CLASSIFIED COMPUTING COMMITTEE

Dr. Bret Michaels of the Classified Computing Committee (CCC), which also includes Chair Herschel Loomis, Drs. Chris Eagle, George Goncalves, Chris Olsen, and Mr. Joe LoPiccolo, reported its findings to the Information Technology Task Force on February 18, 2010.

In early February, the full report from the CCC was delivered to Dr. Christine Haska, who charged the group with evaluating classified computing requirements at NPS.

Results of interviews with deans, chairs, President Oliver and Provost Ferrari as well as a survey issued to faculty, students and staff who have security clearances led to CCC's recommendations. The recommendations state that support for classified networks, classrooms and labs should be equal to that of the unclassified network. This involves the establishment of regular funding to support classified computing, a resource sponsor and life cycle management of classified computing resources. The CCC asked that Dr. Haska serve as the resource sponsor and establish a permanent advisory committee to address classified computing requirements at NPS. Additional support in classified computing will need to be planned, particularly as departments expand their curricula in classified computing, and distance learning opportunities in this arena also grow and new programs emerge. Bandwidth must also be analyzed for each network as requirements expand.

The CCC's report will be distributed to the IT Task Force members, and will be the major agenda item at the group's next meeting on Thursday, March 4, 2010.

MALWARE INCIDENT UPDATE

In January, the Navy Cyber Defense Operations Center (NCDOC) detected activity associated with malware which infected three internal NPS systems. NCDOC sent a team from Threat Analysis and Forensics, who worked with ITACS personnel and NPS faculty — who also provided invaluable assistance. NCDOC determined that the incident had been resolved, and commended NPS for its handling of the incident and management of its networks.

NETWORK ACCESS CONTROL

The Education Research Network (ERN) hosts thousands of computers, both government and personally owned/managed. Maintaining systems with up-to-date operating systems (O/S) applications, and anti-virus (A/V) software has proven to be one of the most effective ways of maintaining a secure posture.

While NPS experience indicates that most students, faculty, and guests tend to keep their O/S patched and A/V definitions up-to-date, the security assessment and recent incidents confirmed this to be an ongoing and evolving area of risk.

ITACS will install a Network Access Control (NAC) capability to the ERN in March of 2010 as an added measure to our defense-in-depth and defense-in-breadth.

This device will eventually enable ITACS to inform users when they need to perform routine updates to their computer O/S, A/V software and applications to help them remain up-to-date, and in keeping with NPS network security.

PHISHING UPDATE

ITACS would like to thank those who have completed their Information Assurance (IA) training, the knowledge from which was put to good use when a spear phishing attack was made through an e-mail, which was immediately brought to the attention of ITACS through Remedy tickets and alerts to ITACS staff. Less than 1% of users responded to the attack, another sign of the value of the required annual Information Assurance (IA) training (of those who responded to phishing, none had completed the IA training).

SUPPORT SERVICES

In three-month increments during the next year, minor realignments to support services within ITACS will be implemented. The PC Shop, audio-visual and lab support will be combined into one group to create a centralized area to oversee labs and classrooms, deploy software images, increase software virtualization, and improve customer service.

PARTNERSHIPS AND OUTREACH

NPS hosted a team from Cisco led by Mr. Dave Rossetti, Vice President for Research and University Relations on February 1, 2010. The group received an overview and tour of the CENETRIX Lab and met with President Oliver, Drs. Karl van Bibber, Geoffrey Xie, Alex Bordetsky, Robert Beverly, Tri Ha, Dan Boger, and Christine Haska.

From February 7-9, 2010, a team from Rensselaer Polytechnic Institute — Dr. Robert Palazzo, Provost and Chief Academic Officer; Dr. Prabhat Hajela, Vice Provost and Dean, Undergraduate Education; Mr. John Kolb, Vice President for Information Services & Technology and CIO; and Mr. Bill Walker, Vice President for Strategic Communications & External Relations — visited DLI and NPS, toured MOVES, and met with President Oliver, Dr. James Wirtz, CDR Joseph Sullivan, Dr. Fran Horvath, Dr. Christine Haska and ITACS leaders to discuss language acquisition strategies and strategic planning processes.

On February 18, 2010, a group from the National Defense University (NDU) visited NPS to discuss processes related to institutional strategic planning and IT planning and operations with campus leaders and ITACS' senior management. The NDU team included Dr. Linton Wells, Distinguished Research Professor; Dr. Paulette Robinson, Assistant Dean for Teaching, Learning, and Technology; Dr. Donald Mosser, Dean of Administration Chief of Staff; Mr. Walker Hardy, Research Associate; Dr. Ken Pisel, Chief of Educational Technology for the Joint Forces Staff College/NDU; Ms. Meg Tulloch, Director of the NDU libraries; COL Joe Adams, CIO; and Dr. Scott Loomer, Senior faculty member from the Industrial College of the Armed Forces (ICAF).

Mr. Sumit Agarwal, Deputy Assistant Secretary of Defense for Citizen Dialogue and New Social Media, visited NPS on February 24, 2010, where he met with Provost Ferrari and Chief of Staff Colonel Boerlage. Mr. Agarwal also received a Command Overview brief from Col. Gary Roser, USMC (Ret), as well as briefs on Open-source, Web-based platforms for Communication/CORE Lab from Dr. Nancy Roberts; GSBPP from Dean Gates; Social Influence and Networking Issues/Social Media Applications across Navy and DoD from Dr. Gail Thomas and Dr. Deborah Gibbons; Cebrowski Institute from Ms. Susan Higgins; ITACS and

Institutional Planning from Dr. Christine Haska and Dr. Fran Horvath.

TECHNOLOGY ASSISTANCE CENTER

From February 1 through February 25, 2010, the Technology Assistance Center (TAC) received 1,602 requests for assistance, 1,096 of which were resolved by the Tier 1/Tier 2 areas. The remaining 506 requests were escalated to groups outside of TAC for specialized assistance. This number represents a 7% decrease in requests for assistance from February 2009.

Requests for assistance were categorized as follows:

    Phone: 600
    Email: 636
    Walk-in: 209
    Web: 30
    Technician: 53
    Other: 74

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.

The TAC continues to use and test eHelpdesk, the new ticketing system. The system is being used by Dudley Knox Library staff in preparation for a campus-wide rollout later this year.