NAVAL POSTGRADUATE SCHOOL
ITACS
INFORMATION TECHNOLOGY AND COMMUNICATIONS SERVICES

Technology News — **APRIL 2008**

ERN TRANSITION

The last of the server-type systems have been migrated from the .mil to the .edu and the final step to logically separate the Networks occurred when the Windows domain trust between ERN and NPGS was broken on April 2, 2008. The VPN reach back connection between the Educational Research Network (ERN) and the .mil network has been retained. This Windows-based effort will have no impact on other system types still operating on .mil network. If you have any issues regarding reach back to the .mil network, or you are an authorized user who needs this capability, please contact the Technology Assistance Center Help Desk at Ext. 1046, or e-mail tac@nps.edu.

DELL PREMIER SITE

BPA Authority for the Dell contract has been approved, and orders for IT (computer) requirements not to exceed $100,000 can now be placed through the Dell Premier Site. To navigate through the site, go to the URL at: http://intranet.nps.edu/ITACS/OrderComputer.htm, and follow the prompt for "Ordering a New Computer or Other Hardware."

NPS PODCASTING

NPS has added a new tool to its suite of distributed learning systems: podcasting. Selected courses taught in the VTC are now being converted to podcasts and are being streamed over the web, which gives NPS students the ability to download course content to portable devices such as their iPods, digital music players, and/or cell phones. Students can access the podcasting portal at https://podcast.nps.edu, and streaming video content at https://navcast.nps.edu. Plans are in place to make selected *Elluminate* recordings also available via podcasts.

If you are interested in making your class available via podcast, please contact Nam Nguyen at ntnguyen@nps.edu

HIGH-PERFORMANCE COMPUTING (HPC)

During the first week of April, the HPC team upgraded the memory in the head node to 16 GB, and replaced the Fedora operating system with Red Hat Enterprise Linux on the MAE cluster "Cheetah." The operating system upgrade required the reinstallation of all applications on the cluster, and was completed with minimal impact to MAE customers.

On April 3, PSSC Labs of southern California sent technicians to NPS to help install a new cluster called "SVCL" for the MAE's "Shock and Vibration Computational Lab." With 264 cores (2.5 GHz Intel 5420 Xeon), the new cluster runs at 1.32 teraflop/s, making it the most powerful computer on campus.

MICROSOFT VISTA

ITACS has been testing Microsoft Vista for the past year, and all but a couple of issues have been resolved. ITACS plans to begin supporting Vista deployed to individual systems. ITACS has determined that Vista is a strong, stable operating system which will be fully supported by personnel from the Technology Assistance Center, who are currently receiving training in the system. Full support of the Vista operating system in the NPS enterprise is contingent upon compatibility with several business applications.

ALL-HANDS MEETING

As part of its continuing efforts to find new, appropriate and cost-effective methods to meet the technology needs of NPS campus constituents,

ITACS held an All-Hands meeting to discuss mobile devices and their future use at NPS.

PARTNERSHIPS AND OUTREACH

Dr. Christine Cermak and **Dr. Shelley Gallup,** research associate professor and director of FORCEnet Innovation and Research Enterprise (FIRE), signed a Memorandum of Agreement (MOA) which formalizes ITACS' support of FIRE, including housing and maintaining servers.

Dr. Larry Smarr, member of the Board of CENIC, the National Academy of Engineering, and Director of the Advanced Technology Center at the University of California San Diego and CalIT2 visualization facilities, visited NPS and met with **President Oliver** and members of NPS academic departments to discuss high bandwidth requirements, research partnerships and telepresence videoconferencing capabilities. **Dr. Smarr** also presented a talk to the campus titled "From the Shared Internet to Personal Lightwaves: How the OptIPuter is Transforming Scientific Research." **Dr. Smarr** is interested in conducting monthly videoteleconferences with NPS constituents to further collaborations between NPS and UCSD.

Mr. Joe LoPiccolo and **Ms. Irene Berry** from the Dudley Knox Library presented a talk, "Synchronous Collaboration System Evaluation"at the Western Association of Schools and Colleges (WASC) Conference in San Diego in April. **Dr. Christine Cermak** was scheduled to present as well, but was unable to attend the conference at the last moment. **Dr. Eleanor Uhlinger** took Dr. Cermak's place in introducing the session.

Dr. Christine Cermak and **LCDR Warren Yu** spoke on "Igniting Information Technology Corporate Relations" at the EDUCAUSE Western Regional Conference in Oakland. Under the technical track, **Ms. Terri Brutzman** and **Mr. Jason Cullum** spoke about "Vulnerability Assessment and Patch Management."

On April 15, 2008, representatives from Dell Computer conducted an interactive workshop on various aspects of Microsoft Vista. Personnel from the Technology Assistance Center and other sectors of ITACS attended the training.

REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER (TAC)

From April 1 through April 30, the Technology Assistance Center (TAC) received 2,239 requests for assistance, 1,858 of which were resolved by the Tier 1/Tier 2 areas. The remaining 381 requests for assistance were resolved by other groups within ITACS.

Requests for assistance were categorized as follows:
- Phone: 1,174
- Walk-in: 554
- Email: 425
- Web: 86

The top five categories of calls for this month were IT services, which includes such items as Password Reset, Software Check-Out/Check-In, Locked Account and General Questions; Software; Networking; Information Security and Hardware.

91% of all requests were resolved within the Service Level Agreements (SLA). Those that are carried over are awaiting parts, pending information from the customer, etc.