Report from the Technology Assistance Center

During December, the Technology Assistance Center (TAC) answered a total of 1,486 calls, 1,005 of which were resolved by the Tier 1/Tier 2 areas. The remaining calls were answered by other ITACS departments/groups. The TAC staff also assisted 145 users in GSOIS in archiving and/or moving files, and in troubleshooting, both prior to and after their migration to the ERN network. Demand also increased for the TAC when several Distance Learning students required help with PYTHON accounts, and international students reported for wireless set-up, software distribution, and other assistance.

Restructuring of ITACS

Ms. Terri Brutzman has taken on a new position as the Director of Technology Services, a newly defined area which includes the Technology Assistance Center, the Business Solutions Group, and the Information Assurance Program. With this restructuring, ITACS has positioned an even stronger and effective team to tackle the challenges ahead.

News from the IT Task Force Meetings

Mr. Tracy Hammond gave a presentation on the Life Cycle Management Plan for FY06, which was updated in December 2005. The review, based on a modified model from the University of Wisconsin, provided a background on instructional technology at NPS, notable improvements since that time, identification of life-cycle years, descriptions of equipment and the IT environment, the guiding principles for instructional technology, labor breakdowns and costs for purchasing, maintenance, and replacement of IT-related items. Mr. Hammond noted that the total replacement cost for all classrooms, LRCs, and portable equipment would be $4,440,820, while an annual recap cost for the same is $998,141. **Mr. Hammond** stated that the annual recap cost for maintaining the physical environment of the classrooms is approximately $66K. The presentation continued with examples of classrooms at NPS, representing unsatisfactory conditions, and a discussion of the importance of establishing systems on the NPS campus to address and resolve those conditions. Among the recommendations were quality assurance, ownership, supervision, custodial monitoring, a funding stream and institutional commitment to correct the situation. The NPS leadership has committed this as a priority for the POM08 submission to NETC; however, funding must be identified for FY06 and FY07.

Mr. Tom Halwachs distributed a template titled "IT Requirements and Support" that provides a summary of the IT requirements and the available ITACS support necessary to maintain operations in individual departments. The document is intended to be a supplement for strategic planning for departments on campus. As NPS embarks on an Academic Program Review, and as individual departments prepare a self-study for the external team to review, the Technology Plan template should provide a good opportunity to document each department's IT requirements.

Mr. Tom Halwachs told the group that 142 users from GSOIS have been moved to the ERN network, with the final 20 slated to be moved in early January. Users in SIGS have received the 30-day notice of their move, which will occur in mid-January.

Dr. Christine Cermak presented turnover briefs and supporting materials for Information Technology, Instructional Technology, and Institutional Research to **Admiral Wells** on December 12th.

Partnerships and Outreach

The Navy Higher Education Information Technology Consortium (NHEITC) met on December 6th, to discuss the development of a charter and governance for the group, which includes the US Naval Academy, the Naval War College and NPS, as well as further development of the grid proposal.

On December 19th, **Dr. Christine Cermak** and Defense Language Institute – Foreign Language Center (DLI-FLC) CIO **Lieutenant Colonel Jorge Serafin** met with **Colonel Tucker Mansager,** Commandant of DLI-FLC, to brief him about the Monterey Peninsula DoD-Net.

On December 9th, **Mr. Tracy Hammond** led an NPS team for a visit to Silicon Graphics, Inc., in San Jose, to view their visualization technology.

Dr. Donald Stark hosted a facility tour for **Admiral Dunne** on December 19th, featuring the high-performance computing clusters center, located in Spanagel Hall.

ITACS hosted a visit to NPS from Graniterock CIO **Mr. Ken Schipper** and his senior managers. **Dr. Cermak** presented the team with an overview of the NPS IT environment, including its policies, plans and practices.

The Fall graduation, and the Change of Command and Admiral Dunne's retirement ceremonies on December 16th were video streamed. Supervised by **Mr. Joe LoPiccolo,** all of the video streamed ceremonies are now available for viewing. See the link to the live video streaming events on the NPS Intranet home page at:
http://intranet.nps.navy.mil/