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EHELPDESK IS LAUNCHED

After a year of testing, the new ticketing system, eHelpDesk, will replace the Remedy system this month. Evaluation of the new system occurred last July; a parallel pilot was conducted with Remedy and eHelpDesk in ITACS in December, and a pilot test in February with Dudley Knox Library was convened on the system. Some of the significant improvements in eHelpDesk are the integration of e-mail with the ticketing system, the ability to add relevant information to the notification messages to the users, and the ability to add attachments when opening a call, or at any stage while the call is being handled.

A pool of 10-12 staff from the Technology Assistance Center will monitor all incoming requests for assistance. eHelpDesk will notify users within three minutes of their submissions that their request has been sent, and the entire e-mail stream for each request will be accessible if users wish to check the status of their request. After the completion of each request, users will have the opportunity to complete a survey rating the quality of customer service they received in getting their situation resolved.

The new system is expected to be seamless in its transition to the campus and especially easy to use for NPS DL students.

SAKAI UPDATE

ITACS is on schedule to convert all classes to the Sakai Collaborative Learning Environment by October 1, 2010. In spring quarter 2010, 70% of all classes were, and in summer 2010, 90% of all classes will be taught using Sakai. To date, 780 courses have been taught using Sakai, and 120 project sites are active within the system.

Converting to Sakai CLE from Blackboard will result in a cost savings of \$300,000. Overall, feedback from users has been very positive.

Trainings have been scheduled for faculty and staff once a week in DKL Room 151 for the next ten weeks. Users can bring their laptops or have a computer provided for them. To review the training dates and times, to RSVP for a specific session, to attend a remote session, to schedule training for your department, and/or for additional questions, users are asked to contact CLEhelp@nps.edu.

Additional information about Sakai, such as course migration information, how-to videos, a quick-start guide, tools overview, FAQs, a user's guide, wiki page and instructions on how to request a Sakai site can be found on the web site: <http://intranet.nps.edu/ITACS/CLE/index.html>.

Over 1.8 terabytes or 8,000 courses are on Blackboard. To preserve this content, Sakai has agreed to transfer the information onto a 4 terabyte hard drive. ITACS will notify instructors of the availability of these courses, and will assist them in converting their courses, if requested, to a zip file.

INFORMATION ASSURANCE

ITACS' goal is to reach a 96% completion rate on the unclassified networks and a 100% completion rate on all classified networks for the required annual Information Assurance (IA) training. Because the annual IA training requirement must be completed for all active on-site users before the end of June 2010, in lieu of the required 5-hour online modules, the popular and condensed 90-minute IA training session was offered again for users and their families in Watkins Hall Room 146 on June 15, 16, and 17 from 10:00 a.m. – 11:30 a.m. Reminders about the requirement and the available



trainings were sent to all users who had not yet completed the training.

In addition to the annual IA training, users of other systems (NSANet, SIPR/STBL, DREN/.mil, etc.) must complete an additional training before the end of the fiscal year. To complete this requirement, users can access online their training menu at: <https://www.nps.edu/Technology/WebBasedTraining/index.asp>.

ITACS has expanded its staff in the area of Information Assurance and has created the position of Cyber Defense Operations Manager, now held by Mr. Jason Cullum. Mr. Terry Welliver has also been hired to help sustain the security posture of the NPS networks.

In mid-June, ITACS began pilot testing of Safe Connect, a network access control product that will restrict access to sites based on the level of compliance reflected in users' computers, including those using VPN, wireless, and wired machines. This device will enable ITACS to inform users when they need to perform routine updates to their computer applications so they remain up-to-date and in compliance with NPS network security.

KUALI FINANCIAL SYSTEM

Conversion to production/trunk/3.0.1, that makes possible the implementation of the labor module of the Kuali Financial System (KFS), was completed on June 8, 2010. The entire process has been documented, which will ensure that patches, upgrades, etc. will run smoothly and efficiently. The Server Pack II to 3.0.1 was also installed in June.

Ms. Laura Cole has been facilitating hands-on training for KFS, and will continue to do so. Trainings are available for functional and casual users; bulk e-mail alerts notifying the campus of the training schedules will be sent again as more trainings are scheduled.

All accounts and data are now loaded and the KFS system is fully functional; more detailed data will be available as the campus gets closer to the start of its new fiscal year on October 1st. On May 3, 2010, all departments were expected to enter all new purchasing transactions into both the legacy and Kuali systems. Schools are still completing the input of all historical data. On July 6, 2010, all campus units will be expected to input financial transactions into KFS and run parallel with legacy systems. On October 1, 2010, KFS will replace the DORS-DMAS system as the sole internal information management and reporting system used by the School.

For ease of use, some reports have been created so that the new system provides the same level of detail as that which is currently provided in the DORS-DMAS system.

Currently, ITACS, Institutional Advancement, CED₃, and the Dudley Knox Library are running parallel on KFS.

The KFS Communications Advisory Committee, led by Mr. Tom Halwachs and Ms. Colleen Nickles — which includes representatives from every School and major administrative area on campus — is continuing to inform each department about KFS to ensure that contact between a KFS Communications Advisory Committee representative and the department is made. The Committee has developed FAQs, online tutorials, a



list of KFS members, contact information, the KFS project plan, and a training manual titled *Get Smart with Kual*, all of which have been loaded onto the Kual Intranet site: <http://intranet.nps.edu/ITACS/KFS/index.html>.

PROTECTING PERSONALLY IDENTIFIABLE INFORMATION (PII)

PII is information which can be used to identify a person uniquely and reliably and can include the following information:

- Financial, credit, and medical data;
- Security clearance level;
- Leave balances; types of leave used;
- Home address and telephone numbers (including home web addresses);
- Social Security Number;
- Mother's maiden name; other names used;
- Drug test results and the fact of participation in rehabilitation programs;
- Family data;
- Religion, race, national origin;
- Performance ratings; and
- Names of employees who hold government-issued travel cards, including card data.

If you process this information, (yours and others), you need to properly protect it. Protective measures should include the following:

1. Properly mark all media with PII (DVDs, CDs, physical file folders, etc.) as "FOR OFFICIAL USE ONLY – PRIVACY SENSITIVE"
2. Store hardcopy PII in locked cabinets or safes;
3. Destroy PII when no longer needed;

4. Report any losses of control of the PII data to PrivacyAct@nps.edu; and
5. Store all electronic PII on network drives or encrypted removable media such as laptops, external hard drives, DVD's, etc.

Please remember... If you collect it YOU must protect it...If in doubt LEAVE it out...!

RESEARCH COMPUTING UPDATE

The report from the High-Performance Computing/Research Computing (HPC/RC) subcommittee, established by Dr. Karl van Bibber of the Office of Research and charged with evaluating funding approaches to continue hamming's capabilities at NPS, is currently being reviewed by the Research Board. Dr. Jeff Haferman provided the Research Board with additional metrics, which reflect that GSEAS and GSOIS are the primary users of the supercomputer; Meteorology and MOVES are the top users of disk space; and Computer Science is the primary user of disk cycles.

Members of the HPC/RC subcommittee are: Chair - Wieslaw Maslowski, Donald Brutzman; Doug Fouts, Frank Giraldo, Danielle Kuska, Wendell Nuss, Craig Martell, and Jeff Haferman.

The final report from the subcommittee will be presented to the IT Task Force for their review and endorsement.

PARTNERSHIPS AND OUTREACH

Chief Information Officer (CIO) for the state of California **Teri Takai**, who has been recommended by the Obama administration to become the next Department of Defense CIO, will be visiting the NPS campus on July 16, 2010.



The Navy **Higher Education Information Technology Consortium** met at NPS for their annual meeting from June 15-17, 2010. CIOs from the Naval War College, the United States Naval Academy and NPS discussed policy issues and recommendations related to the thumb drive ban, how to develop a common approach and position on security, cybersecurity and information assurance issues, and conducted a site visit to Oracle and Apple. President Oliver also addressed the group.

Reviewers at EDUCAUSE accepted the proposal “A Sakai-LifeRay Mashup: Lessons Learned from an Attempted Integration,” submitted by Mr. Jon Russell which will be scheduled as a general session presentation and “Low Budget, High Definition: Building a High-Definition Streaming Video Portal with Limited Resources” sent by Mr. Cullen Jones, which will be a poster session for the **EDUCAUSE Annual Conference**, which will be held October 12-15, 2010 in Anaheim, California.

Provost Leonard Ferrari and **Mr. Joe LoPiccolo** attended the **Transformative Education Forum** in Geneva, Switzerland, where representatives from 24 organizations and higher education institutions met to discuss topics related to global education.

The **FY11 Budget Request for ITACS** was reviewed and endorsed by the IT Task Force at their June 10, 2010 meeting.

The **Memorandum of Understanding (MoU)** drafted by the **Defense Language Institute (DLI)** detailing NPS/ITACS’ 18-month

responsibility in assisting DLI in making its transition to the .edu is being reviewed. DLI will also hire a Chief Technology Officer who will report to Dr. Haska during the transition. The partnership will leverage the resources of both institutions to benefit both. Dr. Christine Haska expects to have a final response on the MoU by next month.

Dr. Simson Garfinkel, member of the IT Task Force and Associate Professor in Computer Science, is relocating to the National Capitol Region to help promote NPS efforts in that area. To thank Dr. Garfinkel for his work with the IT Task Force, a Letter of Appreciation was presented to Dr. Garfinkel.

TECHNOLOGY ASSISTANCE CENTER

From June 1 through June 29, 2010, the Technology Assistance Center (TAC) received 4,353 requests for assistance, 3,713 of which were resolved by the Tier 1/Tier 2 areas. The remaining 640 requests were escalated to groups outside of TAC for specialized assistance. This number represents a 47% increase in requests for assistance from June 2009.

This month, 94% 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.

Requests for assistance were categorized as follows:

Phone: 2,846
E-Mail: 1,048
Walk-in: 235
Web: 10
Technician: 28
Other: 186