



KUALI FINANCIAL SYSTEMS UPDATE

At the May 13, 2010 meeting of the Information Technology Task Force (ITTF), Ms. Colleen Nickles reported that the Kuali Financial Systems Communications Advisory Council, convened by Mr. Tom Halwachs and Ms. Nickles — which includes representatives from every School and major administrative area on campus — met earlier that morning to review the current status of the Kuali Financial Systems (KFS) implementation.

Ms. Nickles reported that all accounts and data are now loaded and the KFS system is fully functional; more detail will become present in the data as we move toward October 1st. On May 3, 2010, all new purchasing transactions were loaded into both the legacy and Kuali systems. Historical data from October 1, 2009 to May 3, 2010 will be input by the end of May 2010, and on July 6, 2010, all campus units will be expected to input financial transactions on Kuali, which will run parallel with legacy systems. On October 1, 2010, Kuali will replace the DORS-DMAS system as the sole internal information management and reporting system used by the School.

Ms. Nickles said that the KFS committee has developed communications and training plans, which have been loaded onto the Kuali intranet site. Trainings will be available for functional and casual users; bulk e-mail alerts will notify the campus of the training schedule. Prior to October 1, 2010, each department can expect to receive a presentation about KFS, to ensure that contact between a KFS Communications Advisory Committee representative and the department is made.

For ease of use, some customizations and/or enhancements are being developed and reports created so that the new system offers the same level of detail as that which is currently provided in the DORS-DMAS system.

Currently, ITACS, Institutional Advancement, CED₃, and the Dudley Knox Library are running parallel on KFS.

The link to the Kuali Financial Systems web site is:
<http://intranet.nps.edu/ITACS/KFS/index.html>

INFORMATION ASSURANCE (IA) TRAINING

October 2009 was designated as National Cybersecurity Awareness Month, and ITACS used the time to raise campus awareness about the importance of cybersecurity issues locally by hosting a number of activities during the month, including four "All Hands Cybersecurity and Privacy Refresher Training" sessions. Feedback on this training was very positive.

Across all networks, the current completion rate for the required annual Information Assurance training is 82.2%. ITACS' goal is to reach a 96% completion rate on the unclassified networks and a 100% completion rate on all classified networks. Because the annual Information Assurance (IA) training requirement must be completed for all active on-site users before the end of June 2010, in lieu of the required 5-hour online modules, the popular and condensed 90-minute IA training session will be offered again for users and their families in Glasgow Hall, Room 102 on Thursday, June 10, 2010, from 11:30 – 1:00 p.m.

In addition to the annual IA training, users of other systems (NSANet, SIPR/STBL, DREN/.mil, etc.) must complete an additional training before the end



of the fiscal year. To complete this requirement, users can access online their training menu at: <https://www.nps.edu/Technology/WebBasedTraining/index.asp>.

HIGH-PERFORMANCE COMPUTING/RESEARCH COMPUTING SUBCOMMITTEE REPORT

Since hamming went operational in January 2009, usage on the supercomputer has exceeded expectations, which sparked concern from faculty that a plan for sustaining the supercomputer's capability into the future be sustained. As a result, Dr. Karl van Bibber of the Office of Research established a High-Performance Computing/Research Computing Subcommittee that examined funding approaches to continue hamming's capabilities at NPS. The final report of the subcommittee's findings and recommendations has been completed.

TECHNOLOGY ASSISTANCE CENTER

ITACS recently reviewed metrics for the Technology Assistance Center (TAC) that can now be collected through the new Avaya phone service, and determined that the department was underreporting its statistics by as much as one-half. As a result, TAC instituted personnel changes effective May 14, 2010 which will now provide staff in times of surges, for manning phone requests, and for meeting the high demands for assistance. Staff have been reassigned and another student hire was added to the staff; phone calls to Tier I are being directed to Tier II after four rings; all changes to requests will generate an e-mail reflecting those changes once eHelpDesk is fully implemented; Exchange 2010, which contains a web-based password reset functionality, will allow users to reset their own passwords when the software

becomes available campus-wide in the fall; instructions will be posted so users can image their own computers and/or install a government printer without TAC's assistance; and a remote imaging utility is being tested so TAC personnel will no longer have to physically move computers for that process. In addition, six technicians from the audio-visual, laboratory and PC Shop have been combined into one unit located in Herrmann Hall 77 — the existing audio-visual shop — and are the primary points-of-contact for classrooms, laboratories and imaging. Once the new ticketing system, eHelpDesk, is implemented across the campus, users will be linked to a URL which will allow instant feedback on the quality of the service they received from TAC. Future plans includes IP phone installation in every classroom with a line dedicated to providing support for classroom requests as well as better notification and feedback mechanisms.

PARTNERSHIPS AND OUTREACH

In response to leadership's request, ITACS is **developing a budget** that reflects a 5% increase, a 5% decrease, and the status quo. Because the IT budget is complex, the department will also supply — as it has always done — a formal budget request, which will include restoration of the full POM08 funding granted to the department, and a request for the institution's support in providing classroom maintenance. ITACS supports 30% more classrooms than in 2008, and there's a backlog of deferred maintenance projects.

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. June 18 is the tentative date scheduled for that visit.



The Navy Higher Education Information Technology Consortium will meet at NPS for their annual meeting from June 15-17, 2010. CIOs from the Naval War College, the United States Naval Academy, and NPS will meet for one day at NPS, conduct a site visit to Oracle and Hewlett Packard, and then wrap up at NPS, where President Oliver will address the group.

The **Memorandum of Understanding drafted by the Defense Language Institute (DLI)** detailing NPS/ITACS' 18-month responsibility in assisting DLI in making its transition to the .edu has been drafted. DLI will also hire a Chief Technology Officer who will report to Dr. Christine Haska during the transition.

After completing a visit to NPS, in which collaborations between **Rensselaer Polytechnic Institute (RPI)** and NPS were discussed, the Provost of RPI will be sending a team of faculty to attend the MOVES Research Summit from July 13-15, 2010.

TECHNOLOGY ASSISTANCE CENTER

From May 1 through May 27, 2010, the Technology Assistance Center (TAC) received 1,607 requests for assistance, 993 of which were resolved by the Tier 1/Tier 2 areas. The remaining 614 requests were escalated to groups outside of TAC for specialized assistance. This number represents a 12% increase in requests for assistance from May 2009.

This month, 97% 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.

Requests for assistance were categorized as follows:

E-Mail: 873
Phone: 426
Walk-in: 197
Web: 9
Technician: 35
Other: 67

From May 1-24, 2010, the TAC received a total of 1,882 phone calls.