



EDUCATIONAL TECHNOLOGIES

A new phone number has been created for faculty who require immediate assistance in classrooms/auditoria: Ext. 6911, which has a “hot line” capability, one that will provide immediate and direct staff support for classrooms. The number went live on February 18, 2011; an announcement was posted on the Intranet and signs have been posted in classrooms directing faculty to the number. Laminated audio-visual instructional placards are also being developed to be placed in classrooms.

Staff have also been conducting daily assessments of all classrooms, which has prompted repairs that have been identified during the audits. The annual physical inspection of all NPS classrooms was recently conducted by Mr. Cullen Jones, Mr. Joe LoPiccolo and Dr. Christine Haska.

Through LANDesk and global viewer, electronic daily visits to all classrooms will soon be implemented in addition to occasional physical checks by staff to monitor maintenance requirements and to troubleshoot problems. A final report, used in life cycle planning, will be drafted and shared with the IT Task Force for their review and endorsement prior to submitting to campus leadership.

At the request of the department of Information Science, ITACS is conducting a 20-student virtual desktop pilot of the virtual desktop infrastructure (VDI), which depending on their network connection, allows students to successfully access a complete virtual desktop and the necessary software to complete all coursework from home.

VMware ThinApp technology packages conventional applications so that they become

portable applications. The software virtualization piece provides a variety of delivery methods from on-campus streaming applications to off-campus downloadable applications. Downloadable applications allow ITACS to put expiration dates on applications ensuring proper licensing compliance. These packages are compatible with both Windows XP and Windows 7. ITACS has tested 30-35 applications with ThinApp, including Office 2007, Office 2010, Dreamweaver, Access 2003 and Matlab.

VDI and ThinApp virtualization technologies allow ITACS to utilize Sakai more comprehensively, reduce costs of life cycle overhead, increase security, and provide more flexibility for users. Because demand is growing by both residential and distributed learning students for this capability, ITACS is planning to expand the pilot.

NEW BULK EMAIL APPLICATION

In an effort to continue to minimize phishing attacks, on March 25, 2011 Enterprise Information Systems is scheduled to release an updated version of the application used to send bulk emails to the campus. The most important feature of this updated application is the ability to digitally sign all bulk emails, thereby allowing campus users to recognize easily a legitimate email announcement.

Once the new application is in production, any bulk email announcements that appear to be from legitimate sources but are not digitally signed should be distrusted and treated as any other suspicious email by alerting the ITACS Cybersecurity and Privacy team by sending the



suspicious email as an attachment to abuse@nps.edu.

ENABLE THE HTTPS SETTINGS IN YOUR TWITTER AND FACEBOOK ACCOUNTS FOR IMPROVED SECURITY

To protect personally identifiable information and to increase security on social networking sites, both Twitter and Facebook now support the option to turn on HTTPS encryption for every connection so personal data is encrypted as it zips around the Internet. To enable HTTPS on Facebook, go to your “Account Settings” page and tick the “Secure Browsing (https)” under the “Account Security” panel. For Twitter, go to your settings page and tick the “Always use HTTPS” checkbox.

CYBERINFRASTRUCTURE UPDATE

ITACS and other early adopters have been using Exchange 2010 for one month, and after one more operation has been completed — standing up a backup solution to the database — ITACS will be ready to begin moving the campus alphabetically by database to Exchange 2010.

Some benefits of Outlook 2010 are more server platforms, fuller featured Web access, an outbound spam filter, increased mailbox size, and Outlook Anywhere client, which will support mobile devices without changing settings.

ITACS has also been using a 40-person test group, which will increase to 200 by the end of March, to test roaming profiles in Active Directory 2008. Outcomes to date are reflecting a reduction from 15 minutes of delays to 40 seconds. Any faculty member or student who wants to be included in the 200-person test

group should send an e-mail request to the Technology Assistance Center and use the phrase *Roaming Profile Test* in the subject line.

CYBERSECURITY

The six month trend in spam and phishing attacks shows a decrease; however, there has been an upward trend of malicious activity.

The first meeting of the Cybersecurity Subcommittee of the IT Task Force was held on February 24, 2011, at which time the group reviewed its charter, responsibilities, strategies and goals, and discussed topics such as usability, virtual desktops, trainings, and next generation intrusion detection systems. The next meeting of the subcommittee will be scheduled in April or May 2011.

DISTANCE LEARNING COORDINATING COMMITTEE

Mr. Tom Mastre, Director of CED₃, and Mr. Joe LoPiccolo attended the meeting of the Distance Learning Coordinating Committee (DLCC), a joint services subcommittee of the Military Education Coordinating Committee (MECC). The DLCC informs the MECC’s policy-making decisions by providing answers to questions that the MECC has about distance/distributed learning. Attendees at the meeting came from all of the armed services and included librarians, IT specialists, deans, educators, and directors of programs such as CED₃. Topics discussed included everything from mobile technology in classrooms; students’ preference for iPads versus laptops, (70% prefer iPads); extensive use of mobile devices (2009-2010: Smart phones outsold PCs; the U.S. is 8th in the world for use of mobile devices); social media (the President of the Naval War College updates his blogs daily); software licensing; and how to CAC-enable the



Army and work within the Air Force's restrictive network.

NPS will host the next meeting of the DLCC in late August or early September. Topics to be discussed and the agenda will be determined at a later date. The meeting is open to all who want to attend.

PARTNERSHIPS AND OUTREACH

Dr. Christine Haska and a team from the Office of Institutional Advancement attended the Council for the Advancement and Support of Education (CASE) District VII Conference in Los Angeles, CA in early March, where NPS received an award for its centennial video.

MOVES Research Associate Jeff Weekley was Program Chair for the CENIC 2011 Conference which was held from March 7-9, 2011 at UC-Irvine in Irvine, California. NPS had three presentations at this year's CENIC conference; to see the streamed event, go to: www.cenic.org.

TECHNOLOGY ASSISTANCE CENTER

From March 1 - 30, 2011, the Technology Assistance Center (TAC) received 4,880 requests for assistance, 3,826 of which were resolved by the Tier 1/Tier 2 areas. The remaining 1,054 requests were escalated to groups outside of TAC for specialized assistance. This number represents a 59% increase in requests for assistance from March 2010.

Requests for assistance were categorized as follows:

Phone: 2,732

E-Mail: 1,575

Walk-in: 535

Web: 3

Technician: 35

This month, 90% 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.