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

2018

ITACS Quarterly Tech News / FY2018 QUARTER 3

Monterey, California. Naval Postgraduate School

ITACS QUARTERLY TECH NEWS

FY18 QUARTER 3

Sakai Upgrade and Sakai Training

Sakai was updated from version 10 to version 12 over the summer break. This is our first major upgrade in years. Sakai 12 has improved usability, a better mobile experience and many new features and enhancements. Specific features can be found on the Wiki at *https://wiki.nps.edu/x/JABHPQ.*

For a more detailed look at Sakai 12 or hands on instruction, we will continue to offer brown bag sessions held every Wednesday beginning 11 July from 1200—1300 in Reed Hall, Room 103. Each session focuses on a different function. The schedule and subject of the day can also be found on the Wiki at *https://wiki.nps.edu/display/AMS/Sakai+Summer+2018+Training+plan+Proposal.*

As Distance Learning (DL) continues to play a major part in our learning environment, we have secured Sakai support for years to come through Longsight, a major player in the open source software and education arena. They have significant experience with Sakai and have expertly conducted our transition to Sakai 12. In addition to addressing trouble tickets, they will provide user and Ed Tech training each year. The first general user sessions will occur online Tuesday July 17th 1200—1330 PDT and Wednesday 1 August 1200-1300 PDT. All users are invited. Please contact the CLE office at x2020 for further details and watch for announcements on your Sakai homepage. Additionally, specialized Ed Tech instruction is scheduled 10 July on campus with a Longsight trainer.

The Sakai team recently hired a new customer service expert who has years of Sakai experience and who will also be here on campus to help NPS with Sakai 12 and the growing DL community.

As the quarter progresses, please provide any Sakai 12 feedback you may have. Do you have a suggestion for future builds? Let us know. We now have a very good avenue to feed the open source community.
CLE can be reached at: x2020 and cle@nps.edu

"Ask not what your country can do for you, ask what you can do for your country."

John. F. Kennedy

Have a safe 4th of July Holiday!

ITACS' Mission

The mission for ITACS is to provide technology and communications support for the NPS core mission of teaching, research, and service to the Navy and Department of Defense, and to provide voice, video, and data infrastructure as mission-crucial enablers of innovation and experimentation within the educational enterprise.

CIO's Corner – Our Continued Commitment

In ITACS, our "last name" is Service. This is our continued commitment to you - Excellence in Service!

This quarter, we were especially focused on our Distance Learning (DL) student and faculty population. We recently moved our Sakai Learning Management System to the Cloud and upgraded it to the latest and greatest version. These changes provide a level of sustainment and capability our students and faculty expect. You should see increased performance and some additional features for which we will demonstrate during our Brown Bag sessions held periodically throughout the summer quarter. Make sure to attend these to see the new "Sakai 12" in action and to ask questions of our on-site experts.

We shutdown and removed all IT and communications equipment from our National Capital Region satellite office. So that these students and faculty continue to be served with a Video Tele Education capability, we provided everyone access to "Jabber" so that they could continue to join their NPS classes remotely from their home, non-DOD network connected offices, or even Starbucks!!!....just not the office in Rosslyn, VA.....it is now permanently closed.

Now in the first year of a five-year plan, we completed construction of the new EDU Security Operations Center (SOC) and will ramp up services by this fall to cover our Cybersecurity needs 24 hours a day, 7 days a week. We expect our second year to be fully operational and offering learning and research opportunities to our students and faculty while we protect NPS, the Naval Academy, the Naval War College, and the Defense Language Institute-Foreign Language Center from current and emerging Cyber threats!!

A lot continues to happen in ITACS! The summer is fast upon us and we look forward to serving your IT and communications needs whenever possible. We encourage you all to stop by the TAC (Ingersoll 151) or call us at x1046 should you have any questions. Enjoy your summer!!!

Did you know…?

ITACS defends against 120,000—150,000 attempted cyber security incidents daily which reinforce the vulnerability of the end user as part of the network. The key to keeping the network secure is end user awareness and education, please do your part to keep our network secure.

Capstone Approach to E-mail Records Management

ITACS is in the process of implementing the Capstone Approach to Email Records Management. This approach is recommended by the National Archives and Records Administration (NARA) and is being implemented throughout the Department of the Navy (DON). With this approach, senior officials are designated as "Capstone" officials and their email is treated as a permanent record, i.e., never destroyed. Everyone else's email is considered temporary records and kept for seven years. This approach relieves individuals of the burden of sorting through all of their email to determine which emails are records and then either printing or converting the emails to PDF to place in the appropriate file.

While waiting for the list of NPS Capstone officials to be approved by NARA, ITACS has implemented an indefinite hold on all email accounts. Once the list of Capstone officials is approved, only the Capstone officials will have the indefinite hold on their email. All others will have a 7-year hold. Note that users can delete email and it will disappear from their Inbox but the e-mail is moved to a hidden folder that can be found through an "eDiscovery" search.

If you have questions about this, please contact Alan Pires, Command Records Manager, at aepires@nps.edu.

NCR Satellite Office Shutdown

The NPS satellite office closed its doors after the Spring 2018 quarter. From an IT perspective, this meant loss of the primary Video Teleconference (VTC) facility used by our DC based distance learners. Although most Distance Learning (DL) has moved to online delivery methods, some students and instructors are affected. One technology addressing this gap is Jabber Video. This product allows users to participate in a VTC session on a PC or Mac on non-DoD networks. Learn more about Jabber Video on our Wiki at *https://wiki.nps.edu/x/k4ACCw.* Most, if not all, DC based NPS staff and students requiring VTC going forward were given Jabber Video accounts. If we missed you, or you think you need this capability please contact VTC@NPS.edu. (831) 656-2315.

NPS EDU Security Operations Center Renovation

In order to meet new and emerging cyber threats as well as increase integration / collaboration of cyber operations with the Navy's other institutions of higher education (U.S. Navy Academy and Naval War College), NPS recently requested and received funding to enhance its Security Operations Center (SOC). While the majority of these funds will resource contract services for the operation of the SOC facility, some of the money was used to upgrade the facility itself. What had historically been one, large multi-functional space with an antiquated video display system was recently transformed into two distinct areas; one for the SOC watch floor which will house the schools' incident handlers on a 24x7 basis, and a "back-office" area which will serve as home to the 8x5 support staff that will design and maintain the cyber infrastructure, develop and document the business processes and conduct more in-depth cyber threat hunting and analysis for the watch floor.

In the span of only two weeks, ITACS personnel worked closely with NAVFAC public works and outside vendors to completely re-paint the space, clean the carpets, install and wire a set of six cubicles for the back-office team and install a new, state-of-the art video system with two 84" monitors as the main feature.
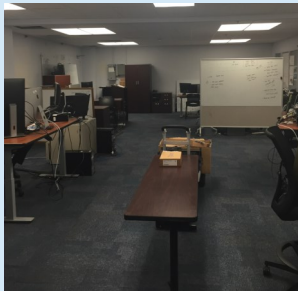
Before Renovation

Completion of the space was a true team effort among many organizations, internal and external to ITACS. Through their combined efforts, the new Security Operations Center will serve as the hub of defensive cyber operations at NPS for years to come. For more information regarding the redesigned space, please contact Bob Goodwin at rdgoodwi1@nps.edu or x1048.

Space After Renovation
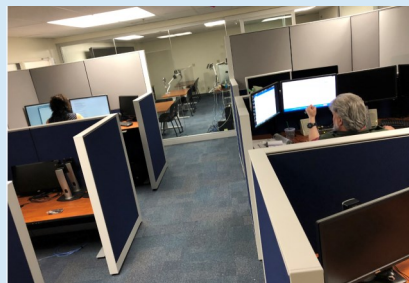
Privacy Act Coordinator's Update

Renting a car? Be Aware that Your PII may be at Risk. Personally Identifiable Information (PII) in your normal routine can be protected with proper accountability, encryption, and disposal; but what about plugging in your phone into a rental car? The car's entertainment system can store the contents of your smartphone including your cellphone number, location data, call logs, contacts you dialed and text messages.

To better protect your privacy and identity follow these steps when returning your car:

- A USB connection may transfer data automatically, use a cigarette lighter adapter instead to power and charge devices.
- If your rental car is equipped, grant access to just the information you want to reveal by using the rental car's permission screen.
- Delete your PII from the car's system. There should be an option to remove your phone from the list of paired devices, which should wipe call logs and remove contacts.
- Remember to erase your location history from the car's navigation system by entering the settings and clearing your driving record.
- Your rental car may have an option to clear all user data or do a factory reset. Talk to a staff member or check online before you drive away in your rental, you may forget or be in a hurry at the end of your trip.

NPS' Privacy Act Coordinator is LT Jarrad Smoke and can be reached at jasmoke@nps.edu or x6932

Regularly Scheduled IT Maintenance

Who: NPS faculty, staff, and students utilizing the network.

What: ITACS coordinates with representatives from the academic, administrative, and technical areas to plan and schedule maintenance events that affect services, which may cause services to be unavailable for up to 4 hours.

When: Every Tuesday from 1730-2130.

Where: Visit the NPS Intranet Home page for the latest IT maintenance announcements.

Unplanned Emergency: Maintenance or special circumstances (power outages or hardware failures, for example) that require downtime are announced as necessary.

New Students' Guide for IT Services

What Services are Available:

The ITACS (Information Technology and Communications Services) name reflects the incorporation of all communication services, telephone support, and network support into the core computing functions that have been provided by the Naval Postgraduate School since 1953. IT support is provided for everyone at NPS campus— students, faculty, and staff—for a variety of needs.

All requests for IT-related service — whether for problem resolution, new computer equipment, application or web services, network questions, firewall requests, or project-related needs — begin with the Technology Assistance Center (TAC).

Staff Members are prepared to handle questions dealing with NPS IT facilities and services. If they cannot provide a direct answer, they will forward your query to an NPS individual who specializes in that area.

Contact the TAC:
831.656.1046 or x1046
Ingersoll Hall Room 151
Monday - Thursday 0700—1700
Friday 0700—1315, *1445—1600
E-mail: tac@nps.edu
Wiki: https://wiki.nps.edu/tac

After Hours Support:
Monday— Thursday 1700—2200
Friday— 1600—2200
Weekends and Holidays 0800-1100
831-917-0126

(*The TAC is closed Fridays from 1315-1445 for mandatory training)