Technology News   JUNE **2008**

MONTEREY PENINSULA DEPARTMENT OF DEFENSE NET (MP DoD-NET)

The Monterey Peninsula Department of Defense Net (MP DoD-Net) is adding an advanced switch for $45K at the golf course annex which will allow 10 Gbps throughput. An updated Memorandum of Understanding which will allow MP DoD-Net to borrow two additional strands of fiber for five years from the city of Monterey will be created. Each member of the MP DoD-Net can pay $24K to upgrade to 10Gbps, or use the same 1 Gbps interface at no additional cost. This MP DoD-Net redesign will leverage switched services, replacing the pseudo-ring architecture, creating dramatically more throughput within the network.

CERTIFICATION AND ACCREDITATION

The four NPS business systems — DORS, ETAC, MIS and Python — have completed phase III of the certification and accreditation process. The three-phased testing and evaluation included a review of the DoD Information Assurance controls on each of the NPS servers. The report is expected to be completed by the end of July.

SCHEDULED MAINTENANCE: SUMMER BREAK

Due to upgrades in Ingersoll Hall, it is possible that electricity will be shut off in that building; however, ITACS will continue providing services such as TAC/Help Desk during that time.

APPLE PRODUCTS

Due to restrictions, Apple/Mac products cannot be purchased through the bookstore, but the Exchange will continue to carry them. Purchases of Apple items have been robust since the Exchange began offering their products.

FY09 ITACS BUDGET

The FY09 ITACS budget proposal was presented to and endorsed by the IT Task Force at their June 12, 2008 meeting. Since then, it has been presented to NPS leadership.

MICROSOFT WINDOWS VISTA

On June 16, 2008, ITACS began offering support for the Microsoft Windows Vista operating system and Microsoft Windows Office 2007 suite. The Vista FAQ web page can be located at the link: http://intranet.nps.edu/ITACS/WindowsVistaFacts.htm.
Free Online Training is available for Microsoft Vista and Office 2007 at the following link: http://www.nps.edu/Technology/Technology/Online_Training.html.

MANAGEMENT INVENTORY CONTROL PROGRAM

On June 11, 2008, Dr. Christine Cermak signed the document confirming that ITACS is meeting the intent of the policy for the Management Inventory Control Program. To date, ITACS has flowcharted initial risk assessments of contracting, the purchasing process, time cards, purchase requests by staff, and will focus on Information Assurance next year.

NMCI SEATS FOR NPS PUBLIC WORKS

A meeting was scheduled on June 18, 2008 with EDS, NMCI, NAVFAC, NAVFAC SW representatives regarding the 52 NPS public works seats that the Southwest Region wants to install. Work is underway to complete the installation.

SPRING 2008 GRADUATION VIDEO STREAMED

The Spring 2008 graduation was streamed live and can be viewed using Real Player on the ITACS Streaming Video page which is located at: http://www.nps.edu/technology/video/index.asp.

LAB RECAP STATUS

No decision has been made regarding the distribution of the lab recap funds for twenty-seven pending projects. Originally granted $790,000, the funds were cut to $270,000 and now are at zero. Dr. Christine Cermak is scheduled to meet with NPS leadership to discuss the importance of life cycle replacement and refresh of classroom technology.

REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER (TAC)

From June 1 through June 26, 2008, the Technology Assistance Center (TAC) received 2,107 requests for assistance, 1,694 of which were resolved by the Tier 1/Tier 2 areas. The remaining 323 requests for assistance were resolved by other groups within ITACS.

Requests for assistance were categorized as follows:

- Phone: 1,183
- Walk-in: 454
- Email: 332
- Web: 48

The top five (5) categories of calls for this month were IT services, which includes items as Password Reset, Software Check-Out/Check-In, Locked Account, and General Questions; Software; Hardware; Networking; and Information Assurance.

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.