HIGH-PERFORMANCE COMPUTING (HPC)

President Oliver delivered the keynote address at the Department of Defense High-Performance Computing (HPC) Annual Conference in Seattle, in which he talked about the quality of NPS education and research programs and about the School's HPC story. Also in attendance were HPC Technical Manager, Dr. Jeff Haferman, Dr. Gabrielle Jost (HPC specialist), and Operations Research Professor Susan Sanchez.

.
Discussions have been conducted with several vendors for many months to bring a high-performance computer to NPS for campus-wide use. The HPC Center currently houses abut 12-15 individual racks for various departments. Sun Microsystems will be providing NPS with a supercomputer with five 19" racks, 1100 cores and 10.7 teraflops, and 112 terabytes of disk storage, which will make this high-performance computer the 232nd most powerful computer system in the world. The funding mechanism is in place for the system, and meetings will be held at 9:00 a.m. on the first Tuesday of every month to develop policy regarding access, user needs and transparency. Acquisition of this supercomputer at a cost of $1.2 million would not have been possible without NPS having established itself as an .edu institution. Dr. Dan Boger and GSEAS faculty have participated with ITACS in this project.

LAB RECAP STATUS

$345,000 of the $369,000 requested has been given for the three-year lifecycle replacement plan, which will include lab and podium upgrades. $429,000 of the $769,000 requested for LRCs, auditoria, and classroom upgrades has been allocated.

Dr. Christine Cermak asked NPS leadership to consider funding labs and classrooms before other distributions are made. The process this year did not provide sufficient time for coordination, purchase, and installation. A proposed recommendation to improve the process will be reviewed by the IT Task Force on August 7, 2008.

FASTDATA

From July 18 to July 22, 2008, the interface for Citrix users who use the FastData application for purchases on credit cards was closed down as the database was moved to Pensacola. The Technology Assistance Center arranged for support to be provided in stages for the move.

BUDGET UPDATE

Dr. Christine Cermak met with the President and the Provost and shared the ITACS FY09 budget with each, and also distributed copies of the budget proposal to NPS leaders. No decision has been made about the ITACS FY09 budget at this time.

PHISHING

146 phishing messages were delivered to targeted people on the NPS network, to which six people responded. Of the six respondents, two were used to further spam outside NPS; therefore, those users' accounts were disabled and reset with new passwords. Studies show that 3% of phishing attempts receive responses, and NPS respondents fell into the percentile. Ms. Chris Abila, Manager of the Technology Assistance Center, posted a bulk email to all users notifying them of the phishing attempt, which helped to prevent a greater number of responses. At this time, Information Assurance is working to identify additional measures both to inform the campus community of phishing attempts, and to identify them on the NPS network's intrusion detection system. Just as a reminder, ITACS would never request account information via email. If any user has questions about email requests for information, please call the Technology Assistance Center.

NAVY HIGHER EDUCATION IT CONSORTIUM

The NHEITC is continuing to work on its Business Case Analysis, as requested by NETWARCOM in January 2008. A teleconference was held on July 25 to review the Consortium's Interim Progress Report. Dr. Peter Denning and Dr. Christine Cermak participated from NPS. The deadline for the report was extended through the end of August 2008. NETWARCOM representatives expressed interest in a common network architecture for the three institutions comprising the Consortium: Naval Academy, Naval Postgraduate School and Naval War College. The three institutions discussed the distinctive nature of their strategic missions, the requirements and challenges of the higher education and research programs, the work of the NHEITC, progress to date, and the consortial charter. The work of the NHEITC is regularly briefed to the IT Task Force, an NPS group that meets every two weeks and is comprised of representatives from each of the major academic and administrative areas at NPS. Its charge is to review any and all policies having to do with IT infrastructure and services at the university. Dr. Denning serves on the IT Task Force and also serves as Chair of the Faculty Council.

NETWORK AND ANNEX UPGRADES

The design and monitoring aspects of the network and annex upgrades will be presented to the IT Task Force at a future meeting.

The upgrade of fiber to each of the buildings at the golf course annex is underway. Each of the buildings, including those that house the free electron laser and jet propulsion labs, will receive a 10/100/1000 Power over Ethernet Switch with 24 ports, which will provide a 1 Gig uplink to NPS. The conduit through NPS will go through the Monterey Peninsula Department of Defense Net (MP DoD-Net), and clear each building at the annex for migration to a VoIP solution/telephony, increased bandwidth, and internal wireless. San Diego will do the external work at the campground, and US Wire and Mark Beech of Monterey will work with ITACS to complete the $54K project by early fall. The upgrade was made possible through a partnership with Dean Kays and GSEAS, who will share the cost of the project with ITACS.

REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER (TAC)

From July 1 through July 31, 2008, the Technology Assistance Center (TAC) received 2,452 requests for assistance, 1,963 of which were resolved by the Tier 1/Tier 2 areas. The remaining 489 requests for assistance were resolved by other groups within ITACS.

Requests for assistance were categorized as follows:
- Phone: 1,199
- Walk-in: 741
- Email: 410
- Web: 102

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.

INCENTIVE AWARDS PROGRAM

ITACS has implemented an Incentive Awards Program, which was established by the ITACS Awards Committee, composed of Mr. Andrew Ware, Mr. Jon Russell, Ms. Renee Lightcap, Ms. Alyce Austin, and Mr. Darnell Miles. The program was designed to reward performance and to improve

morale within ITACS, and includes either performance awards or "On the Spot" awards in the form of MWR bucks, an Employee-of-the-Quarter program, "time off" and Special Act awards.

For "On the Spot" awards of up to $500, an employee must complete a routine or common activity in a way or manner that brings credit to ITACS or to an individual's department. Special Act Awards are categorized into Bronze, Silver, Gold and Platinum Awards, and grant time off and/or cash rewards. Awards are given based on the employee's contribution, beginning at the Bronze level, which grants an award to employees who are responsible for modifying or changing an operating principle or procedure, or completion of a task that impacts ITACS; Silver, which grants an award based on substantial changes or modification of procedures resulting in an important improvement to the value of an activity or program, or completion of a substantial project or task, that impacts areas within ITACS or NPS; Gold, which grants an award based on the initiation of a new principle or major procedure or superior improvement in the quality of a critical product, activity, program or service, or exceptional completion of a major project or task that impacts NPS; and Platinum, which grants an award for sustained innovation of principles or procedures that result in superior improvement in the quality of a critical product, activity, program, project or service, or exceptional completion of a complicated task that that impacts NPS and beyond.

The various levels of awards determines the cash reward; however, although nominations may be made for monetary awards at/above $2,000, current NPS policy requires that those must be approved by the President of NPS.

The Employee-of-the-Quarter (EOQ) award is granted to an ITACS staff member who, during the entire quarter, sets an outstanding example for others, brings distinction to ITACS and his/her department, and exemplifies the spirit of teamwork, cooperation, technical expertise and support for the ITACS mission. The EOQ will receive a $500 cash award and, possible parking privileges. Implementation of the EOQ Program is pending a response from the Parking Committee, and the implementation of a campus-wide Employee-of-the-Quarter Program.

MWR bucks represent a small token of appreciation for a job well done, and can be exchanged at the El Prado room, the Del Monte Café, the Trident Room, the Monterey Bay Athletic Club, or any other facility using a MWR cash register. This program allows peer recognition of exceptional performance.

In addition, quality step increases are awarded by the employee's immediate supervisor at the end of the annual performance cycle and, in accordance with the current NPS Awards Policy, must be made in the form of nominations that are reviewed by the NPS Awards Board.

Nomination forms for each level of award are completed and reviewed by ITACS leadership.