ACADEMIC AND CLIENT SERVICES

When academic departments were contacted by ITACS for feedback in October, additions and/or changes to software in the Learning Resource Centers were requested. As a result, fifty new and updated software applications have been added to the four images that support the twelve LRCs and fifty-one classrooms throughout the campus. During the winter break, LRCs and classrooms were imaged with the new and/or updated software. All LRCs and classrooms were also thoroughly cleaned, including tables, keyboards, and monitors.

The School's first virtual LRC, which replaces a traditional LRC, was also set up in Root Hall 228 during the winter break. ITACS assisted Information Sciences in their purchase and the installation of this pioneering technology.

In Bullard Hall's LRCs, twenty-three new Gateway PCs were installed during the holiday break. Throughout the campus, twenty-eight new classroom PCs were also installed. Another forty-six Gateway PCs will be installed in Ingersoll LRCs in January after the asbestos abatement is completed.

Two Xerox multi-function devices are currently installed in two LRCs in Glasgow Hall. An additional ten Xerox MFDs were installed in the other ten LRCs during the winter break.

EDUCATIONAL TECHNOLOGY UPDATE

During the holiday break, contractors installed new multimedia presentation systems in eighteen classrooms throughout the campus.

Forty video-tele-education classes have been scheduled for winter quarter.

NETWORK UPGRADE

A committee has been formed to assess network upgrade vendor proposals, which involves increasing the current campus backbone to 10 Gigabit capabilities. In order to ensure broad-based consultation on the process, the committee includes both staff and faculty representatives: **Doug Brinkley, John McGregor, Alex Bordetsky, Mike Williams** and **Tom Halwachs.** The group held closed sessions that included **Mr. Bradley Crawford,** a representative from FISC. The two top choices will be presented to FISC, which will then take the lead on discussions and negotiations with the vendors. Once a vendor is selected, the implementation process will be outlined. Current proposals describe implementation ranging from several weeks to several months.

PRICE WATERHOUSE COOPERS INTERVIEWS

To determine safeguards for privacy information, representatives from Price Waterhouse Coopers (PWC) have conducted privacy audit interviews with approximately 20 people on campus. The PWC final report will be presented to the President and Provost on January 14, 2008.

PARTNERSHIPS AND OUTREACH

In addition to on-campus interviews, **Dr. Christine Cermak** has been conducting site visits to support the development of the IT Strategic Plan. The last visit occurred on December 19, 2007 at the University of the Pacific, where Dr. Cermak met with the university's **Provost Phil Gilbertson** and other campus leaders. Following that visit, on December 20, 2007, Dr. Cermak met with VP of Technology **Lee Belarmino** and Director of Finance **Claire Tyson** of San Joaquin Delta College, the third institution to join Kuali, the community source financial system developed by universities.

On December 14, 2007, Oracle demonstrated Data Vault, which functions as a Privacy Identifiable Information protection product. Because Data Vault is able to integrate with both Python and MS Sequel, campus constituents were invited to attend the demonstration.

On December 12, 2007, Xerox presented its DocuShare CPX Platform to the campus and to invited guests of the local government and higher education institutions. DocuShare is a robust knowledge management and process management system that is currently in use at NASA's Mars Rover Project, Stanford University, Tulane University, and the University of Maryland.

This technology has the potential of benefitting the NPS community, as it has other universities and government organizations by streamlining business processes, digitizing legacy content, categorizing content, making that content easily searchable through tagging, and making content available to the appropriate audience via a web interface. The variety of content that can be stored in DocuShare is virtually limitless. DocuShare can archive documents, graphics, recordings, videos, executables, and any other type of data.

ITACS feels that DocuShare shows significant potential to create value at NPS, especially in paper-intensive areas like thesis processing, research, comptroller, and timekeeping. By leveraging the NPS investment in Xerox multi-function technology, as well as DocuShare optical character recognition and smart send technologies, NPS may be able to replace some of its more paper- and labor-intensive processes with streamlined paperless workflows.

REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER

From December 1 through December 23, the Technology Assistance Center (TAC) received 1,203 requests for assistance, 1,004 of which were resolved by the Tier 1/Tier 2 areas. The remaining 199 requests for assistance were resolved by other groups within ITACS.

Requests for assistance were categorized as follows:
- Phone: 615
- Walk-in: 282
- Email: 242
- Web: 64

The top five categories of requests for assistance for December 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 December, 91% of all requests for assistance were resolved within the Service Level Agreement (SLA). The remaining 9% are awaiting parts, are pending information from the customer(s), or involve lengthier methods and/or means of resolution.

The TAC also moved its Center to Spanagel Hall, Room 105, for the duration the asbestos abatement project that was conducted over the holiday break in Ingersoll Hall. TAC is expected to close at 11:00 AM on Monday, December 31, 2007, and re-open on Wednesday, January 2, 2008, at its regular location in Ingersoll Hall, Room 151.