



MICROSOFT VISTA

ITACS will begin support of the Windows Vista Operating System (OS) and the Microsoft Office 2007 Suite on June 16, 2008. In preparation for the support of the Windows Vista OS, changes to the profile server file structure were made on May 27th.

HIGH-PERFORMANCE COMPUTING (HPC)

As part of the High-Performance Computing Modernization Program, West Point is sending some cadets to NPS to support the School's high-performance computing efforts. Under the direction of Dr. Jeff Haferman, two computer science students will be at NPS from June 1 - 28, 2008, and an electrical engineering student will be on campus from July 27 through August 16, 2008.

SAN DIEGO SITE

ITACS is working with Mr. Steve Loeffler, Dr. Doug Moses, Ms. Val Moule of the Office of Continuous Learning, and Ms. Eleanor Uhlinger of the Dudley Knox Library in establishing IT support for the San Diego site as they determine their programmatic priorities.

LAB RECAP STATUS

\$770,000 was requested by and granted to Educational Technology for lab recap/life cycle maintenance of laboratories, Learning Resource Centers, classrooms, and a visualization upgrade to the ME auditorium. To date, only \$290,000 of those funds have been approved and none have been released. Mr. Tracy Hammond has met with Dr. Dan Boger of Research to discuss the balance of \$480,000, when the funds will be released, and under whose authority those funds will be spent, issues which have not yet been resolved.

EDUCATIONAL TECHNOLOGY

Ms. Sharee Kelso has matriculated from the Video-Tele-Education (VTE) support team and is now the Provost's Executive Assistant, replacing Pat Paulson, who has retired.

Ms. Christine Brown of the Technology Assistance Center and Ms. Karen Stewart-Lamaestra of the New Technology and Innovation Center have been filling in part-time to provide continuing support to the VTE customers.

Summer VTE schedules have been promulgated and are under review by the program managers.

NETWORK UPGRADE STATUS

The network upgrade is progressing on track, and an entire network design, monitoring, analysis and implementation plan will be presented to the IT Task Force at their July 17, 2008 meeting. All members were encouraged to invite their colleagues to the briefing.

PARTNERSHIPS AND OUTREACH

The CIO of the U.S. Naval Academy, **Mr. Lou Giannotti**, the CIO of the Naval War College, **Mr. Carlos Andreu**, and the Chief Information Security Officer of the Naval War College, **Mr. Joseph Topping**, joined **Dr. Christine Cermak** and ITACS managers in a three-day consortium at NPS from May 6-9, 2008. The main focus of the meeting was to review and finalize the draft of the business case analysis which the consortium will present to NETWARCOM in late July. The mission and design elements of the document have been completed, and **Mr. Giannotti** is providing the financial components. The draft report will not be distributed electronically; however those who are interested in providing comments should contact Dr. Cermak for a copy, which should be available in early July.



WEB PROJECT UPDATE

Dr. Fran Horvath, Director of Institutional Planning and Communications and the lead on the web initiative for NPS, presented an overview and an update on the progress of this major campus enterprise to the IT Task Force. Four main goals were identified:

- Identify and categorize web services
- Web servers consolidation
- MIL to ERN transition
- Web Content Management system implementation

To date, accomplishments on the initiative include the completion of the transition from MIL to ERN; the successful pilot of the Web Content Management System in the Dudley Knox Library; an inventory of the web services consolidated sites; identification of missing content and of stakeholders; establishment of business goals for the internal and external sites; creation of functional, technical, compliance and end-user trainings; implementation of Communities of Practice on the SharePoint site; and training for Web Operations staff on the Web Content Management System.

Challenges to the web initiative are a lack of dedicated resources and unstable staffing in Institutional Advancement, complexity of the task, expectations, a lack of experienced vocabulary and common references, and the need for a paradigm shift: continuous ownership by site managers.

Dr. Horvath also thanked Ms. Eleanor Uhlinger and Ms. Judit Sedillos of the Dudley Knox Library for their efforts to date on behalf of the project's success.

ALL-HANDS MEETING

During an All-Hands meeting for ITACS staff in May, Mr. Joe LoPiccolo introduced new employees, and launched the new employee incentive awards program.

REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER (TAC)

From May 1 through May 29, 2008, the Technology Assistance Center (TAC) received 1,796 requests for assistance, 1,480 of which were resolved by the Tier 1/Tier 2 areas. The remaining 216 requests for assistance were resolved by other groups within ITACS.

Requests for assistance were categorized as follows:

- Phone: 1,092
- Walk-in: 360
- Email: 253
- Web: 91

The top five (5) 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; Hardware; Networking; and ADP Security.

This month, 92% of all calls were resolved within the Service Level Agreement (SLA). Those that were carried over are awaiting parts, pending information from the customers, etc.