BE ON THE LOOK OUT FOR CYBER SCAMS AND PHISHING EMAILS

As we leave the Holiday Shopping Season, now is not the time to drop your guard. Scammers and phishing artists never let up. Remember, no legitimate organization, including ITACS, will ask you for your password...ever! We also want to remind you to take time to think about the emails you receive...don't click those links from unknown individuals...don't open those attachments no matter how good they look. This isn't just about email either. Of the 850 million users (aka "Friends") on Facebook, do you really think you are the one person who will win that new iPad or other scam message they post on your wall? Remember if it's too good to be true, it probably is.

As a user at NPS you have the responsibility to send phishing and scam e-mails as attachments to abuse@nps.edu. Help protect our network and your NPS family by doing the right thing and take extra care with suspicious emails.

Have a Happy New Year and remember, an ounce of prevention is worth a pound of cure. Check out the NPS Security Center at https://wiki.nps.edu/display/SC/Security+Center and attend a monthly "Cybersecurity All Hands Training Session".

CLASSIFIED COMPUTING PROGRAMS

This past fiscal year, Classified Computing Programs purchased two VTC (Video Teleconference) suites through a grant provided by Professor Chris Olsen from the Physics department. During the week of December 19, both suites were installed in the classified spaces by the Karcher Group. The suite installed in the Sensitive Compartmented Information Facility (SCIF) brings the total number of VTCs in this facility to three. The VTC installed in the System Technology Battle Lab (STBL) is the second VTC available for use in this facility.

In mid-November and early December, teams from Naval Facilities Engineering Command (NAVFAC) Monterey and Region Southwest in San Diego, together with NPS staff, conducted site visits of the spaces expected to be involved in the SCIF expansion project. The purpose of the visits was to inspect the spaces and review the requirements for the project in order to create a description of work to advance the project through the final approval process and start the statement of work. Once the project is approved, a Request for Proposal (RFP) is expected to be released in late spring of 2012.

SELF-SERVICE PASSWORD APPLICATION

More than 50% of all helpdesk calls are related to password resets and locked accounts. While this represents a very significant amount of overhead for the Technology Assistance Center (TAC), it is also indicative of the level of inconvenience access control represents to the NPS population. ITACS decided to provide a self-service solution to this problem and researched a number of commercial options. Ultimately, myPassword by NameScape was selected. ITACS is calling the product "NPS Password" as a simple mnemonic for the web site URL https://npspassword.nps.edu.

Technical tests were conducted within ITACS, as well as user acceptance testing among a number of faculty and staff. The tests were successful, and users have reported favorably on the experience. The product was launched into online production on Tuesday, December

6. ITACS is monitoring the performance on the intranet and the product is also available to our distance learning community. A later release will extend this functionality to our EXERN and Joint Foreign Area Officers users.

In order to use NPS Password a user must first establish a profile and create security questions and answers, which are used to verify the user's identity before changing their password. To learn more about NPS Password, visit our users guide at https://wiki.nps.edu/x/8ICnAQ, which features a video on how to set up a user profile.

PARTNERSHIPS AND OUTREACH

Navy Higher Education IT Consortium (NHEITC): Naval Academy, Naval War College and Naval Postgraduate School are partnering to ensure Navy leadership continues to be aware of the importance of the EDU network environment. As leadership changes throughout the Navy it is imperative that these new leaders are brought up to date on mission elements tied directly to the educational networks and how they best serve each campus. These occur via emails, formal and informal meetings, along with presentations and cost analysis reports.

SITE VISITS: In December, an NPS delegation, consisting of Ms. Colleen Nickles, Dr. Rudy Darken, Mr. Joe LoPiccolo and Mr. Thomas Blood visited the University of Central Florida (UCF) and the Georgia Technology Research Institute (GTRI). Both UCF and GT/GTRI participated in NPS' Committee on the Future. The visit was designed to gain additional insights on how UCF and GTRI use and manage partnerships to foster research opportunities, reduce IT costs, obtain additional funding, while benefitting their larger communities. Both organizations have succeeded in creating intensely collaborative systems that promote Research & Development (R&D), and then translate these innovations into products and companies that create jobs. UCF is explicitly based on a philosophy of "economic gardening".

1. Providing critical information needed by businesses to survive and thrive.
2. Developing and cultivating an infrastructure that goes beyond basic physical infrastructure and includes quality of life, a culture that embraces growth and change, and access to intellectual resources, including qualified and talented employees.
3. Developing connections between businesses and the people and organizations that can help take them to the next level — business associations, universities, roundtable groups, service providers and more.

The University of Florida Research Park was started in part to develop a job creation engine for the county. At the core of the Research Park's success was attracting DoD tenants, whose research efforts have resulted in secondary and supporting entrepreneurial ventures. Historically, R&D has been focused in the areas of radar technology, simulation and modeling, as well as optics, lasers and computer science. Now UCF is "Getting outside the fence" with homeland security and cyber effort to attract additional funding and R&D opportunities. The results have been impressive. There are 117 employers with 11,000 employees with an average salary of $80,000. This is significantly higher than the average salary in Florida. The strong economic interdependence and the significant R&D contributions create a "BRAC Proof Fence" around the DoD tenants at the Research Park.

Georgia Tech Research Institute (GTRI) acts as a Research & Development center for both the USG as well as commercial interests. Research funding supports full-time GTRI research staff, as well as Georgia Tech (GT) research efforts. 45% of all GT research dollars come through GTRI. GTRI is organized in broad strategic areas and provides specialized IT support to GT. GTRI also provides business development services to local start-ups that are formed as spin-offs based on

the GT research. Of particular interest are GTRI's efforts in Distance Education and Educational Technologies.

TECHNOLOGY ASSISTANCE CENTER

From December 1 through 31, 2011, the Technology Assistance Center (TAC) received 4,519 requests for assistance, 3,310 of which were resolved by the Tier 1/Tier 2 areas. The remaining 1,209 requests were escalated to groups outside of TAC for specialized assistance. This number represents a 24% increase in requests for assistance from December 2010.

Requests for assistance were categorized as follows:
Phone: 2,416
E-Mail: 1,789
Walk-in: 284
Web: 2
Technician: 28

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.