HAMMING FILE SYSTEMS QUOTAS, NEW POLICY, AND TRAINING

ITACS has implemented the following quotas on the hamming filesystems:

Home: 25 GB and 25,000 files (for source code and small but important datasets)
Work: 2 TB and 2,000,000 files (for larger datasets and object files produced during compilations)
Note: *Home and work files are currently backed up and are not subject to deletion.*

Scratch: 8 TB (per user) and 8,000,000 files
Note: *This filesystem is not backed up, and has a total of 21 TB; therefore, files are subject to deletion if space needs to be reclaimed.*

Currently, there is a total of 80 TB of usable disk space on hamming; ways to purchase more disk space are being evaluated. An HSM (disk + tape) under /HSM/hamming has been implemented for archiving large files and datasets.

hamming filesystems were tuned over the break, and the installed packages were put into a local repository to enable quick rebuilds, which should result in an improved overall user experience in regards to system stability.

The security configuration of the NPS network was reviewed and recommendations were made to increase the network's security posture. As a result, a password policy has been implemented: users must select a password that contains at least 9 characters with at least one of each of the following: digits, lower case letters, upper case letters, and special characters; and must have no more than 3 consecutive characters; no dictionary words, user names, palindromes, rotated versions and/or case changes of a previous password, or one of the previous 5 passwords.

A two-hour introductory class on hamming was taught by the Research Computing team on Monday July 12, 2010 in Spanagel 341/Mac Lab.

eHELPDESK IS LAUNCHED

After a year of testing, the new ticketing system, eHelpDesk, replaced the Remedy last month. 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.

To help further support customer service in the TAC, 1.5 FTE have been relocated to TAC from other areas in ITACS and three students have also been hired. Telephone rollover is now more efficient: four rings to Tier One, then four rings to Tier Two, and then the call gets transferred to voicemail. In addition, a pool of 10-12 staff from the Technology Assistance Center (TAC) will monitor all incoming requests for assistance. eHelpDesk will notify users by e-mail within three minutes of their submissions that their request has been sent, and the entire e-mail stream for each request will be accessible if users wish to check the status of their request. After the completion of each request, users will have the opportunity to complete a survey rating the quality of customer service they received in getting their situation resolved.

The new system has been seamless in its transition to the campus and is especially easy to use for PS DL students.

PHISHING

Phishing continues to be the most widely used tactic, technique and procedure used by the adversary to gain unauthorized access to the NPS network. When an e-mail has been delivered to a user's inbox that asks for his/her credentials; requests that the reader click on an embedded link within the body of the e-mail; contains a malicious attachment; or is a combination of one or more of these circumstances, a phishing incident has occurred.

From June 1 through mid-July, 6 phishing e-mails were delivered to 24 users; 2 responded.

When a user's account is compromised, ITACS disables the account, re-images the workstation if appropriate, removes the e-mail from all recipients' mailboxes, blocks responses to the e-mail, requires that the user change his/her password through the Technology Assistance Center, and requests that the user take the latest training.

ITACS has many proactive measures in place to manage phishing incidents, including using the Barracuda SPAM filters and Domain Name System Blackhole and Firewall block lists; generating a script thrice daily that is reviewed for suspicious e-mails that have been delivered and/or have received responses; blocking responses by users; providing training for users and notifying users of threats.

Other measures being evaluated include purchasing and installing an outgoing Barracuda SPAM filter so that user's compromised accounts are used to send SPAM e-mails outside of the ERN; developing an awareness web site that informs all users of the latest threats and what to do if they see them; and determining what additional functionality within MS Exchange 2010 can be leveraged to prevent attacks.

KUALI FINANCIAL SYSTEM (KFS) UPDATE

On July 6, 2010, all campus units were expected to input financial transactions for procurements into KFS to run parallel with legacy systems, and that project is still in process. For documents on the funding side, a process has been established to create accounts within KFS, so they can also run parallel with legacy systems. Finalization of technical issues such as travel and labor requests continues. Business processes and procedures are being developed and documented, and training has been on-going for users of KFS. On October 1, 2010, KFS will become the sole internal information management and reporting system used by the School.

The KFS Communications Advisory Committee has loaded the Kuali Intranet site with FAQs, online tutorials, a list of KFS members, contact information, the KFS project plan, and the training manual titled *Get Smart with Kuali* at: http://intranet.nps.edu/ITACS/KFS/index.html.

PARTNERSHIPS AND OUTREACH

Chief Information Officer (CIO) for the state of California Teri Takai, who has been recommended by the President Obama administration to become the next Department of Defense CIO, visited the NPS campus on July 16, 2010. Dr. Karl van Bibber provided a research overview. CIOs from neighboring agencies and institutions such as the Monterey Peninsula Department of Defense Net and the City and County of Monterey participated in a working lunch with Dr. Takai.

Dr. Raul Rodriquez, President of San Joaquin Delta College, and **Hartnell College Superintendent/President Phoebe Knight Helm** visited NPS on July 19, 2010 to engage in discussions with campus leadership about open source solutions within the IT environment.

Dr. Christine Haska will be participating in the **Cisco Higher Education Executive Exchange** from July 26-27, 2010.

Avaya President and CEO Kevin Kennedy, former Vice President of Cisco, will be visiting the campus on August 3, 2010, to engage in discussions related to the NPS telecommunications and ITACS' unified communications initiative.

Dr. Christine Haska has asked **CIO John Dundas of the California Institute of Technology** and the **Vice Chancellor of IT Mary Doyle** from the **University of California Santa Cruz** to participate in an external review of ITACS over a two-day period in mid-November.

Ms. Colleen Nickles and **Mr. Jon Russell** of ITACS presented well-received "Lessons Learned" from the implementation of Sakai and Kuali Financial System to a group of higher education CIOs in New York.

Dr. Christine Haska received an e-mail from a former **NPS student** who is now a Lt. Col. stationed in the United Kingdom, who had some questions for her after reading an issue of *Tech News,* indicating the reach of the ITACS' monthly newsletter.

ITACS presented **Senior Lecturer and Associate Chair of Computer Science Chris**

Eagle with a Letter of Appreciation for his outstanding forensics work related to the malware incident. **Dr. Peter Denning** was also thanked for his support.

TECHNOLOGY ASSISTANCE CENTER

From July 1 through July 29, 2010, the Technology Assistance Center (TAC) received 4,424 requests for assistance, 3,552 of which were resolved by the Tier 1/Tier 2 areas. The remaining 872 requests were escalated to groups outside of TAC for specialized assistance. This number represents a 51% increase in requests for assistance from July 2009.

This month, 92% 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:

Phone: 2,496
E-Mail: 1,348
Walk-in: 380
Web: 13
Technician: 35
Other: 152