



NETWORK UPGRADE UPDATE

All proposals have been reviewed by the committee which was formed to assess network upgrade vendor proposals, which will increase the current campus backbone to 10 Gigabit capabilities, client upgrades to 1 Gig, and under a separate contract, upgrade the fiber redundant path (core) in all campus buildings. In order to ensure broad-based consultation on the process, the seven-member committee includes both staff and faculty representatives, which held its closed sessions with a representative from FISC. The committee was informed that the proposals exceeded the amount allowed; therefore, the project has been broken into three Contract Line Item Numbers (CLINs), which cover the Core Data Center, the Building Distribution Center and the Individual Distribution Center. The new vendor proposals were sent to FISC on January 22, 2008, and a decision is expected to be made soon.

ALL HANDS MEETINGS

At an All-Hands meeting on Wednesday, January 9, 2008, staff learned that the ITACS organization is being reshaped — based on individual interviews with ITACS staff members. The new organization reflects more effective alignment with the School's academic mission.

On January 30, 2008, **Mr. Joe LoPiccolo, Mr. Alan Pires, Mr. Jon Russell, Mr. Jason Cullum, Ms. Michelle Turner** and **Mr. Nam Nguyen** presented an overview and recaps of workshops they attended at the EDUCAUSE Conference. Topics included general trends, Help Desk, Virtualization in Education, Applied Security Metrics, Project Management, Apple's Learning Exchange, and Distance Learning Integrative Teaching Solutions.

ITACS ANNUAL ACCOUNTABILITY REPORT

The final version of the *ITACS 2007 Annual Accountability Report* has been posted and can be found:

www.nps.edu/Technology/PDF/ITACSAAR2007

DISASTER RECOVERY PLAN/STORM OUTAGE

Throughout the duration of the January power outage and the subsequent closure of campus, the ITACS data center remained operational, and connectivity was maintained both on campus and through VPN access. Some internal campus-wide challenges with communications existed, however. ITACS' success was due in part to the implementation of its Disaster Recovery Plan. The ITACS Disaster Recovery Plan Committee conducted a meeting in mid-January to discuss the "lessons learned." Efforts continue to determine how to support the implementation of a campus-wide Disaster Recovery Plan, how to develop a comprehensive standard for maintaining "essential services" in the event of a disaster, and how to utilize existing technologies to improve campus-wide communications.

NAVY EFFORTS

The Navy has several ongoing efforts that are focused on reviewing networks. The Cyber Asset Reduction Systems (CARS) is looking at current networks and systems for efficiencies and reductions. The Next Generation Network (NGN) is a planning group that is collecting requirements for the future. The final effort is the Enterprise Architecture, which involves mapping business processes and ensuring that the networks and systems are designed to meet the organization's business needs. The Navy Higher Education Information Technology Consortium (NHEITC) — NPS, the Naval War College and the US Naval Academy — is working with COMNAVNETWARCOM and N6 to ensure that the research and educational requirements are met for each of these efforts. Both the President and the Provost have been briefed on the status of the Navy's effort and the NHEITC response.

PROFILE CORRUPTION

The cause of the profile problem that began in mid-December has been determined: one of the system level services in the application that ITACS uses to conduct patch management on desktops was found to corrupt a file in the profile. ITACS has implemented an interim fix and is working with the vendor to isolate the problem.



INGERSOLL RENOVATION PROJECT

ITACS extends its thanks to the leaders of the Dudley Knox Library and the Physics Department for their support in providing space for ITACS personnel who vacated from the first floor of Ingersoll Hall during the asbestos abatement project which was completed over the holiday break. The resulting conditions that now exist on the first floor of Ingersoll Hall — a lack of ceiling and floor tiles — are expected to be resolved in a year.

PROJECT MANAGEMENT TRAINING

Mr. Alan Pires, Manager of Business Solution Group, attended a four-day training offered by Global Knowledge in conjunction with the Project Management Institute, and found that the project management training might be helpful to NPS colleagues. Anyone who might be interested in taking a three- or four-day training in project management is welcome to contact Mr. Pires at Ext. 2752, so that efforts can be made to bring the class(es) to NPS.

OFFICE 2003 RESTORED TO LABS

Due to some compatibility problems and the need for user training, the labs that were imaged with Office 2007 over the holiday break will be returned to Office 2003. Only the virtualization lab in Root Hall will use Office 2007. ITACS is expected to schedule and conduct user training on the Office 2007 system prior to re-installation in the labs.

EDUCATIONAL TECHNOLOGY UPDATE

Over the holiday break, Educational Technology supervised the installation of new Audio-Visual (AV) systems in 18 classrooms, the reconfiguration of AV components into single systems in five classrooms, the installation of new projectors in four auditoriums, and the upgrade of the AV control system in the President's Conference Room.

Educational Technology is also supporting 42 Video-Tele-Education class sessions this quarter.

HPC MODERNIZATION OFFICE SUPPORT

As a result of collaborative efforts between Dr. Jeff Haferman and the High-Performance Computing Modernization Office, which provides staffing resources, Dr. Gabriele Jost, formerly of NASA/Ames, will join the High Performance Computing Center staff.

OUTREACH ACTIVITIES & EVENTS

On January 31, 2008, **Dr. Christine Cermak** and **Dr. Ted Lewis** of the Center for Homeland Defense and Security (CHDS) signed a Memorandum of Agreement, which outlines the services that ITACS will provide to CHDS in support of its mission and major support activities.

Dr. Christine Cermak and **LCDR Warren Yu** will be presenting "Establishing Corporate Relations within an IT Department" at the 2008 EDUCAUSE Western Regional Conference in San Francisco on Monday, March 31, 2008.

Mr. Joe LoPiccolo, **Dr. Eleanor Uhlinger** and **Dr. Christine Cermak** have been chosen from over 100 applicants to present their proposal on "Applications of New Tools to Enhance Distance Education" at the WASC Conference in San Diego on April 17, 2008.

REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER

From January 1 through January 29, the Technology Assistance Center (TAC) received 2,227 requests for assistance, 1,814 of which were resolved by the Tier 1/Tier 2 areas. The remaining 413 requests for assistance were resolved by other groups within ITACS.

Requests for assistance were categorized as follows:

- Phone: 1,050
- Walk-in: 665
- Email: 388
- Web: 124