USB STORAGE DEVICES UPDATE

The USB thumb drive ban is still in effect DoD-wide, including NPS. ITACS is working on a long-term solution to address many of our users' concerns, creating a "Secure Data Transfer Kiosk" for retrieving "stranded data" from USB thumb-drives, and hosting a public kiosk in IN-151.

If a user needs **access to data off-campus**, we suggest one of the following potential solutions:

VPN access to the users H and/or shared drives (instructions available from ITACS);

US Government issued laptop (PII protection policies still apply);

Burn data to CD\DVD for movement of files in and out of NPS ERN network (not as convenient as USB storage devices, but it is a workable solution).

ITACS continues to pursue other possible technical means to lessen the impact, including certain classes of thumb-drives that may minimize the risk and alternative methods of transportable storage.

Please know that ITACS is very aware of the hardship that this is creating for our faculty and students. We have communicated through our monthly newsletter, *TechNews*, through the IT Task Force, and through a variety of meetings around the campus, but will continue to respond to campus concerns and/or inquiries. Please direct your questions/concerns to Mr. Joe LoPiccolo at Ext. 2994 or Ms. Terri Brutzman at Ext. 7957.

NETWORK SECURITY AWARENESS TRAINING

In early February, all Navy commands received a message from Navy Network Warfare Command which highlighted a persistent problem: the Navy continues to experience systemic issues with poor end-user practices related to computer and network security. It was determined that the key to addressing this issue was to increase awareness across the DoD and the Navy. Thank you to all who participated in both the short-fused requirement and the annual Information Assurance Awareness Training. If you did not complete the annual training, please do so as soon as possible. This training not only will help to maintain a stronger security posture for the university community, but also will help users learn about security practices which they can implement at home to protect their private information.

Training links are provided below:
Annual Information Assurance (IA) training:
https://www.nps.edu/Technology/WebBasedTraining/auth/modules/InfoAssurance/
Network Security Awareness training:
https://www.nps.edu/Technology/WebBasedTraining/auth/modules/NSAT/

DEFENSE RESEARCH AND ENGINEERING NETWORK (DREN) ACCREDITATION

Our local connection to the DREN (nps.navy.mil) recently passed final Certification and Accreditation, giving NPS the authority to connect and operate its .mil presence through January 2012. The work involved documenting the network and systems; creating diagrams; confirming system configurations; testing all network devices and systems; conducting the analysis of the security posture; and documenting the assessment. This effort spanned many months, is a key milestone at NPS and was the result of an extensive effort within ITACS.

ITACS is now working hard to reach its next milestone: complete final accreditation of our SIPRNet connection.

SOLUTION FOR EMAIL LAG

ITACS is moving forward to increase the disk space and improve e-mail system performance. Maintenance work done February 24th was successful, and will provide additional disk space and relieve slowness with e-mails. Follow-on work is continuing, and will entail moving selected users from other Exchange databases that are reaching their limits, balancing out the disk space for all

email stores. At the same time, ITACS is reviewing different options for our email capability, including email management based on legal requirements and email archiving, which will increase email capabilities and storage.

HIGH-PERFORMANCE COMPUTING (HPC)

The ribbon-cutting event for the new Sun Microsystems "Blade" supercomputer was held on Friday, January 30. Over 50 people attended, including President Oliver, Provost Ferrari and Sun Microsystems Federal President Mr. Bill Vass. Also in attendance was Mrs. Wanda Hamming, widow of former NPS Math Professor Richard Hamming, for whom the system was named. The system has been installed in Ingersoll 141, and is capable of over 10 trillion operations per second, and has a storage capacity of over 100 terabytes (100,000 gigabytes). Throughout the month of February benchmarking, continued installation of applications, and limited testing by faculty members was performed on the system. The High-Performance Technical Forum is still developing policies and procedures for use of the computer. Hamming is on schedule to be ready for campus-wide use by the end of March.

NETWORK UPGRADE: NEXT STEPS

ITACS has completed 90% of the next generation network upgrade, which will provide 1 gig to desktops and a 10 gig campus backbone. The final step is to replace switches in Spanagel Hall and the Enclave cottages. Spanagel will be done in two phases, beginning with the network closets on the 1st and 2nd floors along with the HPR Lab area, scheduled for Thursday March 12th at 5:30 p.m. Phase two will be the network closets on the 3rd, 4th and 5th floors, scheduled for Thursday March 19th at 5:30 p.m. In the Enclave cottages, the work will be coordinated with MWR, and will involve complete rewiring of the network closets when the equipment is installed. Once the equipment has been replaced, the Network Operations Center will fine-tune its monitoring tools which will have a web presence on the Intranet.

SAKAI

ITACS passed a major milestone in the NPS Sakai CLE pilot project. In February, people from ITACS, CED3, Academic Affairs, rSmart, and several faculty members worked to install, configure, and customize the NPS Sakai installation. Because of their combined efforts, The NPS Collaborative Learning Environment (CLE) is now fully installed and configured in the NPS virtual data center. During the first weeks of March, the CLE instance will be tested to ensure a positive user experience. Following that, the five instructors who volunteered to pilot Sakai during the spring quarter will begin developing their courses in the new Sakai instance in preparation for the launch on March 30th.

REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER (TAC)

From February 1 through February 25, 2009, the Technology Assistance Center (TAC) received 1,756 requests for assistance, 1,403 of which were resolved by the Tier 1/Tier 2 areas, while the remaining 353 were escalated to groups outside of TAC for specialized assistance. This number represents a 16% increase in requests for assistance from the same period in February 2008.

Requests for assistance were categorized as follows:
- Phone: 915
- Walk-in: 432
- Email: 326
- Web: 83

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 Accounts, and General Questions; Software; Web Support; Hardware; and Networking.

This month, 44% 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.