



#### **SERVER VIRTUALIZATION UNDERWAY**

ITACS is in the process of virtualizing several of the servers that it manages. The Network Operations Center staff have been working with Dell consultant Amy Parscal for the past 3 ½ weeks, preparing the “way” with upgraded SANS and new servers that run the virtualized environment. Twenty servers have successfully completed the Physical to Virtual (P2V) process. As servers are being virtualized, the new Symantec anti-virus is also being loaded.

#### **NETWARCOM MANDATE**

NETWARCOM has recently mandated the use of the new System Authorization Access Request-Navy (SAAR-N) form for all personnel with access to classified computers in the System Technology Battle Lab (STBL). The forms are now available in the STBL; deadline for submittal is November 15. After this date, the accounts of personnel who have not filled out the new form will be disabled. If you have questions, please contact Ed Nath at Ext. 3014.

#### **IT STRATEGIC PLAN**

The *Administrative Systems* section of the IT Strategic Plan was reviewed by the IT Task Force at their October 30 meeting. Two other chapters will be reviewed in November, which will complete the process. The final document will be printed and distributed to the campus in January 2009.

#### **CAMPUS DISASTER RECOVERY SYSTEM**

Funds have been procured for the implementation a Campus Emergency Communication System recommended by ITACS, *AtHoc*, which has over one million customers throughout the DoD and at several leading universities.

#### **NEW APPOINTMENT**

Mr. Chris Gaucher, former Director in PricewaterhouseCoopers’ Advisory practice, has been named the NPS Director of Information Assurance and Privacy. Mr. Gaucher’s experience includes development and assessment of information technology infrastructures across numerous industries and government organizations in areas such as Privacy, Information Assurance, Public Key Infrastructure, Data Protection and Integrity, Wireless Communications, Secure Voice and Data Communications, and extensive internal audit experience focused in the Financial Services and Entertainment/Media industries. Mr. Gaucher served as a member of the Naval Security Group, and affiliated with the Navy Reserve in 2002. A 1996 graduate of NPS in IT Management, Mr. Gaucher is also a member of the Information Systems Security Association, the Information Systems Audit and Control Association, and the San Francisco Chapter of the FBI-sponsored Infragard.

#### **COMPUTER ACCOUNT ACCESS**

Recently, ITACS issued notices to faculty, staff and students to request their verification of NPS status for continued computer account access. This was originally done to validate the number of active accounts, a network security best practice. As a result of a number of constructive suggestions to change the validation source, ITACS is redirecting the verification to an automated method. ITACS apologizes for any inconvenience this may have caused, and is grateful for the good suggestions staff received to improve the process.

#### **PARTNERSHIPS AND OUTREACH**

**Dr. Christine Cermak** attended the October meeting of the NPS Board of Advisors in Washington, D.C. She presented on the recent Navy Higher Education Information Technology



Consortium report with the CIOs of the Naval Academy and the Naval War College and the recommended path ahead with respect to IT requirements. She also reported on Centennial plans, including the kick-off events occurring Memorial Day weekend 2009, and invited the Board of Advisors to participate in those events.

**Mr. Jim Hall, Mr. Jon Russell and Mr. Joe LoPiccolo** presented ITACS' IMET funding request to the Navy IPO, **Mrs. Yvonne Jacobsen, Mr. George Krikorian and Colonel Gary Roser**. ITACS' needs addressed established IT programs that have great impact on the NPS international student community, including streaming media, web portal, visualization and storage.

**Ms. Lonna Sherwin**, members of the Network Operations Center, and two students from the Presidio of Monterey participated in Foundry's three-day Ironview Network Management class, one of the classes Foundry donated through the NPS Foundation.

**Mr. Matt Coombs**, Information Architect from San Joaquin Delta College, presented the benefits, application and workflow examples of a web portal using Liferay technology to ITACS staff in preparation for the initiation of a collaborative web portal project between NPS and Delta College.

On October 16, 2008, **Dr. Christine Cermak** and a team from NPS attended discussions about the Kualifin financial management system at Delta College. A meeting to discuss rSmart, a component of the Kualifin financial management system, was conducted at NPS on Tuesday, October 28, 2008.

On October 8, 2008, **Dr. Christine Cermak** and **Dr. Clara Yu** (President of Monterey Institute of International Studies) hosted the Higher Education and Research Leadership Summit held at the Marriott Hotel in Monterey. President Oliver gave a presentation on regional partnerships within the higher education and research community, and Monterey College of Law Dean Mitch Winick gave a presentation on the economic impact of higher education and research in the region. The Higher Education and Research Cluster group is sponsored by the Monterey County Business Council and is focused on facilitating collaborative work and showcasing the importance of higher education and research on the economic and social vitality of the region.

A team from ITACS attended "Tech Day" at the Baskins School of Engineering at the University of California Santa Cruz on October 17, 2008.

Eleven members of ITACS attended the EDUCAUSE Conference in Orlando, Florida during the final week of October.

#### **REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER (TAC)**

From October 1 through October 30, 2008, the Technology Assistance Center (TAC) received 2,309 requests for assistance, 2,187 of which were resolved by the Tier 1/Tier 2 areas. The remaining 122 requests for assistance were resolved by other groups within ITACS.

Requests for assistance were categorized as follows:

- Phone: 1,123
- Walk-in: 541
- Email: 535
- Web: 110



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INFORMATION TECHNOLOGY AND COMMUNICATIONS SERVICES

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In order of priority, requests for assistance fell into these categories:

- Urgent: 54
- High: 463
- Medium: 1,190
- Low: 602

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; Web Support; Hardware; and Networking.

This month, 95% 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.