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Information Technology and Communication Services (ITACS)

ITACS Technology News

2015-06

NPS Information Technology and Communications Services (ITACS) Technology News / June 2015

Monterey, California. Naval Postgraduate School



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ITACS TECH NEWS

1 JUNE 2015



LIVE

Cybersecurity

Training

King Hall

Dates/Times:

23 June 1000-1150

7 July 1500-1650

16 July 1500-1650

6 August 1000-1150

Unwanted Junk Email? Tame it With Barracuda

With unwanted junk e-mail increasing exponentially across the Internet, spam has become a real frustration to NPS computer users. It wastes users time, server space, and CPU cycles. In order to provide effective filtering of incoming e-mail, ITACS has

installed a network device dedicated to scanning e-mail messages before they are delivered to the e-mail servers. This device – used and recommended by eBay, Yahoo! and Oracle – is the Barracuda Spam Firewall. The Barracuda plug-in for Outlook lets you further refine your spam filtering by giving you a new button to identify spam that makes it past the firewall.

Installing this plug-in will give you finer control over your own personal Bayesian database which is used to classify spam. The plugin creates two new icons on your toolbar, one is a green mailbox to indicate a message is NOT spam, another is a red mailbox to mark a message that IS spam.



It's important to mark messages that are NOT spam, as well as messages which ARE, because this is how the Bayesian database updates its ruleset. The more time you spend on fine-tuning the database, the more intelligent your spam classification ruleset will be.

Your personal Bayesian database can be archived or reset by accessing the Barracuda website preferences for your account.

Use of this feature requires installation of the Barracuda add-in. If you do not have it, go to the Barracuda login page, where there's a link at the bottom to download the 32bit or 64bit version of the client.

Report email to Barracuda as spam:
<https://wiki.nps.edu/display/TAC/Report+email+to+Barracuda+as+spam>

For questions contact the TAC at x1046

Amazon Web Services Visit



As the Federal Government pivots to the Cloud, NPS looks to what is possible. Through our Internet2 membership, we reached out to Amazon Web Services for a day-and-a-half technical capabilities demonstration on 27 and 28 May.

The first day included briefings on their solutions for flexible computing and storage. AWS is the only Cloud Service Provider to receive Provisional Authority from the DoD to allow for the processing, transferring, and storage of controlled unclassified information (PII, ITAR, PA, FOUO) and thus is a candidate for these services.

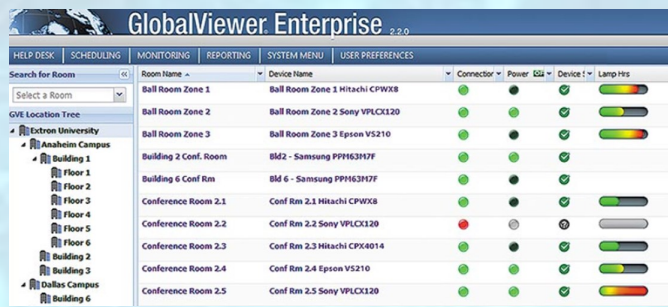
The second day was a full day of hands-on demonstrations of a tiered web infrastructure as well as how the AWS environment could support "Big Data Analytics". NPS ITACS and the Cebrowski Institute hosted our Monterey DoD partners to actively participate in the demonstrations. This included the DLI-Foreign Language Center (DLI-FLC), the Defense Manpower Data Center (DMDC), the Fleet Numerical Meteorology and Oceanography Center (FNMOC), and the Navy Research Lab Monterey detachment. ITACS continues to work on a plan to broker Cloud Services for the campus, with pilots starting this summer.

For questions contact Chris Gaucher at x3417

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Projector & Audio-Visual Equipment Remote Control



ITACS has begun installing a powerful and flexible application to remotely monitor and control NPS Audio Visual (AV) Systems. GlobalViewer Enterprise (GVE) is a web-based AV resource management and remote control application used to manage, monitor, and control projectors and accompanying AV devices and is compatible with the NPS network.

Extron's GlobalViewer Enterprise server-based software will be used to monitor the "health" of AV systems in all of

NPS' Learning Spaces. This software will allow our technical teams to:

- 1) Determine whether classroom AV systems are operational
- 2) Periodically check lamp hours and receive automatic notification when projector lamps require replacement.
- 3) Program systems to shut down after a period of inactivity or at a specified time of day (in the event the projectors are inadvertently left on)

When faculty call for assistance technicians can bring up the controls for AV system to verify that the projector is "on" and the proper input is selected.

The GVE project aligns with ITACS goal of remotely monitoring and controlling IT equipment throughout labs, classrooms, conference rooms, and auditoria and will inevitably result in greater equipment reliability and quicker response time for all customers throughout NPS.

For questions contact Harry Thomas at x7671



To review your annual training requirements, please visit NPS' Online Training and Certification page at (NPS Login Required):

<https://www.nps.edu/technology/webbasedtraining/>

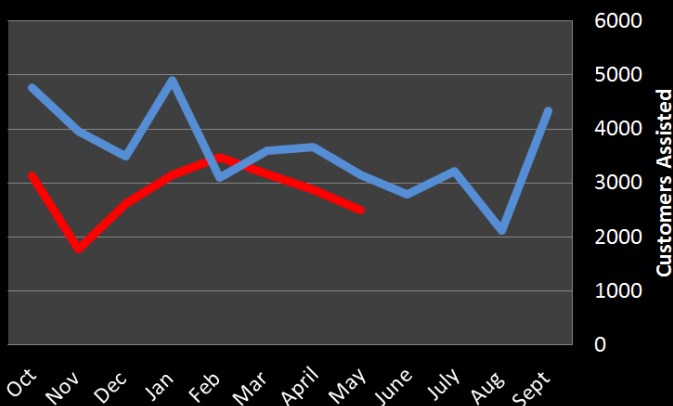
Technology Assistance Center (TAC)

TAC (aka IT Help Desk) assists NPS' students, faculty and staff with their IT needs. We are located in Ingersoll Hall (Bldg. 330) Room 151. Our normal hours of operation are Mon—Thurs 0800—1600 Fri 0800-1315 and 1445-1600. We can be reached by calling (831-656-1046), e-mailing (tac@nps.edu), or walk-in. Our Wiki page (wiki.nps.edu/TAC) has instructions and links that can be very helpful in assisting with your needs. Below are the statistical comparisons for TAC customer assistance numbers in FY15 vs FY14:

May Stats:

FY15 = 2,502 vs. FY14 = 3,155 -21%

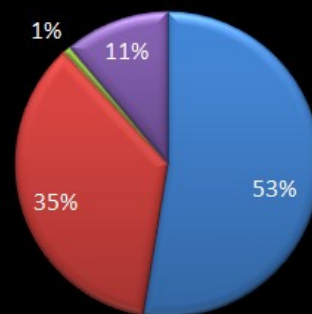
TAC Statistics



■ Phone ■ E-Mail ■ Tech ■ Walk-In

May -15

— FY15
— FY14



Customer Assistance Type—TAC:

- Phone: calls made to the TAC
- Email: emails sent to the TAC for assistance
- Tech: technician dispatched to user office

IT Task Force: Piecing Together Your IT Needs



The Information Technology Task Force (ITTF) provides an open forum for the review of NPS' Information Technology strategic decision-making. The ITTF provides guidance and input to the Chief Information Officer (CIO) and Director of ITACS in the development and annual update of the NPS ITACS strategic plan.

ITTF meets on a monthly basis. A meeting was held 14 May 2015 and the main topics discussed were:

1. Cybersecurity Update
2. Summer Break Imaging
3. Cloud Computing Update
4. Barracuda Spam Firewall
5. CyberLab Requirements
6. Latest VIP Visits

Cybersecurity Update. Vulnerability Remediation Asset Manager (VRAM), see May 'sTech News article regarding transitioning to VRAM. This tool will provide the Cyber Security Team a method to assess new vulnerabilities and their potential impact on the NPS networks,

which ultimately will increase the network's reliability

Summer Break Imaging. Scheduled for 22 June – 2 July. ITACS will be imaging 41 labs and classrooms, two conference rooms and one auditorium. Previously this was physically done by copying and replacing the hard drives but can now be accomplished via LANDESK by pushing the image remotely. An update on the imaging project will take place at the July ITTF meeting.

Cloud Computing Update. Amazon Web Services (AWS) has provisional authority to provide NPS with a possible Cloud solution because they have approved sensitivity levels with the DoD. AWS will visit NPS May 27 to do a capabilities demonstration and on May 28 to demonstrate a hands on lab.

Barracuda Spam Firewall Outlook Add-In. The Barracuda plug-in for Microsoft Outlook 2010 or 2013, enables users to further refine spam filtering with the ability to identify email that makes it past the firewall as spam. The plug-in creates two new icons on your toolbar, one is a green mailbox to indicate a message is NOT spam, another is a red mailbox to mark a message that IS

spam. The more time spent fine-tuning the database, the more intelligent the spam classification rule-set will be.

CyberLab Requirements. ITACS is in the process of piloting a cyberlab environment for the Enterprise Cyber Research and Education (virtual lab). We are in the initial scoping and building phases and once established and tested, this offering will extend to the campus.

Latest VIP visits. NPS' CIO, Joe LoPiccolo, had the opportunity to visit with the Naval Academy, the War College and Vice Admiral Tighe to discuss the Concepts of Operations (ConOps). In summary, the signing of this ConOps by all three CIO's will strengthen our control of the EDU. Vice Admiral Tighe is in full support of this effort.

All meeting agendas, comments/ideas, links and presentations are posted on the Information Technology Task Force Wiki page:

<https://wiki.nps.edu/x/qYCWEQ>
(case sensitive)

For questions contact Chris Gaucher
at x 3417

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. This is a "quick start" guide to computing at the Naval Postgraduate School, containing a summary of the services available.

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).

Contact the TAC:

831.656.1046 –or– x1046
Ingersoll Hall Room 151
Monday-Friday
0800-1600
tac@nps.edu
<https://wiki.nps.edu/tac>



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

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.

Remove Yourself from People Search Websites





With concerns about increasing threats from adversaries, domestic and abroad, to the physical security of our military personnel and family members, the People Search Website Information Removal Guide was developed by the Marine Corps with detailed instructions on how to remove information about oneself from public people-searching websites. This guide provides instructions for proactive protection for service members, civilians and their family. Please note that in this document there is not an all-inclusive list of websites but rather the most commonly known/used sites, individuals are encouraged to follow the principles and basic instructions in this guide to search and remove information on sites that are not included in this list.

The guide can be found on the NPS wiki at:

<https://wiki.nps.edu/display/SC/Personally+Identifiable+Information>

IT Scheduled 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 5 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.

J U N E 2015	Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5	6
	7	8	9 *1730 - 2130 Maintenance	10	11	12	13
		15	16 *1730 - 2130 Maintenance	17	18	19	20
		22	23 *1730 - 2130 Maintenance	24	25	26	27
	28	29	30 *1730 - 2130 Maintenance	*1730 - 2130 Maintenance on System-Wide Network and Email			