NAVAL POSTGRADUATE SCHOOL
ITACS
INFORMATION TECHNOLOGY AND COMMUNICATIONS SERVICES

COMMAND CYBER READINESS INSPECTION

Since October, ITACS has spent hundreds of hours testing and completing documentation in preparation for the DISA Command Cyber Readiness Inspection (CCRI) of the NPS SIPRNet circuits and networks. Fleet Numerical Meteorology and Oceanography Center (FNMOC) completed the same inspection in November; to help prepare for the NPS inspection, for the past six months, ITACS has been collaborating weekly with staff from FNMOC and from NETWARCOM.

Eight representatives from DISA arrived at NPS on April 19, 2010, and completed their debriefing of the CCRI on Thursday April 22, 2010. A Navy Blue team from the Navy Information Operations Command in Norfolk, and Ms. Julie O'Dell, Deputy Director for Client Services and IT Security from the United States Naval Academy observed the process and participated in discussions related to the inspection with senior ITACS managers.

In the debriefing and follow up communications, ITACS personnel were acknowledged for their professionalism, preparedness, and for making permanent changes to increase the overall security posture at NPS. Results of the inspection showed that NPS received a score of 104%, "the highest score received in the Navy, the only score above 100%."

VIDEO PORTAL

ITACS launched a new public video portal for NPS which delivers high-definition video through the NPS web presence, provides guests to the NPS web site similar functionality to that of YouTube or Hulu, and allows partners and business units to embed videos into their own web presence. Each School will have its own video channel where they can display all of their work, and each channel will be RSS enabled so guests can subscribe and be alerted when a new video is uploaded to the site. The site will consolidate all NPS public video, creating a video archive of NPS events. The official launch of the site was on April 29th. To view the site, please go to the link which can be found at: http://www.nps.edu/video/portal.

UNINTERRUPTIBLE POWER SUPPLY UPDATE

ITACS kept the uninterruptible power supply (UPS) — which provides conditioned and redundant power to the NPS data center ——operating for an additional four years beyond its five year life cycle; however, lack of replacement parts, inefficiency and the age of the hardware required that the UPS be replaced to maintain the level of service availability that the NPS data center must provide. Last year, vendors were contacted, solutions were evaluated, and ITACS procured a replacement.

Some modification of the building itself was required in preparation for the installation. Additionally, the implementation plan was designed to limit the outage time for the data center during the transition from the old to the new UPS. Construction for the modifications began during the week of March 22, 2010 and advanced one month ahead of schedule; therefore, the initial cutover to the new UPS occurred on April 24, 2010 and was finalized the following week.

The new system can be taken offline for maintenance without interrupting power in the data center, thus eliminating the point of failure that led to the series of outages NPS experienced in late 2008 during the effort to repair the former UPS. This capability will eliminate the need to shut down

the data center should the new UPS need to taken offline for servicing or repair. The new UPS also has a 94% energy efficiency rate, a significant improvement from the former unit's 75% rate.

In helping to reduce overall power consumption, procurement and installation of the new UPS also complements the Green IT initiatives that ITACS began implementing two years ago.

TEAM MONTEREY

The Monterey Peninsula Department of Defense (DoD) CIO Council, formed in 2004 and representing Defense Language Institute, Fleet Numerical Meteorology and Oceanography Center, Naval Research Laboratory, Defense Manpower Data Center, Defense Personnel Security Research Center and NPS, presented a brief to their institutional leadership on April 5, 2010 which included the current utilization of the network and examples of cost-cutting collaborations. Mr. Fred Cohn, Deputy City Manager, was acknowledged for his vision and leadership for providing NPS with two dark fiber strands that were used to connect all of the peninsula DoD commands.

All of the following efforts have been accomplished without any budgetary additions to the project:

- NPS extension of the .edu network to FNMOC.
- Sharing of virtualization expertise.
- Security monitoring and patching.
- Reducing the need for expensive ISDN lines.
- Recent bandwidth upgrade from 1GB to 10GB.

- Extension of this network to connect NPS Golf Course Annex buildings.

The CIOs discussed possibilities for the network and for submitting a group grant request to Team Monterey leadership that would benefit all participants, including the ability to provide:

- Disaster Recovery failover into a datacenter-in-a-box at remote locations.
- Shared open sourced learning management systems utilization.
- GRID computing initiative with local institutions and university partners.
- Application and Video portals.
- Developing centers of excellence for virtualization, security, identity management and social networking policies.

The CIOs meet quarterly and report back to joint institutional leadership on an annual basis.

PARTNERSHIPS AND OUTREACH

The **Classified Computing Committee's** report, which was endorsed by the Information Technology Task Force, was presented at the Provost's Council. Concerns about the costs involved in bringing the classified areas at NPS on par with the unclassified spaces were discussed. Dr. Christine Haska asked for and received a conceptual endorsement of the report from the Provost's Council.

On May 6th, 2010 **Dr. Christine Haska** will brief the Research Board about the report, and in early May, she will coordinate discussion with **NPS deans** to determine how costs will be addressed.

Spanagel Hall has requested SIPRNET access, and discussions are underway with **Dr. Jeff Haferman** and **Mr. Joe LoPiccolo** to assess existing

capabilities and to detail the costs both of implementing and maintaining SIPRNET in that building, with a goal of supporting the request for classified spaces in Spanagel Hall.

On April 15, 2010, Dr. Christine Haska received a completed copy of the **Memorandum of Understanding drafted by the Defense Language Institute (DLI)** detailing Dr. Haska's 18-month responsibility in assisting DLI in making its transition to the .edu. DLI will also hire a Chief Technology Officer who will report to Dr. Haska during the transition.

Dr. Christine Haska and **Mr. Joe Lo Piccolo** presented a 30-minute IT briefing to the Board of Advisors when they met in Monterey on April 27-28, 2010.

During the week of April 19-23, 2010, Dr. Christine Haska attended the **Western Association of Schools and Colleges (WASC) Annual Conference,** and co-presented "Collaborating Support Services in a Growing Academic Environment" with **Ms. Colleen Nickles** as part of the agenda.

Dr. Christine Haska attended the **ribbon-cutting at the University of California Santa Cruz (UCSC)** in early April, celebrating the completion of their direct fiber connection over Highway 17, an achievement that benefits not only UCSC, but all institutions of higher education within the region.

Chief Information Officer (CIO) for the state of California Teri Takai, who has been recommended by the Obama administration to become the next Department of Defense CIO, has been invited by Dr. Christine Haska to visit NPS. A date and details of the visit are being discussed.

The **Navy Higher Education Information Technology Consortium** will meet at NPS for their annual meeting from June 15-17, 2010.

TECHNOLOGY ASSISTANCE CENTER

From April 1 through April --, 2010, the Technology Assistance Center (TAC) received -- requests for assistance, --- of which were resolved by the Tier 1/Tier 2 areas. The remaining --requests were escalated to groups outside of TAC for specialized assistance. This number represents a --% --crease in requests for assistance from April 2010.

Requests for assistance were categorized as follows:

        E-Mail:
        Phone:
        Walk-in:
        Web:
        Technician:
        Other:

This month, --% 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.