



CYBERSECURITY/PRIVACY UPDATE

Security Patching: Current data for patching and email distribution is as follows: in April 2011, more than 35 patches were applied by ITACS. Microsoft sends patches on the second Tuesday of every month. One week after receiving them, ITACS tests the patches and applies them system wide, if appropriate.

SPAM Statistics: Over 2.3 million e-mail messages were received in April. Of these, the Barracuda Spam Firewall filtered 63% and delivered 37% as valid.

Committee Update: The Cybersecurity Usability Subcommittee held its first meeting, and received positive feedback and support on its efforts. The group focused on the content of the next All Hands Cybersecurity & Privacy training. The course that will be offered first is one required of all ERN users, and will be held during the Spring Quarter Enrichment Week. ITACS will announce the schedule and locations once the date is confirmed.

Phishing: Be wary: the next time a website asks you to click on a link or download new software, the program may be infected. Microsoft claims that one out of every 14 programs downloaded by Windows' users is malicious. Even though modern browsers have been packed with security features designed to steer users away from unknown and potentially untrustworthy software, about 5% of users ignore the warnings and download malicious Trojan horse programs. Read more at: <http://thenextweb.com/microsoft/2011/05/18/microsoft-claims-one-in-14-downloads-is-malicious/>.

CD Destroyer: ITACS has received a new CD destroyer for campus-wide use which has been installed in the STBL in the basement of Glasgow Hall. To schedule an appointment to destroy your CDs, please contact the STBL staff at Ext. 3011. For those who do not have access to the STBL, the staff will be happy to escort you to your appointment.

EXCHANGE 2010 MIGRATION

ITACS has been moving campus users alphabetically by database to Exchange 2010. By mid-May, about 95% of all users had been moved. The migration has been occurring Monday through Friday from 5:00 p.m. – 4:00 a.m. the following morning. Weekend migrations begin at 5:00 p.m. on Friday to 4:00 a.m. on Monday morning.

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.

Apple/MAC/Entourage users (up to 2008) require special assistance in migrating to Exchange 2010. As a result, ITACS is notifying all known users of these systems of the need for special attention in advance of their migration.

Notifications are being sent in advance to all users instructing them on how to prepare for their migration, and connecting each to the Wiki link that details information on Exchange 2010, tips for preparing for the migration and contact information should users have concerns or questions. A second email notification is being sent to users one day in advance of their migration.



Individual assistance is being provided by staff from the Technology Assistance Center for users with mailbox sizes great than 1GB.

ITACS expects to complete the migration to Exchange 210 by the end of June.

KUALI FINANCIAL SYSTEM (KFS)

The campus KFS team is working to meet year-end reporting goals. Improvements in KFS by the end of May include the completion of the automatic distribution of indirect cost recovery to individual PI accounts and a new format for reports which includes a column for pending and projected expenditures which the *ad hoc* subcommittee of the Configuration Control Board (CCB) has reviewed and approved.

The newly-established CCB — which includes representatives from the Faculty Council and Research Board and is charged with managing future changes, resources and improvements in KFS — has adopted a charter, and will be adding to its membership by inviting representatives from each of the four Schools and major administrative areas. The CCB has an *ad hoc* subcommittee that will review proposed changes to reporting, and is working directly with SPFAs to address their questions and concerns about KFS.

The KFS team is trying to find a solution between the SLDCADA and KFS systems to alleviate the delay of labor information going into the latter.

KFS has established an Ombudsman office (kfsombudsman@nps.edu) which Ms. Laura Cole is heading, which is working across departmental boundaries to track issues and to

determine methods to improve business processes, provide trainings, and to highlight weaknesses and solutions in KFS.

Another brown bag session on KFS will be scheduled for the campus at a later date.

PARTNERSHIPS AND OUTREACH

The **Committee on the Future** held a full day's meeting on Tuesday, May 24, 2011 to review the nine chapters of the text which will comprise their final report, which will be presented to President Oliver and Executive Vice President and Provost Leonard Ferrari in September. **RADM Jerry Ellis (ret.) and Dr. Christine Haska** visited the **Air Force Institute of Technology (AFIT), the Naval War College (NWC) and met with heads of federal agencies in Washington, D.C.** during a weeklong visit in early May and conducted interviews with key constituents as background for the Committee's report.

At AFIT and NWC, discussion ensued with institutional leaders about strategic planning, priorities, enrollments and partnerships. In Washington, D.C., RADM Ellis (ret.) and Dr. Haska met with representatives from the **United States Army and Air Force, Department of Defense CIO Teri Takai and Director of the CIA and upcoming Secretary of Defense Mr. Leon Panetta**, who was pleased to learn that **VADM William H. McRaven**, who serves as the commander of Joint Special Operations Command, is a NPS alumnus whose thesis formed the basis for the recent special mission in Pakistan. Mr. Panetta iterated his support for NPS during the meeting.

Mr. Jon Russell, Chief Technology Officer of the Defense Language Institute (DLI), and Mr. Joe LoPiccolo, Executive Director of ITACS,



conducted a formal presentation to a special panel in Washington, D.C. on April 19, 2011, after which the panel gave unanimous approval for the Department of Defense Global Information Grid (DoD GIG) waiver, which will allow funding for NPS to support DLI's transition to an .edu domain.

TECHNOLOGY ASSISTANCE CENTER

From May 1 through May 30, the Technology Assistance Center (TAC) received 4,752 requests for assistance, 3,730 of which were resolved by the Tier 1/Tier 2 areas. The remaining 1,022 requests were escalated to groups outside of TAC for specialized assistance. This number represents a 66% increase in requests for assistance from May 2010.

Requests for assistance were categorized as follows:

Phone: 2,645
E-Mail: 1,505
Walk-in: 576
Web: 7
Technician: 19

This month, 94% 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.