NAVAL POSTGRADUATE SCHOOL
ITACS
INFORMATION TECHNOLOGY AND COMMUNICATIONS SERVICES

NPS COLLABORATION WITH CENIC, CaLIT2 AND CINEGRID

In early December at a CINEGRID conference in San Diego, NPS researchers and ITACS will be partnering with other researchers in a visualization demonstration between the Monterey Bay Aquarium and University of California San Diego (UCSD) CalIT2. NPS has collaborated with the City of Monterey, UCSD CalIT2, CINEGRID, CENIC (NPS Educational Research Network Provider), and Monterey Bay Aquarium IT to design and leverage our high bandwidth network infrastructures between the Aquarium, NPS, and CalIT2. Based on this networking infrastructure, leading-edge collaborative visualization technologies will be demonstrated that will allow researchers on a global scale to visualize, discuss, and make breakthrough discoveries together, independent of their geographies. These new visualization technologies create and manage large dataset flows over today's high-performance IP networks and open the door to possibilities in many research areas.

The demonstration will include two of the highest resolution 4K cameras in the world, the highest resolution 4K projection equipment in the world, their respective codecs and supporting electronics, 1Gbps/10Gbps high-speed networking infrastructures, and network monitoring equipment. There will be live streams of 4K video from Aquarium exhibits, via NPS CENIC to the CINEGRID conference in San Diego at some of the highest resolutions ever captured and sent over IP networks. This event is one of several that will serve as the first steps toward establishing leading-edge visualization for NPS scientific research.

MONTEREY PENINSULA DEPARTMENT OF DEFENSE NETWORK REDESIGN AND UPGRADE

A CIO Council of the Monterey Peninsula Department of Defense Net (MP DoD-Net) directs the strategic goals of the organization through a DoD-Net Technical Advisory Council (TAC). A recent goal of the TAC was to redesign and upgrade the MP DoD-Net to create a foundation for future growth and value-added services on this networkThe council members included NPS, the Defense Language Institute Foreign Language Center and Presidio of Monterey, Naval Research Laboratory, Fleet Numerical Meteorology and Oceanography Center, the Defense Manpower Data Center, Ord Military Community, and Defense Personnel Security Research Center.

The MP DoD-Net team cutover its new topology on October 24, 2009. The redesign was challenging because significant hardware, patching, and configuration changes throughout Monterey County had to occur almost simultaneously to meet maintenance window targets. Through the enthusiastic cooperation of the MP DoD-Net partners, the City of Monterey, and teams from ITACS during the planning, preparation, and execution stages of this redesign, the cutover was a complete success, and without any incidents.

The architecture leverages a 10Gbps high-speed switched backbone, with increased throughput and port capacity. The redesigned MP DoD-Net has the potential to offer many more network services than the existing network, and will offer new possibilities for storage and disaster recovery, high availability network redundancy, leased line replacement services, and virtualized services.

ALL-HANDS INFORMATION ASSURANCE (IA) TRAINING IN DECEMBER

The all-hands briefing that took place in October and November as part of Cybersecurity and Privacy Awareness Month, which provided an alternate to the 5 hour required online courses for NPS constituents, has been well-attended and well-received. As a result, ITACS is offering two more all-hands sessions on December 3 and December 10 in King Hall from 3:00 – 4:30 p.m.

EVERYTHING HELPDESK

On Monday, November 23, 2009, in advance of the campus-wide launch of their new web-based ticketing system, Everything HelpDesk, or eHelpDesk, a soft launch of the new system will take place in ITACS. The previous system, Remedy, has reached end-of-life and needs to be replaced; during the soft launch in ITACS of eHelpDesk, Remedy will continue to be available and used by the campus. Some of the significant improvements in eHelpDesk are the integration of e-mail with the ticketing system, the ability to add relevant information to the notification messages to the users, and the ability to add attachments when opening a call, or at any stage while the call is being handled.

ITACS will keep you posted on the campus-wide launch and provide guidance on using the new system. For questions about the new system, please contact the Technology Assistance Center at Ext. 1046, or send an e-mail to tac@nps.edu.

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 the Technology Assistance Center at Ext. 1046 or at tac@nps.edu.

PARTNERSHIPS AND OUTREACH

The **Classified Computing Committee**, chaired by **Dr. Herschel Loomis,** sent out a survey — which covered classified computing needs and challenges — to faculty, students and staff, from which they received a good response. The results are being compiled; a report will be generated outlining present and future classified computing requirements and presented to the IT Task Force at a future meeting.

The 2010 CENIC Conference will be held at the Monterey Hyatt from March 8-10, 2010, and will include an afternoon visit to NPS, which will include a plenary session by Dr. Karl van Bibber, Dean of Research, and by NPS faculty and staff. A committee has been formed to develop and to organize the visit; please provide any suggestions or feedback that you may have to contribute to Dr. Christine Cermak.

Executive Director of ITACS **Mr. Joe LoPiccolo, Mr. Alan Pires and Mr. Kamil Marcinka,** along with several other NPS individuals, attended **Kuali Days** in San Antonio, Texas, this week. Those attending continue to develop relationships with other Kuali institutions, leveraging best practices learned from other institutions. The conference also

provided an opportunity for the Kuali Student board members and teams to meet face-to-face and to continue development work.

Mr. Jon Russell, Manager of Education Technologies, and staff from ITACS traveled to Cupertino to participate in the Apple Higher Education and Department of Defense Summit with members of other military installations and higher education institutions. Part of the full day's agenda for the soon-to-be bi-annual event included the announcement from the US Coast Guard representative that all new cadets have been issued a Mac Book Pro, discussions about higher education pricing on Apple products now available at NPS, the use of multi-media in higher education and a roundtable discussion on security.

Because the alliance of the **Naval Higher Education Information Technology consortium (NHEITC)** is crucial, NPS has volunteered to assist the Naval War College in their search for a new Chief Information Officer. Dr. Christine Cermak currently serves on the CIO Search Committee for the Defense Language Institute, a position critical to continue the working relationship that NPS has with DLI.

TECHNOLOGY ASSISTANCE CENTER
From November 1 through November 27, 2009, the Technology Assistance Center (TAC) received 1,854 requests for assistance, 1,435 of which were resolved by the Tier 1/Tier 2 areas. The remaining 419 requests were escalated to groups outside of TAC for specialized assistance. This number represents a 19% increase in requests for assistance from November 2008.

Requests for assistance were categorized as follows:

> Phone: 951
> Email: 462
> Walk-in: 383
> Web: 52
> Technician: 6

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.