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Information Technology and Communication Services (ITACS) ITACS Technology News (Newsletter), 2010-2020

2006-02

**NPS ITACS Information Technology and
Communications Services Technology News /
February 2006**

Monterey, California. Naval Postgraduate School

<https://hdl.handle.net/10945/281>

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ITACS

Information Technology and Communications Services

Naval Postgraduate School, Monterey, California

Technology News

February 2006

ERN TRANSITION UPDATE

The transition to ERN has been completed for ITACS personnel, the Graduate School of Business and Public Policy, the Graduate School of Operations and Information Science, the School of International Graduate Studies, the Center for Civil-Military Relations, and the Office of the Registrar. GSEAS began transitioning in late February.

WIRELESS MOVES TO THE ERN NETWORK

On February 24th, the Network Operations Center moved the wireless network to the ERN (nps.edu) network. Wireless users access the NPGS and ERN domain services using the CISCO VPN client, or by authenticating through the ReefEdge security system. The move was implemented by Network Operations, Web Operations and the Technology Assistance Center.

PRINTING AND COPYING

The current copier contract for NPS is due for renewal in June 2006, and for the first time in 15 years, ITACS had the opportunity to help produce the functional requirements. The goal is to promote the Digitalization Committee's recommendation by providing NPS with a Multi-Functional Device (MFD) — a machine with the ability to scan to email/file, copy to email/file, fax, print, and copy — as each copier is replaced. This will reduce the current foot-print and create an environment where digitalization of material over paper becomes the norm. The initiative is also designed to provide various departments with a color printing/production service that has the ability to enhance their capabilities to create professional-grade products. The intention for seeking the new solution is not only to provide limited in-house publishing capabilities, but also to provide savings for the campus for its modest publishing costs.

NEWS FROM NTIC

On February 22nd, a group from NPS visited Cisco, where **Mr. Greg Thomas**, Director of Marketing, presented an overview of Cisco's culture, history and vision, and **Mr. Dan Menge**, Product Manager, talked about Cisco's IP Communications Strategy. **Mr. Joe LoPiccolo** gave an overview of the New Technology and Innovation Center at NPS. Cisco demonstrated its IP Communications, and a discussion followed about topics such as rich media collaboration, deploying and managing campus-wide wireless networks, advanced technology enabled by IP Communications, and specific solutions sets — including MeetingPlace, Wireless IP Telephony, Unified Messaging and IP Video Conferencing.

For those unable to make the trip to Cisco, the New Technology and Innovation Center is going to schedule a demonstration of Cisco's Virtual Classroom software.

The Cisco Government Network Express Truck will be parked in parking lot K (the large parking lot by the steam plant) on March 14th from 9:00-5:00. The Government Network Express, dedicated to both federal and public-sector customers, boasts a series of specialized stations throughout the exhibit space. Each does more than merely highlight the effectiveness of Cisco's advanced technologies — they demonstrate Cisco's leading-edge solutions specifically tailored for the government's needs. To register for tours, which run hourly, and/or to see what will be displayed, discussed and demonstrated: <http://www.cisco.com/go/semreg/fmgnefy06dod/monterey/pdf/>

CENIC CONNECTIVITY UPDATE

Dr. Christine Cermak reported that NPS continues to finalize CENIC connectivity plans, and hopes to have circuits activated in the next several months.



STREAMING MEDIA REVIEW

Both Admiral Wayne Meyer's induction into the NPS Hall Of Fame, and Dr. Reinhard Selten's "Game Theory Applied to Kosovo" lecture are available on the NPS web portal located at:

<http://nps.webcastinabox.com/portal>

Both webcasts can be found at the upper right-hand side of the page, under the titles "Rear Admiral Meyer" and "Nobel Laureate Dr. Selten." Click on the title of the webcast and then press "Watch." Please note that RealPlayer must be installed on your computer in order to view this webcast. The media player may be downloaded from the website:

<http://www.Real.com>.

In support of students who are now required to use it for processing their theses, a training session of SharePoint by **Mr. Larry Frazier** has been streamed, and is available for viewing at:

<http://nps.webcastinabox.com>

At the bottom of the page, scroll through the word "Next" until you reach "Frazier, Larry" as the Instructor. Follow the prompts to view the webcast.

BUDGET UPDATES

Dr. Christine Cermak presented the mid-year funding request to the President and the Executive Council on February 21st. The group endorsed the top three priorities — network upgrade, the Telco switch upgrade, and fiber replacement — totaling about \$3.3 million, and a request was submitted to NPS leadership on February 24th. Dr. Cermak noted that much credit should be given to the Deans for their support, and their willingness to recognize that the IT infrastructure at NPS needs to be addressed.

REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER

The following is a letter from Mr. Bob Dighello, Head of Information Systems, Support and Development, US Naval Hospital in Rota, Spain:

Dear [Technology Assistance Center]:

Last Friday, 17 February, I dropped in on your staff and received nothing less than outstanding customer service. Each and every TAC staff member went far above and beyond their job to make me feel at home and accommodate my requests. Of course, what is even more surprising is that I'm not associated at all with the NPS. I'm a Navy civilian employee, currently stationed at the US Naval Hospital at Rota, Spain and in the area in a TAD status.

During my brief stay (about 3 hours), we had many opportunities to exchange technical perspectives, tools, ideas and goals. I watched your team work tirelessly with each and every service request. It was interesting to compare the similarities between my help desk operations and yours. If I had the opportunity to "borrow" some of your staff for 6 months, I [would] do so in a heartbeat!

During February, the Technology Assistance Center (TAC) answered a total of 1,596 calls, 1,082 of which were resolved by the Tier 1/Tier 2 areas. The remaining calls were answered by other ITACS departments/groups. The TAC staff assisted users in archiving and/or moving files prior to their migration to the ERN network, and they helped 38 users after the migration to help troubleshoot more efficient methods for managing files and mailboxes. TAC personnel also helped to move 104 machines during the migration from the .mil space to the .edu IP space. This multi-step process involved a site visit to each machine by a TAC staff member, and required approximately 30 to 90 minutes of



assistance per machine, as well as coordination with the Network Operations Center staff, in order to switch each network port. On Monday, February 27th, following the weekend move of the NPS wireless network from the MIL to the ERN domain, TAC also assisted 215 wireless customers.

INSTRUCTIONAL TECHNOLOGY RECAP

The new Video Bridge was installed, and the Video-Tele-Education group has been successfully providing support for 43 course segments this quarter.

Representatives from Silicon Graphics, Incorporated, have been invited to visit NPS on March 24th, where they will discuss education and research support that their company might provide to NPS, particularly in the area of visualization technologies.

As part of the POM08 process, the Instructional Technology department has provided its assessment of recapitalization needs for NPS classrooms and Learning Resource Centers to each of the four Schools.

NOTES FROM THE IT TASK FORCE MEETINGS

Dr. Christine Cermak reminded the group that NPS will submit its proposal for re-accreditation to the Western Association of Schools and Colleges (WASC) on October 15, 2006. The WASC accreditation team will make a total of two visits to NPS –in 2009 and in 2010 — where they will focus on capacity and resources, and educational effectiveness, respectively. Associate Provost for Academic Affairs, Mr. Knox Millsap, is coordinating the development of the proposal.

Mr. Tom Halwachs distributed a copy of the IT Requirements and Support template, which is designed to meet IT requirements for NPS in a systematic way by engaging departments in the IT planning process.

Mr. Joe LoPiccolo reported that the streaming of the graduation ceremony in December 2005 was successful, and that the Internet received 362 hits, while the Change of Command ceremony received 167 internal hits. Design of a splash page and portal design are in production.

Ms. Judit Sedillos said that the library is using a new print management system which allows for better administrative oversight of printing, and also helps the library to eliminate excessive paper usage, full recycling bins, and delays in printing. Print jobs can now be held up to 15 hours, creating less volume in repeat printing, better tracking of jobs, and cost savings. Currently, the library prints 255,000 impressions monthly, and demand is increasing, including from those who use wireless, but direct their printing jobs to the library. With the new system, which Ms. Sedillos also demonstrated, paper costs are halved, the system is expandable, quotas are established for printing, and a distinct print domain exists. The library will collect data for the next six months to evaluate any needed changes, and to determine the most efficient loads for the system.