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NPS ENTERS STRATEGIC PARTNERSHIP WITH ACCESS MONTEREY PENINSULA

NPS and Access Monterey Peninsula (AMP) have entered into a partnership to better capture NPS special events. The final details are still being worked out, but videographers, editors and even studio time are available to the NPS community from AMP for special events or projects. The cost for AMP's services range from \$75-150 per hour depending on the nature of the project or event.

Last month AMP recorded the Joint Foreign Area Program Latin America seminar. Those recordings have been made available to all 3,000 Foreign Area Officers (FAOs) worldwide via FAOweb. During Graduation week AMP will be recording a MOVES seminar in Glasgow Hall and will finish the week by recording the NPS Graduation Ceremony. The MOVES seminar and Graduation will both be made available to the general public via the new NPS video portal located at www.nps.edu/video/portal

AMP will also be producing commemorative DVD of graduation for NPS graduates to purchase. All proceeds will go to the NPS Foundation.

SAKAI CONVERSION ON PACE – LESS THAN 180 DAYS TO GO

The conversion to Sakai Collaboration and Learning Environment from Blackboard is scheduled to be complete by the fall. As of September 30, 2010, Blackboard will no longer be available to the NPS community to host unclassified content of any type. (The classified Blackboard instance will remain available through FY11.)

NPS faculty, students and staff are reminded that they are responsible for making sure that all useful content is either migrated into Sakai or downloaded from Blackboard and stored locally prior to September 30, 2010. ITACS staff will be made available to help with this process, but it is the responsibility of the content owner to identify the content they want migrated by August 1, 2010.

To request help migrating or downloading content, please email clehelp@nps.edu

To get more information about Sakai, including information as to why NPS is migrating to Sakai, online training resources, live training opportunities and FAQs, please visit the Sakai project site on the intranet at <http://intranet/ITACS/CLE/index.html>

NPS is making this switch from Blackboard to Sakai for a number of reasons:

- Sakai will give our faculty more flexibility in how they can deliver course content
- Polling indicates that Sakai is preferred by the NPS student by a ratio of 9:1
- Sakai is better integrated into our Active Directory and Python systems
- Sakai is housed in the NPS data center - improving system response time
- The switch to Sakai will result in over \$300,000 cost avoidance
- Sakai can be made available to the researchers and student groups for project sites

The spring 2010 academic quarter will be the last quarter that faculty can request a new Blackboard account. Starting in June, all new course sites will be created in Sakai.



COMMAND CYBER READINESS INSPECTION (CCRI) UPDATE

NPS is currently scheduled to have our SIPRNet connection inspected by Navy NETWARCOM and DISA from April 19-23, 2010 as part of a Command Cyber Readiness Inspection (CCRI).

A CCRI provides an assessment of cybersecurity and physical security, compliance with DoD policies and configuration requirements. Our SIPRNet connection consists of the “Systems Technology Battle Lab” (STBL) in Glasgow basement, the Army’s Training and Doctrine Command (TRADOC) Analysis Center (TRAC) Monterey subnet connection to the STBL, and the Restricted Resources Library in Knox Library.

Per guidance provided by NETWARCOM, “the following components comprise a complete CCRI assessment, and each is completed by utilizing the corresponding DoD Security Technical Implementation Guides (STIG) Checklist and applicable enterprise IA Tools:

Network Infrastructure (Routers, Firewalls, Switches, Network Policies)

- Domain Name System (DNS) Configuration & Policy (to include Operating System)
- Internal Vulnerability Scan using eEye Retina
- Wireless Security (Discovery, Configuration, Policy)*
- Overall Enclave Security Policies
- Host-based System Security (HBSS) Configuration Review
- Traditional/Physical Security

- Protected Distribution System (PDS)*, Open Storage Areas, Documentation, Buildings, etc.
- Cross Domain Solutions (CDS)*
- Releasable (REL) Demilitarized Zone (Embedded and Subscribers)**

NPS follows the DoD Security Technical Implementation Guides (STIG) checklists and the DoD Information Assurance Certification and Accreditation Program (DIACAP) requirements. The STBL recently completed the DIACAP process and was awarded an Authority to Operate (ATO) by NETWARCOM effective from August 11, 2009 to July 31, 2012. The Restricted Resources Library received an ATO effective February 26, 2010 to January 31, 2013.

Those elements above marked with an “*” are considered “High Risk” areas by NETWARCOM and are elements that do not apply to the networks being inspected. NPS is in communication with NETWARCOM in preparation for their visit and has provided them a scoping document that explains our network components and weekly status updates on current DoD and DoN compliance requirements.

PHISHING UPDATE

ITACS remains alert to phishing exploits. There has been an increase in the number of these types of messages lately. In each phishing attempt the malicious message is sent to a group of NPS personnel from 100 to 500 at a time. In each instance we have had as many as 5 people respond to the message in some manner. Our goal is to have a zero response to these messages.

We are finding that some of our end-users are still enticed into opening and responding to these types of messages. In today’s environment it is not a



good idea to open or respond to these types of messages. The intent may not only be to collect your personal data. There may be malicious code embedded in the message that can be downloaded and installed onto your computer.

As an institution, we have several layers of protection that can help us fend off these types of exploits. Our Barracuda SPAM filter screens from 70% to 90% of inbound mail as SPAM to include phishing exploits. However, if a phishing message is delivered to our university community, there are no additional technology features we can deploy; we have to rely on our users to NOT respond.

We continue to ask our university community to complete their Information Assurance Awareness Training, and to remain alert to these types of exploits. If you have any doubt about a SPAM message or possible phishing message, contact the Technology Assistance Center for assistance and guidance, ext. 1046, or delete the message

NEW CELL BOOSTER STATION

Can you hear me now? Beginning in March, AT&T users on campus have no longer had to worry about dropped calls or spotty cell phone service. A cell booster station on wheels, a trailer containing signal transmission and reception equipment known as a COW, was set up next to the steam generating plant, and will serve as a temporary solution for providing reliable AT&T wireless service on campus until permanent cellular equipment is installed next year. The permanent equipment will be located on the same site as the COW, which has the latest technology improvements, including operating at a lower frequency of 850 MHZ

resulting in better in-building coverage. The 850 MHZ frequency coupled with antenna alignment is aimed at campus trouble spots such as the inner parts of Glasgow, Spanagel, Root and Hermann Halls, which will greatly enhance wireless communications to these areas. Signal reception will occur in areas that currently do not receive a signal at all. Preliminary data tests on the COW's 3G network have resulted in download speeds of up to 1.7 MBS, which will be a big improvement and welcomed by those who use Smart Phones. Also improved is the communications between the COW and the AT&T "Back End" cellular switching systems. ITACS was able to provide high speed Fiber Optic connections to the COW from the recently upgraded processing center in Pleasanton CA. With the fiber connections in place the system is poised to be one of the first sites to be upgraded to AT&T's 4G network announced to roll out in 2011. The entire system end to end is on battery and generator backup allowing for continual service in all but the most catastrophic events that nature can throw at it.

ITACS has been promoting improved cell phone reception on the campus as official service cell phone and blackberry users have approached up to 400 users and a large student population who have AT&T wireless service for cell phones and iPhones. As part of ITACS Unified Communications initiative begun last summer with the upgrade to the Campus Avaya Telephone System, reliable wireless communications is an integral part of the systems implementation and operating success.

ITACS has been working with AT&T, which has completely funded the project, on resolving this issue since last August.



PARTNERSHIPS AND OUTREACH

Dr. Peter Denning, member of the Information Technology Task Force, (ITTF) was recently recognized for “forty years of exceptional service in industry and academia that stimulated a combined synergy which promoted educational excellence in software engineering and computing curricula” by the Association for Computing Machinery which presented Dr. Denning with a Special Interest Group Computer Science Education Lifetime Achievement Award 2010.

Dr. Denning was acknowledged for “showing us our history and suggesting new paths,” and for “his legendary work on storage system design, memory system performance, networking, applications of language action philosophy,” and for promoting “a framework of ACM called Great Principles of Computing.”

The CENIC Annual Conference was a success, and NPS received positive feedback from conference participants who attended NPS for an afternoon of presentations and demonstrations followed by a reception and poster session on the quarterdeck.

The Classified Computing Committee’s report, which was endorsed by the ITTF, will be reviewed by the Provost’s Council.

Copies of the *ITACS’ Annual Accountability Report* were distributed to the ITTF at their March 18, 2010 meeting.

TECHNOLOGY ASSISTANCE CENTER

From March 1 through March 31, 2010, the Technology Assistance Center (TAC) received 1,998 requests for assistance, 1,272 of which

were resolved by the Tier 1/Tier 2 areas. The remaining 726 requests were escalated to groups outside of TAC for specialized assistance. This number represents a 25% decrease in requests for assistance from March 2009.

Requests for assistance were categorized as follows:

E-Mail: 768
Phone: 699
Walk-in: 342
Web: 35
Technician: 66
Other: 88

This month, 91% 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.