



CYBERSECURITY AWARENESS MONTH

ITACS' centennial event, Cybersecurity Awareness Month, featured five brown bag discussions: **Dr. Simson Garfinkel** spoke on "Automated Digital Forensics and Media Exploitation"; **Col. Jonathan E. Czarnecki, USA (ret.)** of the Naval War College spoke about "The Illusion of Security: Learning to Defer as Opposed to Deter"; **Dr. Cynthia Irvine's** topic was "Combining Security and Usability"; **Senior Lecturer Chris Eagle** discussed "Organizing and Participating in Computer Network Attack and Defense Exercises"; and **Dr. John McEachen** lead the discussion on "Security Issues in Future Telephony: VoIP and 4G mobiles."

A Cyber Summit, sponsored by **Dean Karl van Bibber** and **Dean Peter Purdue**, was held on October 29, 2009, and featured faculty research on areas related to cyber and cybersecurity challenges. Nine CEOs from Silicon Valley companies visited NPS that day as part of the World Presidents Organization, and they, along with NPS sponsors, attended the Cyber Summit.

NPS EMAIL ON YOUR SMART PHONE

To send and receive NPS e-mail using your smart phone, you will first need to have ActiveSync enabled for your account by staff in the Technology Assistance Center (TAC). Once this has been accomplished, for ActiveSync to work properly, you will need DoD root certificates CA2 and CA3, which can be can obtained at: <http://www.nps.edu/Technology/RemoteAccess/Citrix.html> - the information is near the bottom of the page. For the TAC, e-mail: tac@nps.edu, call 656-1046, or in stop in at Ingersoll Hall, Room 151.

IT SERVICES DURING RENOVATIONS

Because Spanagel and Root Halls will be closed for renovation during the winter break, and other construction projects are scheduled during that period, no network or telephone services will be available in Spanagel, Root and King Halls from 3:00 p.m. on December 18, 2009 until 8:00 a.m. on January 4, 2010. Building occupants who normally work in Spanagel and Root Halls are being asked to provide information regarding their workspace requirements for the closure period to Kerry Yarber (ryarber@nps.edu). Customers who need to have IT servers or workstations online during the closure should notify ITACS. The forms for supporting this process are available in the Technology Assistance Center (TAC), and must be completed and returned to the TAC by November 15, 2009.

NEW HELP DESK TICKETING SOFTWARE

After extensive research of available products, ITACS is preparing to move to a new Help Desk Ticketing application, "everything HelpDesk," a completely web-based, robust, and user-friendly solution provided by Group Link.

The Project Team is currently working to configure the core of the application, populate the integrated Knowledge Base, prepare documentation and training materials, and perform testing to ensure the application is ready to "go live," which is scheduled for November 23, 2009, after which the current ticketing system, Remedy, will no longer be available for use. Historical data will still be kept.

End-user training will be made available online. More information will be sent to users via email and will be posted on the Intranet as the "live" date for "everything HelpDesk" approaches.



NEW APPLE LICENSING PROGRAM

NPS joined with many universities in requesting that Apple establish an educational licensing program, which has recently been implemented. Some highlights of the new program, which will greatly enhance ITACS' ability to provide software flexibility to the campus, include the ability to:

Purchase annual coverage. The program bundles the OS with iLife* and iWork, allowing for management of a single expiration date and coverage of any new releases that become available during the year.

Allow students to use and take the application with them after graduation, a feature not offered by Microsoft.

Waive the one-time enrollment fee of 10% of the annual purchase price if enrollment is completed by December 13, 2009.

Choose to distribute the software over the network or via media kits.

Previously, for only the Snow Leopard operating system, 400 seats would have cost \$8,400. Under Apple's new educational licensing program, 500 seats of Snow Leopard bundled with iLife and iWork will cost less than \$15,000. If the licenses for iLife and iWork were purchased separately with Snow Leopard, the cost for 400 seats would be \$71,600.

iLife includes: **iPhoto '09:** Organize and search your photos in new ways; **iMovie '09:** Create a movie in minutes or edit your masterpiece;

GarageBand '09: Learn to play; start a jam session; record and mix your own songs; **iWeb '09:** Design, publish, and update your own

websites – no HTML required; **iDVD:** Turn your home movies and slideshows into gorgeous Hollywood-style DVDs.

iWork includes: **Pages '09:** Create the perfect brochure, flyer, report, or resume; **Numbers '09:** Create spreadsheets, organize data, and write formulas with simple yet powerful tools; **Keynote '09:** Create surprisingly simple show-stopping presentations.

The new licensing system will be implemented by ITACS as soon as the continuing resolution has been lifted.

RESEARCH COMPUTING

"High-Performance Computing" has changed its name to Research Computing, to reflect the broad scope of research computing activities — including high-performance computing — that the group manages.

Research Computing is sponsoring training sessions on the hamming supercomputer on November 2 and 12. Led by Dr. Gabriele Jost, users can learn the basics of logging into hamming, of scientific parallel programming using MPI and OpenMP, and advanced topics such as code optimization, performance analysis, and automated profiling tools.

On December 2, Dr. Jose Unpincgo from SPAWAR will teach an introductory course on the Python programming language — including using Python for parallel programming applications — on the hamming cluster.

For more details, please contact Dr. Jeff Haferman at jlhaferm@nps.edu

EMAIL UPGRADE

NPS has 5,700 active mailboxes and 156 Blackberry users. Email storage is near capacity, and the hardware is either reaching its end-of-life, or is no longer supported by the vendor.



ITACS conducted research on determining NPS users' needs, which includes not only email, calendars, mobile use, and attachments, but also unified communications, message archiving, trends, and scalability. Microsoft Exchange provided the best solution for NPS, with end-point support, documentation, Avaya integration, high availability, virtualization capabilities, SharePoint integration, larger mailbox support, and licensing that is included in the School's current Microsoft licensing agreement.

Microsoft Exchange 2010, which will be released this calendar year, provides email archiving built into its system, (avoiding approximately \$100,000 in costs), data loss prevention, and online archiving and browser equality. In 2010, Apple will be replacing Entourage with Outlook in the Microsoft Office 2010 suite for its Mac products.

Because of these factors, ITACS recommended and the IT Task Force endorsed adoption of Microsoft Exchange 2010. ITACS will begin developing a plan for the design and implementation of the new software. ITACS staff will be the early adopters; campus-wide implementation of Microsoft Exchange should occur within the next calendar year.

UNINTERRUPTIBLE POWER SUPPLY (UPS)

During the recent storm, there were no interruptions in service, although sporadic interruptions in power forced the School to use its diesel generators.

As some of you may recall, during the storms last November/December, the UPS switch failed during several storms. ITACS repurposed funds in FY09 to replace and upgrade the system. The new UPS switch will arrive on November 7, 2009 and will be installed at that time. Additional

information on the installation will be posted as the date gets closer.

CLASS SCHEDULING SYSTEM PROJECT

Mr. Mike Andersen, Director of Academic Administration at NPS, briefed the IT Task Force on the new automated class scheduling system which, after over a year of planning, development and testing, went live on September 18, 2009. The project represents a collaboration involving NPS, Infosilem (Quebec) and EdataTech (Monterey).

The new commercial off-the-shelf (COTS) system has several benefits, including software documentation, standardized metrics, and operational sustainability. The system can also be used as a simulator for running "what if" scenarios involving the reduction of classroom inventory. Key enhancements in the new system include the capacity to prioritize the needs of students who are about to graduate, to schedule alternate electives, to manage the special scheduling requests of faculty, and to view classroom attributes such as seating capacity, furnishings and instructional technology. The potential future benefits of the new system include a reduction in the time needed to schedule classes — from eight weeks to possibly three weeks; additional software modules that can be used for event scheduling; integration with self-service room reservation systems; and integration with facilities management software.

The future state envisioned using the new system is one where students will have completed their required courses in a timely manner, instructors will have schedules that permit them to integrate their professional duties of teaching, research and service in a reasonable way, and classes are scheduled that best utilize teaching resources and classroom facilities.

Immediate changes for PYTHON users include significant user interface upgrades for department planners, instructors, students, academic associates



and program officers. An update to the scheduling-related policy has also been issued: NAVPGCOLINST 1510.3D.

On behalf of Mr. Joe LoPiccolo and ITACS, Mr. Andersen also presented gifts to Ms. Heidi Woodward of the Registrar's Office and Dr. David Wang of EdataTech in gratitude for their extraordinary efforts in implementing this new system.

KUALI FINANCIAL SYSTEMS

Mr. Tom Halwachs, Director of NPS Financial Systems, reported to the IT Task Force at their October 15 meeting that Quali Financial Systems for direct budget items for FY2010 went live on October 1, 2009. Indirect and carryover reimbursable funds will be uploaded next week, and the database is scheduled to be reinitialized during the normal IT service period. There are some workflow problems, but those are being resolved. A schedule of follow-up trainings covering specific areas will be posted monthly on the Intranet beginning November 1, 2009.

SAKAI CLE MIGRATION CONTINUES

ITACS Educational Technologies continues to work with faculty members on migrating existing Blackboard courses into the new Sakai Collaboration and Learning Environment. The migration to the community source learning management system Sakai CLE was recommended by a faculty committee in the fall of 2008 and approved by the NPS IT Task Force January of 2009. To date, over 80 unique courses have been migrated to, and are actively being taught in, the Sakai CLE. This accounts for approximately 15% of courses at NPS. The Sakai project plan calls for the migration of all remaining courses within the next calendar year,

meaning NPS will be fully migrated to Sakai by October 1, 2010.

The move to Sakai CLE will improve flexibility for NPS faculty, improve upload speeds, increase reliability, reduce costs, and allow integration into existing NPS systems like Active Directory, Python, and library resources. One of the most exciting opportunities Sakai delivers is the opportunity for research collaboration. Sakai project sites deliver a protected online presence for NPS researchers to collaborate with researchers from other institutions. To date there are over 100 active project sites within Sakai.

Instructors are encouraged to learn more about Sakai to help the migration process go more smoothly. Information is available at the link: <http://intranet.nps.edu/ITACS/CLE/index.html>. If you have questions, please email clehelp@nps.edu. Remember: Blackboard is scheduled to go offline in 344 days.

PARTNERSHIPS AND OUTREACH

The Monterey Peninsula DoD CIOs from NPS, the city of Monterey, DLI, PERSEREC, DMDC, and NRL gathered at NPS in late September and discussed the following topics:

The 10 Gbps upgrade, which will offer new opportunities for the Monterey Peninsula Department of Defense Net (MP DoD-Net), is nearly complete. Mr. Fred Cohn of the city of Monterey was acknowledged for his visionary leadership in planning the regional infrastructure which has provided the local DoD organizations with the fiber to establish the MP DoD-Net, an infrastructure that serves all of the institutions well and provides a platform for various types of collaborative projects.



The CIO Council will meet more frequently to review current partnerships and how it can collaborate further. The CIO Council will also schedule a meeting with its leaders to report on the Council's progress.

The following new initiatives were discussed as possible collaborative initiatives for FY10 and beyond:

Complete the 10 Gbps upgrade.

Schedule an event to celebrate the upgrade – perhaps a Team Monterey event with Congressman Sam Farr and DoD leadership.

Host a technology summit and invite industry partners (Apple, Sun, Microsoft, Xerox, Brocade, Cisco, Impulse Technologies).

Begin discussions on how to build a Private Virtual Cloud on the MP DoD-Net.

Design a common Identity Management solution.

Establish a Sun Modular “Datacenter in a box” to house individual plans for DRP and COOP and carry-out testing.

Build centers of experts (virtualization, cloud computing, networking, application support).

The 2010 CENIC Conference will be held at the Monterey Hyatt, and will include an afternoon visit to NPS, replete with presentations and demonstrations by areas such as MOVES and Research Computing. A committee has been formed to develop and organize the visit; please submit to Dr. Christine Cermak any suggestions you may have to contribute.

TECHNOLOGY ASSISTANCE CENTER

From October 1 through October 28, 2009, the Technology Assistance Center (TAC) received 1,921 requests for assistance, 1,541 of which were resolved by the Tier 1/Tier 2 areas. The remaining 380 requests were escalated to groups outside of TAC for specialized assistance. This number represents a 10% decrease in requests for assistance from October 2008.

Requests for assistance were categorized as follows:

Phone: 921
Email: 464
Walk-in: 466
Web: 70

This month, 96% 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.

The TAC also provided an incoming brief to the new EMBA cohort.