NAVAL POSTGRADUATE SCHOOL
ITACS
INFORMATION TECHNOLOGY AND COMMUNICATIONS SERVICES

VMWARE LUNCH & LEARN

ITACS hosted a VMWare Lunch & Learn session on September 28 with the topic of desktop virtualization. This was the first in a series of monthly VMWare Lunch & Learns that will be held by members of the Monterey Peninsula DoDNet.

The event was attended by 25 security and IT professionals from ITACS, Defense Language Institute (DLI), Fleet Numeric Meteorology and Oceanography Center (FNMOC) and Defense Manpower Data Center (DMDC). Attendees were provided an overview on how to accelerate application deployment and simplify application migration among multiple operating systems. Of particular interest was the topic on securing virtual desktops and government data. The presenter also described the latest enterprise desktop offering from VMWare and demonstrated streaming Windows applications on an iPad.

ITACS is currently developing desktop virtualization solutions that will simplify access to software applications for students, faculty and staff, while securing endpoints to prevent data compromise, and to simplify compliance with security requirements.

CLASSIFIED SPACE UPGRADE

NPS' classified spaces in the basement of Glasgow Hall are undergoing a face lift. The main hallway connecting the Sensitive Compartmented Information Facility (SCIF) and Systems Technology Battle Lab (STBL) has new floor tiles, new acoustic ceiling panels, upgraded overhead lighting, and fresh paint.

During the week of October 17, new chairs, desks, tables and workstations replaced aged and well-worn pieces in several of the offices and classrooms within the SCIF. A similar refurbishment of furniture in select STBL classrooms and offices took place the week of October 25.

Funding for these much needed projects came through the ITACS budget and a grant from Physics Professor Chris Olsen. This funding also supported needed IT infrastructure projects that have helped to improve network bandwidth, increase secure VTC capabilities and replace equipment at the end of their life cycle.

ANTI-MALWARE EFFORTS

In Fiscal Year 2011, ITACS protected NPS users on the unclassified edu network from a variety of malicious threats from the Internet, many of which were viruses. In fact, our antivirus efforts prevented 380 unique viruses from infecting workstations on the network.

Continuously running Symantec Antivirus' "Auto-Protect" caught 43% of attempted virus attacks while daily Symantec Antivirus' "Scheduled Scans" caught 39% of viruses before they infected workstations on the network. Other capabilities of Symantec Antivirus prevented the remaining 18% of viruses from infecting workstations on the network. This demonstrates the effectiveness and importance of Symantec's Auto-Protect capability and our daily Scheduled Scans.

Please understand that these scans can impact performance of your workstation so we try to do as many of these as we can during non-working hours. For these daily Scheduled Scans to occur, however, your workstation must be powered on. Please DO NOT TURN OFF

YOUR WORKSTATIONS. If you do turn it off, an antivirus scan will occur upon your next log-in and it might negatively impact the performance of your workstation.

PARTNERSHIPS AND OUTREACH
The Board of Advisors meeting last month included a presentation by RADM (ret.) Jerry Ellis on the Committee on the Future report (http://www.nps.edu/About/CommitteeFuture/Background-Documents/Background.html). The report was enthusiastically endorsed by the Board of Advisors. A presentation on Institutional Advancement was also part of the agenda, and the Board encouraged further efforts to enhance communications about NPS. The second day of meetings included a visit from VCNO Mark Ferguson. He began his remarks by saying that the CNO charged him with protecting the strategic investment in Navy higher education.

Dr. Christine Haska is a member of the EDUCAUSE Network Council and the most recent meeting of the Council occurred via conference call on October 3. The agenda included discussion of the recently issued FCC regulations on network neutrality. Currently there is a distinction between public and private networks and most higher education networks are not subject to neutrality rules because they are deemed as private networks. That is, they are paid for by the individual organization and support that organization's mission. EDUCAUSE is monitoring the situation closely.

On October 5, Dr. Christine Haska hosted Mr. Tom Campbell, Senior Partner, Heidrick-Struggles, and member of the Bay Area Chapter of the Business Executive for National Security, an organization of senior business executives dedicated to serving national security goals. Mr. Campbell is interested in having the Bay Area Chapter visit NPS and learn about its mission and academic programs.

TECHNOLOGY ASSISTANCE CENTER
From October 1 through 28, 2011, the Technology Assistance Center (TAC) received 5,376 requests for assistance, 3,682 of which were resolved by the Tier 1/Tier 2 areas. The remaining 1,694 requests were escalated to groups outside of TAC for specialized assistance. This number represents a 19% increase in requests for assistance from October 2010.

Requests for assistance were categorized as follows:
Phone: 3,096
E-Mail: 1,798
Walk-in: 440
Web: 1
Technician: 41

This month, 93% 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.