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SONY 4K PROJECTOR

ITACS sponsored a demonstration in mid-December of the Sony 4K projector, located in the auditorium of Watkins Hall. The Sony projector represents an increase in visualization capabilities at NPS, which ITACS hopes to expand. Visualization initiatives related to high-performance computing and a site visit last year at the CalIT2 facilities at the University of California San Diego sparked interest in reinvigorating visualization capabilities at NPS. The Sony projector has 10,000 lumens, or three times the brightness of the current projectors, 4096x2160 pixels/8.8 megapixels, and is compatible with different types of signals. The 250 pound machine will not affect the projector currently in place in the auditorium. The projector supports four DVI inputs and will be installed with an external multi-window video.

Because of its level of detail, the Sony projector will provide the capacity for content that can't be displayed to more than a handful of people at this time. High-end software packages, special requirements for use, a faculty schedule for reserving time, and technical assistance will be developed in the second phase of the installation.

SUN MICROSYSTEMS

The Sun blade system 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, was completed in December. The system is expected to be ready for campus-wide use in late January, and the name of the machine will be announced at the next IT Task Force meeting on January 8, 2009.

DATA CENTER UNINTERRUPTED POWER SOURCE (UPS) CAPABILITY

During the month of December there were several attempts to repair the Ingersoll Data Center UPS system. The initial parts failure cascaded into a series of failed parts, which resulted in several scheduled outages to replace these key components. Fortunately, NPS did not experience a commercial power outage during this vulnerable period, which would have caused all systems to power off unexpectedly. The final repair was scheduled for early January to coincide with a Public Works base-wide power outage and was successful.

DEPARTMENT OF DEFENSE MANDATE

In response to a Computer Task Order banning 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, ITACS has posted FAQs, reminders and updates about the directive on the Intranet. In addition, ITACS has established a kiosk in the Technology Assistance Center for users to transfer data from banned media to the network.

KUALI UPDATE

A team from NPS attended Kualii training in southern California. Mr. Tom Halwachs, lead for the NPS Kualii financial systems team, has contracted with rSmart, a founding member of Kualii, to work with NPS to determine how the School links up its financial data. A new NPS Chart of Accounts should be completed by the end of December, after which data for 50 accounts will be uploaded into Kualii's version II and tracked. By April 2009, permission to go university-wide will be sought, and the process will be mapped.



LEARNING MANAGEMENT SYSTEM

The committee which was formed to evaluate alternatives to Blackboard has determined that, because of its language and architecture, the open source system Sakai is a better institution-wide fit for NPS than is Moodle. The next steps for evaluation are to conduct a large-scale, voluntary project during the spring quarter, using 10-20 faculty to host Sakai in parallel with Blackboard, after which the committee will make its formal recommendation to the IT Task Force, the Faculty Council and the NPS executive leadership. The committee will also develop a list of requirements and transition tools, and a cost-benefits analysis to accompany its final report.

PARTNERSHIPS AND OUTREACH

A new search is underway for a Vice President of Finance and Administration, and Dr. Christine Cermak has been asked to Chair the committee that is conducting the search. The application deadline closes on January 31, 2009, and the position is expected to be filled by June.

REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER (TAC)

From December 1 through December 30, 2008, the Technology Assistance Center received 1,853 requests for assistance, representing a 17% increase in requests from November 2008. 1,490 requests were resolved by the Tier 1/Tier 2 areas, and the remaining 361 requests for assistance were resolved by other groups within ITACS.

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.

Requests for assistance were categorized as follows:

- Phone: 974
- Walk-in: 424
- Email: 367
- Web: 88

This month, 96% 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.

During the month of December, TAC personnel assisted with two network outages, working with Server Management and Network Operations Center personnel to shut down two servers and bring them successfully back on line.

TAC personnel are preparing for new student orientation on January 6th, with 250 incoming students, and will be conducting personalized briefings for EMBA and GSBPP students as well.