



# ITACS

## Information Technology and Communications Services

Naval Postgraduate School, Monterey, California

### Technology News

### March 2006

#### **BARRACUDA BLOCKS!**

Last year, ITACS installed the Barracuda spam filter appliance to assist with the ever-growing problem of spam in email. In the initial months of operation, this appliance categorized approximately 40% of all external email to NPS as spam, and blocked its entry to the NPS storage systems. Since that time, users have added external addresses to their individual 'blacklists' resulting in 62% of external email now being blocked from users' mailboxes. Based on current numbers, Barracuda is blocking over 14 million spam emails each year, and saving NPS over \$950,000 annually in lost productivity, storage and management costs.

#### **REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER**

During March, the Technology Assistance Center (TAC) answered a total of 2,706 calls, 1,889 of which were resolved by the Tier 1/Tier 2 areas. The 817 remaining calls were answered by other ITACS departments/groups. The TAC staff assisted users in archiving and/or moving files prior to their migration to the ERN network, and they helped 215 users after the migration to help troubleshoot more efficient methods for managing files and mailboxes. TAC personnel also helped to move 152 machines during the migration from the .mil space to the .edu IP space. This multi-step process involved a site visit to each machine by a TAC staff member, and required approximately 30 to 90 minutes of assistance per machine, as well as coordination with the Network Operations Center staff in order to switch each network port. From March 20<sup>th</sup> through the first week of classes, activity increased substantially as the TAC assisted new students with their wireless setup, software check-outs, and other services.

#### **INSTRUCTIONAL TECHNOLOGY RECAP**

During the past quarter, the Audio-Visual section of the Instructional Technology department has fulfilled 184 requests for event-support, 6 video duplication requests, and 30 maintenance and/or repair requests. The Video-Teleconferencing section supported 38 class segments, 2,900 enrollments and 25 video-teleconferencing sessions. The new Tandberg video bridge has been installed, and is operating smoothly. The contract for the conference room for the School of International Graduate Studies has been awarded, and installation is scheduled to begin in late April. Instructional Technology has also been involved extensively in planning and discussions for the Glasgow extension.

#### **ERN TRANSITION UPDATE**

The transition to ERN has been completed for ITACS personnel, the Graduate School of Business and Public Policy, the Graduate School of Operations and Information Science, the School of International Graduate Studies, the Center for Civil-Military Relations, and the Office of the Registrar. The Graduate School of Engineering and Applied Sciences will complete its transition in early April.

#### **NEWS FROM NTIC**

On March 14<sup>th</sup>, the Cisco Government Network Express truck was parked in parking lot K (the large parking lot by the steam plant) from 9:00-5:00. The Government Network Express, dedicated to both federal and public-sector customers, boasts a series of specialized stations throughout its exhibit space. Over 100 visitors participated in tours and/or watched demonstrations of Cisco's leading-edge solutions. The Cisco Express truck is expected to return to NPS next year.



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#### CONTENT MANAGEMENT SYSTEM PROJECT

A partnership has been established between ITACS and the Dudley Knox library (DKL) to move the library's website to a Content Management System (CMS). The system allows content to be separated from presentation, so a single piece of content can be used multiple times. The CMS also supports more efficient workflow: after an author composes content, and the material is sent to a content reviewer, who checks the material for its compliance with Navy regulations and its appropriateness for publication, the CMS publishes the information on an external web server. This process will eliminate any backlog that may have been experienced in the past of waiting for material to be reviewed and published by ITACS. The CMS software arrived in late March, and a 90-day pilot project is underway. Campus-wide implementation of the system may take from 9-12 months, depending on institutional support for Institutional Advancement and ITACS.

#### ITACS ASSISTS WITH COPIER REQUIREMENTS

The existing copier contract for NPS expires in June 2006, and for the first time in 15 years, ITACS has assisted in determining the functional requirements for the new contract. In keeping with the Digitization Committee's mandate to reduce paper usage, ITACS conducted a 90-day trial of two high-end multi-function machines, the Xerox Work Centre Pro 265 and the Xerox DocuColor 250. Both copiers received many quality comments, high marks of approval, are easy to maintain, met the load requirements and modest in-house publishing needs, and have contracts that cover all supplies — except for paper — under their service umbrellas. The machines were chosen not only for their multi-function capabilities, but also because both are being used on University of California campuses, which provide a model for reliability and workload for NPS, and the possibility for inclusion in the same

contract. Both copiers would be used in high-volume areas of the NPS campus, and as replacement machines for aging copiers. Because of impending deadlines, the functional requirements were submitted to DAPS in San Diego in early March.

#### CENIC ANNUAL CONFERENCE

The CENIC Conference was held from March 13-15, and for the first time, NPS personnel attended the conference as members. NPS was well-represented at the conference: **Dr. Alex Bordetsky** presented on *Tactical Network Topology and Testbed for Maritime Interdiction Experiments Using Unmanned Vehicles and Sensors*; **Mr. Brian Steckler** talked about *Hastily Formed Networks for Humanitarian Assistance/Disaster Relief*; **Dr. Amela Sadagic** spoke on *Videoconferencing as a Tool for Advanced Learning and Training Methodologies*; and **Dr. Christine Cermak** and **Mr. Joe LoPiccolo** presented *Streaming Media Deployment at a Research University*.

#### CENIC CONNECTIVITY UPDATE

On March 22<sup>nd</sup>, **Dr. Christine Cermak** and **Mr. Hank Hankins** visited the Monterey county Network Operations Center and the storage location for the CENIC equipment. PG&E's authorization has been secured, and the fiber will be installed in about 30-60 days.

#### STREAMING MEDIA REVIEW

The winter 2006 graduation, held on March 24<sup>th</sup>, can be viewed at the following site:  
[www.nps.edu/technology/video/](http://www.nps.edu/technology/video/)

Many alumni have requested that graduations continue to be streamed. Last year, 368 viewers watched the streamed event.



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#### BUDGET UPDATES

In response to the growing demand for (Red Hat) Linux licenses, ITACS purchased 500 licenses at \$7 each, a discount of \$43 per license.

ITACS has received funding from IMET in the amount of approximately \$300,000, which will be used for wireless network deployment and upgrade, and additional data storage capacity.

The renovation of the wings of Hermann Hall will include wireless access for 140 rooms in the visitors' quarters. **Mr. Hank Hankins** did a walk-through of the area and discovered that the prior wiring was copper, so fiber and electronics will need to be installed in order to provide network access. The arrangements are being developed now.

#### PARTNERSHIPS AND OUTREACH

A team from NPS visited Apple on March 17<sup>th</sup>. Demonstrations displaying MAC OS 10.4 pod casting and education, creative tools for teaching and learning, Apple servers and storage units, as well as VNET (Houston) and a presentation by Mr. Scott Morris of Apple's E-learning (technology in the classroom), were well-received. A subsequent visit to NPS by Apple is currently being planned.

**Dr. Christine Cermak** served on the Western Association of Schools and Colleges Accreditation team for Notre Dame de Namur University.

**Ms. Sarah Glassett**, of the Business Solutions Group, worked with the Human Resources office on updating and improving their New Employee Orientation link. **Ms. Liza Rosa**, **Ms. Julie Carpenter**, and **LCDR Ed Korman** provided oversight for the project.

The Monterey Peninsula Department of Defense CIO Council held a visioning meeting on March 24<sup>th</sup>. Attendees included representatives from the City of Monterey, Access Monterey Peninsula, other CIOs from the DoD, ITACS personnel, and other invited parties, and the agenda focused on developing a plan for collaborating on video initiatives. **Mr. Fred Cohn**, Assistant Manager for the City of Monterey, facilitated the meeting.

The regular quarterly meeting of the DoD CIO Council was held on March 31<sup>st</sup>, at the Naval Research Laboratory.

#### NOTES FROM THE IT TASK FORCE MEETINGS

**Ms. Terri Brutzman** reported that NPS received a classified document through the unclassified e-mail system, which was inadvertently forwarded to others. When the error was realized and the security manager and ITACS were notified, the systems affected were taken off-line so the classified information could be removed. The initial work affected multiple servers and about 250 customers, none on the ERN e-mail systems. **Mr. Hank Hankins** said that during the procedure to purge the restricted information, a disk drive failed. After two attempts to remedy the situation, ITACS replaced the faulty hard drive, and the purge was completed successfully. NPS leadership sent a bulk e-mail to all users to notify everyone about the situation, and to remind all users to be cautious when transmitting information, and to protect it according to DoD/DON regulations.

**Mr. Tom Halwachs** asked the members to review a proposed policy for VPN access, which he will submit to all electronically. Feedback was requested so that it can be placed on the agenda in an upcoming meeting.