ITACS REORGANIZATION

As ITACS completes the final year of its IT Strategic Plan and formulates plans for the next five years, the department has changed its organizational structure. Mr. Tom Halwachs, Chief Technology Officer, has been an invaluable leader of ITACS' resource strategy, and has agreed to assume this role full-time, so that ITACS can continue to benefit from his talent and experience. This change will be delayed for one year because, in response to a request by Provost Leonard Ferrari, Mr. Halwachs will help to map, document and integrate NPS financial systems, a position that Mr. Halwachs has already begun for Provost Ferrari.

Mr. Joe LoPiccolo, former Director of Academic Computing Services, will assume the operational responsibilities for ITACS as its Executive Director. Mr. LoPiccolo has provided leadership in the academic IT arena for a number of years, and his extensive experience in most areas of the organization uniquely qualifies him for this leadership role.   His alignment of technology goals with the NPS academic enterprise has benefitted the entire organization.

Ms. Terri Brutzman, former Director of Technology Services, is now the Deputy Director of ITACS. Ms. Brutzman has worked in a number of areas within ITACS throughout the past ten years, and has contributed a great deal to its collective success. Her outreach with academic areas — most recently serving as a principal investigator on a substantial grant — has strengthened ITACS' support of the academic mission, and her implementation of a layered Information Assurance program has resulted in an effective security posture.

In November, LCDR Warren Yu, formerly of Fleet Numerical Meteorology and Oceanography Center, joined ITACS as its Corporate Relations Manager. In that capacity, LCDR Yu will help to leverage technology investments to benefit alumni relations and to enhance institutional visibility, and will also provide technology speakers for campus lectures, and support for internships, faculty exchanges, and grant programs by managing NPS IT corporate relationships. LCDR Yu will also serve on the NPS Web Implementation team.

MICROSOFT VISTA OPERATING SYSTEM

ITACS continues to evaluate the interoperability of the Vista operating system within the NPS environment. Many of the computer desktop and notebook manufacturers are continuing to provide Windows XP as an installed operating system, and buyers are encouraged to order systems with Windows XP because several driver and compatibility issues have been uncovered during ITACS' testing of Vista. Resolution of those issues is underway, but ITACS plans to delay migration to Vista until all issues have been corrected. For those using Vista, anti-virus and VPN software for home use are available from the Technology Assistance Center, located in Ingersoll Hall, Room 151 or at ext. 1046.

SAN DIEGO SITE VISITS

Following the Alumni Event sponsored by NPS, which was attended by 100 people, on November 1st **President Daniel Oliver, Provost Leonard Ferrari, Dr. Christine Cermak** and **Mr. Stephen Loeffler** visited **Dr. Larry Smarr** at the CalIT2 facilities at the University of California in San Diego. In addition to discussions with Dr. Smarr, the group also met to discuss issues related to CENIC and the CalIT2 programs with **Chancellor Marye Ann Fox**, as well as a number of faculty and academic leaders. On November 2nd, the team from NPS met with **President Mary Ann Lyons** and **Provost Julie Sullivan** of the University of San Diego.

EDUCATIONAL TECHNOLOGY UPDATE

Across campus, eighteen classroom multimedia presentation systems are being upgraded. To date, instructor consoles have been delivered, and all auditoriums — with the exception of King Hall — have received new projectors and control system upgrades.

The NPS Video Bridge (Tandberg) has been upgraded, which provides several new features, including an expanded screen layout capability.

The Educational Technology Team has completed its walk-through of all campus classrooms and Learning Resource Centers. The results of the walk-through and consultation with the four Schools will form the basis for the next cycle of technology and environment upgrades.

The Academic Plans and Policies Committee approved the AV/VTE/VTC Policy Memorandum which was previously approved by the IT Task Force. The Memorandum can now become institutionalized as a NPS policy.

NOC INSTITUTES "INNOVATION FRIDAY"

All Network Operations (NOC) personnel — which includes Server Management, Network Operations, Telecommunications and Network Infrastructure — began participating in "Innovation Friday" in early November. NOC personnel are participating in cross-training and the sharing of new ideas to further enhance the technology environment and to support the academic and research goals of NPS. Some of the projects planned include IPv6 deployment and integration with domain resources, and a Windows 2008 (Longhorn), Exchange 2007 and VMWare testing environment, but for its initial project, NOC staff are building a test lab in Ingersoll 148 that will be available for use by all of ITACS.

H DRIVE FILE QUOTAS

To ensure that all users have sufficient space for their personal and archive PST files, Server Management has set quotas for all H drive file systems. Those users who exceeded the quota limit on the present file cluster and required additional file space were moved to the new file cluster server, Denver. If you require additional file space, please contact the Technology Assistance Center located in Ingersoll Hall, Room 151, or at ext. 1046.

REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER

From November 1 through November 29, the Technology Assistance Center (TAC) received 1,629 requests for assistance, 1,320 of which were resolved by the Tier 1/Tier 2 areas. The remaining 311requests for assistance were resolved by other groups within ITACS.

Requests for assistance were categorized as follows:
- Phone: 758
- Walk-in: 481
- Email: 304
- Web: 86

The top five categories of requests for assistance for November 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.