into the building?	The entrances to the building are listed on the <a href="#">RSF website</a> . The RSF will have the same card readers currently used throughout the lab. Access to the building will be automatically added to those who need it.
How do I get keys to my new office, file cabinets, etc? And what do I do with my old office keys?	<ul style="list-style-type: none"> <li>Your new office keys will be issued within 72 hours once a key request form has been turned into security.</li> <li>All new file cabinets should have keys in them before you move. If any cabinet keys are missing contact Gino Portanova.</li> <li>Your old keys will need to be turned into Gino Portanova or any security location within 3 days of moving out.</li> </ul>
What do I do if I have a visitor?	<ul style="list-style-type: none"> <li>When the visitor arrives at the Site Entrance Building they will be directed to parking and the RSF entrance.</li> <li>In the lobby of the RSF the visitor will be processed for a visitor badge and you will be notified your guest has arrived.</li> </ul>
In the event of an emergency where do I exit the building and where do I congregate?	<ul style="list-style-type: none"> <li>The evacuation routes and procedures are currently under consideration and will be evaluated as the building nears closer to being occupied.</li> <li>Before your group moves to the RSF, Security will attend your move meeting(s) and will be available to answer questions.</li> <li>Once you are in your space please take some time to look at the possible exit routes.</li> </ul>

Property	Answers
<b>Excess Equipment</b>	
What will we do with all our old desktops, personal printers, etc.?	Property Management will be working with your Move Coordinator to conduct a walk-through of your area to help you excess property that cannot be moved to the RSF. We would highly recommend that you begin excessing your property to Property Management so you have a minimal amount of equipment to move to the RSF and you do not have any property to be reconciled after you move.
What happens to all the surplus property that is still in good working condition?	You can transfer it to someone not moving to the RSF or excess the equipment by completing a Property Transfer form. If you have property that cannot be re-used within your center/office, you should transfer the property to Property Management who can re-issue it to other employees that are not moving to the RSF.
Can I buy surplus property?	Property that is not reutilized within NREL, transferred to another DOE or Federal organization or transferred to a school or non-profit will be sold at auction. Computers that are sold have no hard drive.
<b>Property Forms/Passes</b>	
Do we need to update our property forms?	After each move, Property will go through the newly



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	occupied areas in the RSF and scan any property we find to document the new location. You will need to notify Property Management of the new location for any property that you take with you to the RSF that is not scanned.
Can I take property home?	Discuss anything you'd like to take home with your manager; you need a Property Pass for all property you take home whether DOE-tagged or not. Contact Al Mergoni x6122 or Mike Stainbrook x7822 to get a new Property Pas or just add property to an existing Property Pass.

Mailroom	Answers
Where will my new mailstop be?	We will work with your organization's Move Coordinator and the Mailroom to establish a new mailstop in your area.
What will my mailstop number be and where will it be located?	The RSF mailstop numbers and locations will be published on the internal RSF website when the group areas/centers are determined.
Will the mailroom be making name/cube plates for the RSF?	Mailroom will continue making name plates for all areas outside RSF, TBD if they will process for RSF. It will be published on the internal RSF website.

Records Management	Answers
Can I bring my paper files when I move?	Yes. Your work space will have space for files. You can check with your organization's Move Coordinator to verify how much filing space you are being provided. If you have more files than will fit into your space, you should check with your organization's records liaison to see whether you can place files into the common files area, or to find out what your other options are. You can also contact Lee Michael in Records Management for additional assistance.
Can I leave my paper files behind?	No. Files cannot be abandoned when you move. The files must be either moved to your new location, sent to records storage (if they are NREL records and still have required retention remaining), or properly disposed. Discuss your needs with your organization's records liaison or contact Lee Michael in Records Management for additional assistance.
How do I get rid of the paper files I don't need?	There are several proper ways to do this. First though, you need to make sure the files are no longer needed by your organization, since the information you create or receive while employed at NREL belongs to the lab. The Sustainable NREL page on TheSource has the details on how to recycle office files. Please remember that anything you dispose must be done properly. If you are disposing of sensitive information, please use the locked gray bins, or office shredders. Check with your organization's records liaison or contact Lee Michael in Records Management for additional assistance.



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<p>Do I really need to follow all these rules, since these are <u>my</u> files?</p>	<p>Unless you brought the files with you when you were originally hired, the files actually belong to NREL. Therefore, the established rules related to NREL information and records need to be followed. Please remember to keep your personal files separate from those that belong to NREL.</p>
<p><b>Recycling</b></p>	<p><b>Answers</b></p>
<p>When we are packing to move there will be a lot of files, binders and other items that we will not take. What is the procedure to dispose of these?</p>	<p>Contact Work Control and have them bring a recycling tote, large trash bin, and cart to your area. Items that cannot be recycled, excessed or taken to the Reusable Office Supply Center should go in the trash. All paper, plastics that are recyclable will go into the blue recycling tote; binders and office supplies (in good condition) should be placed on the cart to be taken to the Reusable Office Supply Center.</p>
<p>Should secure documents that we don't need any more and do not need to go to Records Management, go in the recycling bins when we are preparing to move?</p>	<p>No – if you have any secure documents that do not need to go to Records Management – contact Work Control and they will bring a locked bin from Cintas to be shredded. All documents that are shredded are recycled.</p>
<p>What items can go to the Reusable Office Supply Center (ROSC)?</p>	<ul style="list-style-type: none"> <li>● Notebooks – all sizes</li> <li>● File folders – legal or letter</li> <li>● Hanging files – all colors, sizes</li> <li>● Tape – masking, scotch, packing, dispensers</li> <li>● Staplers</li> <li>● Pencils, pens</li> <li>● Stackable desk trays</li> <li>● Paper Clips, large clamps</li> <li>● Pocket Folders – letter or legal</li> <li>● Expanding file pockets</li> <li>● Draft stamps</li> <li>● Labels</li> <li>● White boards</li> </ul>
<p>What items cannot go to the ROSC?</p>	<ul style="list-style-type: none"> <li>● All Trendway products (<a href="#">Ludene Brandt</a>, x7318)</li> <li>● All computer equipment (<a href="#">Andrew Kohm</a>, x6249)             <ul style="list-style-type: none"> <li>■ docking stations</li> <li>■ mice</li> <li>■ power cords</li> <li>■ zip drives</li> </ul> </li> <li>● All media storage – disks, etc. (<a href="#">Client Services</a>, x4171)</li> <li>● Telephones, cords, etc. (<a href="#">Lynette Tarlton</a>, x4141)</li> <li>● Old wrist and mouse rests</li> </ul>
<p>Who will be taking items to the ROSC?</p>	<p>During the move, Work Control will take the full carts to the reusable office supplies to the ROSC. After the move, anyone donating items to the ROSC will need to be responsible for getting them there.</p>
<p>Where is the ROSC located now?</p>	<p>The current ROSC is located in Denver West Building 16 on the 4<sup>th</sup> floor. If space is available in your new office area, we encourage you to create your own small ROSC.</p>
<p>Where will the Recycling Stations be located?</p>	<p>We will have Recycling Stations on each floor and wing of the RSF. They will be located in the center of each wing by the restrooms.</p>



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### Team Contact Information:

Duty	Name	Office Phone	Cell Phone	Email
ISO Project Owner	Henri Hubenka	303-275-4162	303-358-7215	<a href="mailto:henri.hubenka@nrel.gov">henri.hubenka@nrel.gov</a>
ISO Project Manager	Craig Robben	303-275-4162	303-884-7735	<a href="mailto:craig.robben@nrel.gov">craig.robben@nrel.gov</a>
ISO Technical Lead	Mike Brayton	303-275-4042	720-291-9664	<a href="mailto:michael.brayton@nrel.gov">michael.brayton@nrel.gov</a>
ISO Move Manager	Don Reed	303-275-4129	720-560-2248	<a href="mailto:don.reed@nrel.gov">don.reed@nrel.gov</a>
ISO BOA Manager	Connie Overly	303-275-4035	303-882-9838	<a href="mailto:connie.overly@nrel.gov">connie.overly@nrel.gov</a>
ISO BOA Ordering	BOA Ordering	303-275-4036	720-530-3036	<a href="mailto:boa.ordering@nrel.gov">boa.ordering@nrel.gov</a>
ISO Records Mgmt Lead	Lee Michael	303-275-4213	303-218-0999	<a href="mailto:lee.michael@nrel.gov">lee.michael@nrel.gov</a>
Property Mgmt Manager	Eric Leimkuhler	303-384-6251	303-598-2811	<a href="mailto:eric.leimkuhler@nrel.gov">eric.leimkuhler@nrel.gov</a>
Property Mgmt Pre-Move	Don Karlstrom	303-384-6126	720-641-1271	<a href="mailto:donald.karlstrom@nrel.gov">donald.karlstrom@nrel.gov</a>
Property Mgmt Post-Move	Scotty Nash	303-384-6314	720-641-1082	<a href="mailto:scott.nash@nrel.gov">scott.nash@nrel.gov</a>
Site Ops Move Owner	Lisa Kenny	303-275-4638	303-598-3806	<a href="mailto:lisa.kenny@nrel.gov">lisa.kenny@nrel.gov</a>
Site Ops Move Coordinator	TBD			
Site Ops Furniture Owner	Bret Cummock	303-275-4354	303-330-1426	<a href="mailto:bret.cummock@nrel.gov">bret.cummock@nrel.gov</a>
Site Ops Furniture Lead	Ludene Brandi	303-384-7318	303-598-3138	<a href="mailto:ludene.brandi@nrel.gov">ludene.brandi@nrel.gov</a>
Site Ops RSF Building Engineer	Jake Gedvilas	303-275-3241	303-598-1042	<a href="mailto:jake.gedvilas@nrel.gov">jake.gedvilas@nrel.gov</a>
Site Ops Mailroom Lead	Tom Satchwell	303-275-4057	303-598-4029	<a href="mailto:tom.satchwell@nrel.gov">tom.satchwell@nrel.gov</a>
Sustainable NREL Office	Ellen Fortier	303-275-3634	303-886-3634	

Working at the Research Support Facilities <http://thesource.nrel.gov/rsf/>

Sustainable NREL's Research Support Facilities [http://www.nrel.gov/sustainable\\_nrel/rsf.html](http://www.nrel.gov/sustainable_nrel/rsf.html)