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DATA CENTER BACK-UP POWER SUPPLY

On December 6, 2008, during the repair of the NPS data center back-up power supply system which controls the automatic failover in the event of a PG&E power loss, ITACS discovered that an additional part was needed. Although unlikely, if a power loss occurred, the NPS data center would lose power; therefore, Mr. Brutzman recommended that individuals on call should continue to ensure that they have printed copies of all recall lists and any other documents, and students should consider working on personally owned computers in NPS computer labs whenever possible.

Of particular concern is the Network File storage. The recent change in policy requiring the elimination of USB thumb drives has resulted in an increase in the use of network file storage, a good business practice in general and one that ITACS strongly encourages users to continue. Adding an alternative means of storage (R/W CD's) is also a good option. If working in a NPS computer lab, users should often save to the H: drive.

DEPARTMENT OF DEFENSE MANDATE

ITACS issued a campus directive from a DoD authority which states that all NPS faculty, staff, and students are directed to immediately discontinue the use of USB media storage devices on any computer attached to any NPS computer network, including privately owned laptops that are temporarily attached to the NPS networks via wired, wireless or VPN connections. For any questions about this directive, call the Technology Assistance Center at Ext. 1046.

SUN MICROSYSTEMS

The Sun Microsystems supercomputer, with 1100 CPUs plus 110 TB of storage, and the chiller, storage space, cooling units from APC and power distribution units arrived in late November. Construction of Ingersoll Room 141, which will house the system, will begin in early December and is expected to be completed within the month. A process is in place for naming the machine; nominations are currently being taken and a decision will be made at the next IT Task Force meeting on December 11, 2008.

ACCOUNT EXPIRATION UPDATE

Mr. Chris Gaucher, Director of Information Assurance and Privacy, is developing the privacy framework for the campus. For security and privacy reasons, expired/dormant accounts that are still active are being manually processed. To reach the long-term goal of consolidating user data stores, Mr. Gaucher is working jointly with HRO, academic planning and student services to develop solutions to this current process. Possibilities include generating a list of users that is reviewed by academic planning on an annual basis, and/or developing a process to determine an estimated time of departure for non-student users through their CAC card's expiration date.

LEARNING MANAGEMENT SYSTEM

Because of licensing restrictions, lack of integration, slow customer response time, poor reliability, loss of market share from 66% to 56% in one year, and costs, renewal of the Blackboard Learning Management System (LMS), scheduled in September 2009, is being reconsidered. Open source learning management systems are currently gaining acceptance in the market: for fiscal reasons, four-year universities are moving toward Moodle, and for flexibility purposes, public research



universities are moving toward Sakai. To meet the School's strategic goal of continuous improvement in operations, and to meet the demands of the increasing influx of DL students, interviews will be conducted with institutions such as the University of Delaware and Louisiana State University, which have switched from Blackboard to an open source LMS, and NPS faculty members currently using Blackboard will provide their input into the evaluative process. In addition, a committee will be formed to demo Sakai and Moodle, list functional requirements, interview CHDS staff, and to make formal recommendations to the IT Task Force, the Faculty Council and to NPS executive leadership.

CENIC TECHNICAL ADVISORY COMMITTEE

NPS hosted its first CENIC Technical Advisory Committee (TAC) bi-monthly meeting in late October. Mr. Ken Lindahl, the CENIC High-Performance Research (HPR) Chairman, and over 30 participants joined 10 members via unique video-tele-conference sites from California, Connecticut and Chicago. The group discussed the HPR Next Generation status, performance measurement and testing guidelines, procedures to validate performance characteristics of the HPR network, the Internet2 IP network, strategies for managing congestion in the Internet2 and CENIC backbones, and IPv6 deployment strategies.

Developing a closer relationship with CENIC helps NPS expand its external network capabilities.

In 2010, NPS will be hosting the CENIC Annual Conference at Hyatt Hotel in Monterey, and will be providing infrastructure support for

the three-day conference as well as for all workshops and demonstrations during the event.

PARTNERSHIPS AND OUTREACH

The ITACS Centennial website is located at: <http://mccain.ern.nps.edu/aboutNPS/Centennial/Technology/index.html> and is being populated with ITACS' pictures, articles, NPS Notables, and an automated timeline.

Nominations for NPS Notables and instructions for submissions are currently being accepted at: <http://intranet.nps.edu>.

Dr. Christine Cermak attended the Quali Conference in Southern California in mid-November, and will be taking a more active role in partnering with the Quali effort.

NPS has been invited to join the Quali Financial Board.

Ms. Terri Brutzman met with the CIOs of the Naval War College and the U.S. Naval Academy (USNA) at the USNA in late November. Together, the group submitted the completed six-month business case analysis prepared on behalf of the Navy Higher Education Information Technology Consortium to NETWARCOM.

REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER (TAC)

From November 1 through November 25, 2008, the Technology Assistance Center received 1,568 requests for assistance, 1,225 of which were resolved by the Tier 1/Tier 2 areas. The remaining 343 requests for assistance were resolved by other groups within ITACS.

Requests for assistance were categorized as follows:



NAVAL POSTGRADUATE SCHOOL

ITACS

INFORMATION TECHNOLOGY AND COMMUNICATIONS SERVICES

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- Phone: 717
- Walk-in: 421
- Email: 348
- Web: 82

The top five (5) categories of calls for this month were IT services, which includes items as Password Reset, Software Check-Out/Check-In, Locked Account, and General Questions; Software; Web Support; Hardware; and Networking.

This month, 95% 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.

In addition, in November the PC Shop moved from Spanagel Hall to the first floor of Ingersoll Hall, conveniently located near the loading dock.