



### **SVN EXTERNAL APPLICATION**

Developers within and outside of NPS can now manage their applications' files and directories, track all changes made to a file that is uploaded to the server, recover older versions and examine the history of data through a publically accessible Subversion (SVN) repository, another tool to enhance collaboration and research at NPS.

SVN, a former open source product (2000) now affiliated with Apache, differs from other version control systems that function as software configuration management (SCM) systems. Most are designed to manage trees of source code with features specific to software development such as natively understanding programming languages, or supplying tools for building software, but SVN can be used to manage any collection of files from source code to shopping lists to digital video mixdowns and more.

Enterprise Information Systems (EIS), which has been successfully using SVN for years for internal applications such as Python and the Kuali Financial System, expanded SVN into a pilot program for the Regional Arctic Climate Control project which allowed researchers to share code with colleagues outside of NPS. The program garnered such positive feedback that EIS expanded SVN for campus-wide use.

To use SVN, external NPS partners are provided with an account on the EXERN directory service which allows them to access specific resources such as the NPS

Enterprise Wiki. NPS faculty can then collaborate with outside researchers and universities to share files, set granular access controls over and maintain version control of shared files.

### **CLASSIFIED SPACE UPGRADE**

Contracts have been awarded for both the Systems Technology Battle Lab (STBL) and the Sensitive Compartmented Information Facility's (SCIF) new video tele-conferencing suites. In 45 days, the contractor will begin installation.

The furniture contracts for both the STBL and SCIF have been awarded. No delivery date has been confirmed for the STBL, but furniture for the SCIF is scheduled to arrive in late October.

A new badge and access control system for the STBL was installed in August and is operational. The statement of work is currently being finalized for the SCIF badge and access control system, which will be integrated into the STBL's system.

### **A BUSY MONTH IN CYBERSPACE**

The Cybersecurity team has been tracking a campus-wide increase in phishing emails inviting users to increase or renew their mailbox quotas. The links in these emails connect to a site hosted by Google which prompts users to complete a web form. To avoid falling prey to this or any phishing email that requests your personally identifiable information, remember that links in emails that are **NOT** signed digitally should not be trusted, report all suspicious e-mails to ITACS via [abuse@nps.edu](mailto:abuse@nps.edu), and encourage campus colleagues to sign digitally all emails that contain links or attachments.



### **BRIEFING: PD 21 COURSE**

On September 12, 2011, Technology Assistance Center (TAC) technicians Mr. Andrew Ware and Mr. Patrick Casey provided a briefing/overview of TAC and its support services to students in the PD 21 course titled Systems Engineering Management - Product Development Leadership Education for the 21st Century.

### **PARTNERSHIPS AND OUTREACH**

Dr. Christine Haska attended the **Board of Advisors meeting in Washington, D.C.** September 29-30, 2011. Chair of the Committee on the Future RADM Jerry Ellis (ret.) briefed the Board of Advisors on the Committee's final activities, including their presentation on September 13, 2011 of their report, *Setting the Stage*, to President Daniel Oliver and Executive Vice President and Provost Leonard Ferrari. Dr. Haska also did a presentation about the Institutional Advance program at NPS.

Dr. Christine Haska and Ms. Colleen Nickles met on September 13 with **Mr. Tim Richardson**, member of the **Georgia Tech Research Institute Board of Advisors**. Mr. Richardson will be coordinating a visit of GTRI faculty to NPS on October 3 and co-hosting Dr. Haska, Dr. Karl van Bibber, Dr. Rudy Darken and Ms. Nickles' visit to GTRI in late October.

On September 14, Dr. Christine Haska attended the **Cisco Higher Education Executive Exchange** meeting in San Jose. CIOs from Case Western, University of Chicago, EDUCAUSE, MIT, North Carolina State, Duke and Purdue were in attendance. A video cloud services project at Case was briefed as was a

pilot use of Quad at the Fuqua School of Business at Duke. Two NPS research projects are currently being supported by Cisco: Dr. Rob Beverly in Computer Science and Dr. Alex Bordetsky in Information Science.

Dr. Christine Haska met on September 20 with **Mr. Machell Sterbick**, coordinator of the Monterey County Business Council Competitive Clusters project, to review plans for the annual meeting of the **Higher Education and Research Cluster**.

### **TECHNOLOGY ASSISTANCE CENTER**

From September 1 through 29, 2011, the Technology Assistance Center (TAC) received 6,347 requests for assistance, 4,677 of which were resolved by the Tier 1/Tier 2 areas. The remaining - 1,670 requests were escalated to groups outside of TAC for specialized assistance. This number represents a 12% increase in requests for assistance from September 2010.

Requests for assistance were categorized as follows:

Phone: 3,303

E-Mail: 2,343

Walk-in: 665

Web: 0

Technician: 36

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.