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Information Technology Task Force

Information Technology Task Force (ITTF) Meeting Summaries

2012-07-11

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Information Technology Task Force (ITTF)
Meeting Summary
Thursday, June 21, 2012
11:00 a.m.
ECR Herrmann Hall

Committee Members Present

Steven Baker
Thomas Blood
Terri Brutzman
Stacy DeMatteo
Don Free
Christopher Gaucher
Jeff Haferman
Christine Haska
Darnell Miles
Tom Halwachs
Alan Pires
Paul Sanchez
Peter Denning
Warren Yu
Richard Harkins
Jodie Styles

I. Kuali Financial System (KFS) Update – Thomas Halwachs

- Re-worked reports are being reviewed by the Subject Matter Experts with the goal of Production release by 30 June. The existing KFS report will be maintained.
- Data flow from official systems: Travel is updated daily from STARS. Labor is updated 3-5 days after the close of the Pay Period, e.g. PPE date of 6/16 data was loaded yesterday and ingested last night in the nightly run.
- Work has begun on changing the KFS Indirect calculation module to accommodate the change to dollars per hour of labor vice percentage of dollars expended on labor. This is an extensive change that will require a great deal of testing prior to implementation on 1 October.
- PIs and SPFAs are now getting email notifications of expiring accounts. These notices will be sent 0, 15, 30, 60, and 90 days prior to Account expiration.
- The CCB meets every two weeks to discuss system configuration change and improvement guidance to the technical team.

II. Classified Computing Update – Mr. Don Free

- Naval Facilities Command (NAVFAC) Southwest received notification that the Authority to Advertise (ATO) has been issued. NAVFAC will now coordinate with NPS the immediate schedule leading up to the award of the contract. Receiving the ATO means that the project should be able to start as expected in October of this year and meet the planned completion date of September 2013.
- The STBL staff together with members of the Cybersecurity, Cyberinfrastructure, EIS, and the Security Office continue to move forward on the Systems Technology Battle Lab (STBL) certification and accreditation process. The team is on a pace to complete the submission on June 29th as planned. The current Authority to Operate (ATO) expires July 31st.
- A new member has joined the SCIF technical support team. Bobby Hillard joins Ed Nath in providing IT support to the SCIF customer base. Bobby is a former sailor, still in the reserves and has been working in the TAC for a number of years prior to joining the SCIF.
- The staff continues to work with our partners to improve the capabilities of the classified computing systems. NPS recently received the ATO for one of the networks, and was told that this was the first ATO issued with no discrepancies. We have upgraded some network bandwidth to DS3 (45 mbs) from T1 (1.5 mbs), a significant improvement in speed. This was another project completed through NPS' partnership with our sponsors and service providers.

III. Cybersecurity Update – Mr. Christopher Gaucher

- **All Hands Cybersecurity Training:** We have now completed thirteen training sessions since September 2011 for over 1000 faculty, staff, and students. We stand at 100% completion for both the SIPR and DREN/.mil. We are at a 30% completion rate for the EDU. The four schools have the following completion rates as of 8 June: GSBPP: 14.4%; GSEAS: 16.4%; GSOIS: 21.3%; and SIGS: 12.4%. The next training is being offered on Tuesday, 24 July from 1500-1700 in the ME Auditorium. Please be sure to attend the new All Hands training and start to use the tools you learn during the training. We will give you a review of the last year and some trends we experienced. So far, the feedback has been very positive, so if you have not done so already, please join us next time. We will continue to offer these on a monthly basis. Also, since we now have the capability to create training reports, we will issue these and sit down with the Deans and Chairs in the very near future to let them know who still needs the training and to encourage their faculty and staff to attend. For the latest schedule and locations, please see <https://wiki.nps.edu/display/SC/Cybersecurity+All+Hands+Training>. Please

note that this classroom training is now a valid option for all local .edu, .mil, and SIPRNet users. We continue to have marketing and communications challenges with awareness of these classes, so please share any ideas you have with Chris Gaucher.

- **PII Spot Check:** Messages went out to Academic Planning and Research leadership that their two organizations will undergo a PII Spot Check over the next few weeks. NPS must complete these every six months at various areas of the command. The results of this Spot Check will be reported to the CIO and Executive Council in the aggregate only. No results will be attributed to a particular group or individual. This is an opportunity to identify any opportunities for improvement NPS has in the area of PII protection. These Spot Checks also give us an idea as to level of awareness (or lack thereof) and if we need to increase or improve communications to the wider campus at large. The next PII Spot Check will occur in late December or early January.

- **Cybersecurity Inspection:** This inspection by the FLTCYBERCOM Office of Compliance and Assessment was delayed from July 2012 to either January or February 2013. The scope will include both the SIPR and EDU. Since the EDU is not an operational Navy network and should not be evaluated similarly to a military network, NPS will work with the Navy Higher Education IT Consortium (NHEITC) to develop an inspection criteria framework for the DoD EDU environment. Once we know more about the timing and scope of the inspection, we will pass this on to all ITTF members.

IV. Cyberinfrastructure – Thomas Blood

- **TAC Update:**
 - In January, ITACS evaluated methods of how to reduce the number of helpdesk calls that transfer to voice mail. This has been a problem for some time, and after careful analysis, the TAC implemented a number of changes to reduce this problem.
 - Although the number of TAC personnel has declined since last year, the TAC was able to reverse this trend and has been answering more than 90% of all calls directly. In addition to responding to our customers immediately, technicians are often able to resolve the problem immediately, reducing the time to completion.
 - In May 2011, 39% of calls went to voicemail, during the same period in 2012, only 10% went to voicemail%. Frequently, the TAC answers more than 95% of calls each week.

- **Cyberinfrastructure – Network Slowness Update:**
 - ITACS is aggressively investigating the causes of intermittent network slowness that has been affecting the campus. Compounding this challenge is that the aggregate network performance when measured from the core appears to be

stable with more than sufficient bandwidth for campus operations. However, when viewed from individual end-users, the experience is a different one.

- In order to understand the interplay of the many variables that are causing the slowness, ITACS is instrumenting the network near the edge, as close to the end-user as possible. One of the tools, ITACS is deploying is called Nagios Remote Monitoring Station or NRMS. We are deploying nearly 20 NRMS systems across campus. This will provide us with additional metrics that can be analyzed and compared with the aggregate data we are already collecting through Nagios nodes throughout campus. In addition to NRMS, we are also using a technology called SmokePing to graphically identify trouble in services, as well as measuring website response times.
- We are simultaneously working on a number of solutions that will improve network performance while also creating greater resilience. We have brought a Brocade Onsite Engineer into our networking team, who is a great addition to the team and brings a wealth of deep knowledge to the organization. We are upgrading network equipment and tuning component where necessary, and we are gathering metrics on our cable plant in order to identify those areas that require replacements of aging network cables.
- As ITACS continues to identify root causes, we will report back to the IT Task Force periodically.

V. Information Items – Christine Haska

- The Naval Postgraduate School hosted the 10th annual Navy Higher Education IT Consortium (NHEITC) from June 12-14, 2012. The NHEITC consists of CIOs and IT leaders from the Naval Postgraduate School, Naval War College, and the Naval Academy. This year, the group was joined in person by CAPT Scot Hopkins and his deputy, CDR Jay Sloan, from OPNAV N16. Mr. Charlie Kiriakou also joined via VTC for a full day of discussion in his role of ODAA at U.S. Fleet Cyber Command / U.S. Tenth Fleet. The NHEITC group traveled to the Silicon Valley to visit the headquarters of Google and Bloom Energy and learn about new and prospective technologies. The two days spent at NPS were focused on aligning efforts and paving the next steps for this group – these are the only three institutions in the Navy operating on a .edu network.
- The Provost Search Committee received nearly 100 inquiries, nominations, and applications by the May 15 deadline. Five candidates were invited to campus for full two-day campus interviews. Their visits included public presentations which were video captured for viewing by campus community members unable to attend the presentations. In addition to the Provost Search Committee, groups interviewing the candidates include: Faculty Council, Student Council, Staff Development Council, Deans, Research Board, VPs, University Librarian, Chief of Staff, and Associate Provost. Campus feedback was requested by noon on June 27 and the PSC will provide President Oliver with its recommendation on June 29, 2012.

- The ITACS budget request was shared with the IT Task Force. ITACS is requesting a stable budget with no increases, with the exception of adding the classrooms which came online this past year into the classroom life cycle management plan. The IT Task Force endorsed the budget request for FY 13.

The next meeting of the Information Technology Task Force will be held on August 9, 2012 at 11:00 a.m. in the ECR at Herrmann Hall.