NETWORK UPGRADE PROJECT PLAN

On October 24 Ms. Lonna Sherwin of the Network Operations Center hosted vendors' visits to NPS. During the week of November 5-9, formal presentations of vendors for the network upgrade project will be made, all proposals will be reviewed, and initial evaluations will be made by the Service Selection Board.

CLASSROOM TECHNOLOGY UPGRADES

At the October 20 meeting of the IT Task Force, Mr. Tracy Hammond distributed a memorandum regarding the planned installation of classroom upgrades, provided by end-of-year funding. Of the 74 classrooms on campus, 18 will receive new multimedia presentation systems consisting of a Panasonic PT-FT100U projection system with 3000 lumen, 1280 x 800 native pixel resolution, 16 x 10 widescreen format, and an auto-changing motorized air filter cartridge; and a new podium and audio-visual routing and control system. Classrooms scheduled to be furnished with the new equipment are Bullard 102 and 103; Ingersoll 322 and 366; Glasgow 113, 114, 115, 129, 130 and 306; Spanagel 136, 208, 231, 321, and 421; and Watkins 146, 147 and 150. The nine year-old equipment in the President's Conference Room in Herrmann Hall will also be replaced and will include new touch screens. Replacement of all this equipment was scheduled in the Life Cycle Replacement Plan for FY07, but a lack of funds prohibited it. The contractor chosen to do the work, which should commence in late November 2007 and be completed by March 31, 2008, is local, reputable, and has a proven record of producing high-quality work at NPS.

VTC AND AV POLICY

A modified VTC/AV policy was presented to the Information Technology Task Force (ITTF) meeting on October 20th. Tracy Hammond made modifications to the policy in response to feedback from the Schools' associate deans. The modified policy was endorsed by the IT Task Force. It is posted on the ITACS website. Dr. Christine Cermak will now present it to campus leadership for their recommendation to institutionalize the policy.

PRICE WATERHOUSE COOPERS – PRIVACY AUDIT

Although an internal review of NPS management of personally identifiable information (PII) remains very good at NPS, the Business Practices Implementation Task Force recommended to NPS leadership that an external audit be conducted of how PII is managed and protected at NPS. Campus leadership agreed to the recommendation, and Price Waterhouse Coopers, which conducted an audit at the University of California Berkeley last year, will administer an audit at NPS. The audit is expected to begin this month, and to be completed by the end of the calendar year.

BUSINESS SOLUTIONS GROUP

The new student muster went live in October and can be located at the following link on the Intranet: http://intranet.nps.edu/studentmuster/StudentPages/StudentCheckin.aspx. The muster includes a code verification process that prevents the use of programs that formerly mustered students automatically. Under the new system, to officially muster, students must type in a code that is randomly generated.

The new student muster also features new and improved administrative features which include:

- Creating new announcements and choosing the time at which to publish them
- Editing and/or reviving old announcements
- Viewing and processing Student Leave requests
- Viewing leave by date and status
- Viewing all missed muster for the past three days, two days, and currently
- Viewing daily muster records to see at what time students checked in
- Searching for students by name
- Excluding curriculums from muster list
- Submitting an approved leave for a student
- Recording students that have been alerted of missing muster equal to or more than 5 times a year

WIRELESS UPDATE

The Network Operations Center has finished redeploying all access points for the wireless system, and has amended the RFP to include additional access points as needed. ITACS will continue to collect feedback regarding coverage and ensure that any "dead" areas are addressed in the network upgrade. One additional external access point will be installed when the pole in the Glasgow parking lot is replaced. Once that access point is in place, a final evaluation of wireless coverage will commence.

Users' problems have been reduced from 50 during the first week of class to 33 during the second week; however, three challenges with the new wireless system are being resolved by ITACS. The first has to do with WPA2 compliance, which Cisco is now attempting to correct. The second issue relates to the configuration of the client's wireless card. When the features on the card permit, changes are made to enhance the power usage, throughput and roaming capabilities. The third issue is with coverage, which Network Operations Center staff are working to resolve, particularly for users in the Dudley Knox Library and the Graduate School of Business and Public Policy. ITACS staff are conducting physical checks of each access point, and locations for additional access points are being discussed.

The Bradford Network Appliance controller has been disengaged at this time and is scheduled to be re-installed when ITACS completes its testing, currently underway in Ingersoll Hall.

PARTNERSHIPS AND OUTREACH

The President of Global Marketing and the Executive Vice President of Xerox, Mr. Mike McDonald, visited NPS in late September. Mr. McDonald offered to supply evaluation printers to the New Technology Center for campus-wide hands on testing, and he extended an invitation to NPS constituents to visit the Xerox Research Park in Palo Alto. Anyone who is interested in participating in that visit should contact Dr. Christine Cermak.

MULTI-FUNCTION DEVICES EXPANSION

In an effort to save $40,000 annually in toner costs, a proposal has been submitted to add 16 new multi-function devices in the Learning Resource Centers and various departments throughout NPS.

REPORT FROM THE TAC

From October 1 through October 29, the Technology Assistance Center (TAC) received 2,132 requests for assistance, 1,737 of which were resolved by the Tier 1/Tier 2 areas. The 395 remaining requests were escalated to groups outside the TAC for specialized assistance.

Of the 2,132 requests for assistance, 1,018 were received by phone; 590 were walk-ins; 396 were via email; and 128 were made through the Web.

The top five categories of requests for assistance for October fell into the category of IT Services, which includes such items as Password Reset, Software Check-Out/Check-In, Locked Account, and General Questions; Software; Networking; Web Support; and Connectivity.

In October, 92% of all requests for assistance were resolved within the Service Level Agreement (SLA). The remaining 8% are awaiting parts, are pending information from the customer(s), or involve lengthier methods and/or means of resolution.

The Technology Assistance Center (TAC) has also moved 2,416 campus computers to the secure Windows Server Update Services (WSUS), and is adding all new PCs in the ERN domain to the WSUS as well. As a result of the WSUS, there is an 80% reduction in overhead for pushing out Windows patches and updates via LANDesk. By using the WSUS, the TAC has also been able to eliminate forced restarts by Microsoft by building in a reminder to restart the PC after updates have been installed. The TAC is now able to manage which updates will be installed and at what time, making the user environment more stable and the NPS network more secure.

INSTRUCTIONAL TECHNOLOGY UPDATE

- Supporting 52 Video-tele-education classes Fall Quarter
- Ongoing effort to test IP VTC link to Harvard University for a CS course

NETWORK OPERATIONS CENTER (NOC)

- Six new LINUX servers for the FORCENET project on the nps.navy.mil network have been built.
- Bradford Campus Manager has been implemented on the external VPN access to the ERN network.
- Work on the implementation of MWR Point of Sale system, providing electronic credit card validation, is underway.
- NOC personnel are implementing new monitoring tools with the SolarWinds Engineering Toolset and web based Orion software. Orion web will allow the NOC to publish real-time statistics on network operations.
- NOC personnel continue to map the coverage of the NGST224 wireless network.
- Server Management personnel continue to evaluate our current file share environment and move users to ensure they have enough disk space to satisfy their needs.

ELLUMINATE PODCASTING AND WIRECAST

At the October 4th meeting of the IT Task Force, staff from the New Technology and Innovation Center (NTIC) conducted a demonstration of the podcasting capabilities which can be used with the *Elluminate* system. Recorded classroom presentations can be converted to MPEG-4 video format making it possible to publish *Elluminate* recordings as podcasts, giving students the ability to download class content to portable digital players such as iPods.

As a demonstration, NTIC handed out two new Apple 8Gb Video iPod Nanos to show their capabilities. IT Task force members were shown recordings from actual classes, one by Professor Chip Franck of the Graduate School of Business and Public Policy and one by Professor Roberto Cristi of the Graduate School of Engineering and Applied Sciences, as well as a recording of the popular TV show "Chuck."

The software, Wirecast, was also demonstrated to the group. Wirecast gives NPS videographers the ability to reduce or eliminate post-production overhead by allowing a videographer to produce a recording in real time or while the event is being recorded. The adoption of this software into streaming media procedures would allow for greater quality and branding of live and recorded public web streams like NPS graduation ceremonies and the Superintendent's Guest Lectures.