<u>Information Technology Guidance</u>

18 March 2020

Team NDU,

ITD will continue to provide guidance and tips to assist with remote communications and teleworking.

HARDWARE MAINTENANCE:
As a reminder, please restart your government-issued laptops/computers at least once per week. Your systems will often require automatic downloads/updates/patches. Any necessary patches are downloaded and installed in the background. In order for a system to download and install patches, your computer must be logged into VPN to complete the downloads (duration of login time varies per download). Some require a reboot, in which you may receive a pop-up message with a reboot timer. It is necessary to reboot your system when prompted. ITD also has a forced reboot policy that must occur at least every 7 days. Please note that closing and/or locking laptop screens does not restart/reboot the machine.

ITD will continue to utilize the maintenance windows on Tuesdays and Thursdays from 1800-2000 to push updates and patches. Please leave your workstations connected to VPN during this time (CAC connected and logged in) to receive the patches, otherwise they will be pushed at the next logon which may be disruptive to your planned business day. These updates are necessary to keep the NDU network and information secure.

SERVICE DESK OPERATIONS:
Service Desk has been relocated to Marshall Hall room 104 until the Library reopens. They will be minimally manned but available during 0600-1800 to handle any IT related issues. The Service Desk phone number and email address is unchanged. For support, please continue to use Footprints, accessible on the NDU Portal (https://help.ndu.edu) as the primary means to get service. In addition, you can call 202-685-3824, or email: Help-ITD@ndu.edu if you are unable to access the portal.

In the unlikely event you need to escalate during core hours, please contact Mr. Childs (ITD Service Desk Manager) at desk phone (202) 685-4480; email: ChildsRL@ndu.edu or cell phone: 202-374-8686. As a backup and if you need to escalate further, please contact Ms. Fontanez (Deputy CIO) at desk phone (202) 685- 4520; email: j.l.fontanez.civ@ndu.edu or cell phone: (571) 225-7895.

STUDENT SERVICE:
For help with Student Services (Blackboard, OKTA, or curriculum delivery related issues), you can contact Mr. Greg Frederick or Ms. Tammy Dreyer-Capo.

Mr. Frederick (Student Service Program SME) can be reached at Desk phone: (775)-443-6533; email frederickg@ndu.edu or cell phone: 757-544-4297.

Ms. Dreyer-Capo (Academic Technology SME) at email tammy.banerjee@ndu.edu or desk number 202-685-3895.

NATIONAL DEFESNSE UNIVESRITY COMMUNICATIONS PLANS WEBSITE:
https://portal.ndu.edu/sites/ITD/CIOUpdates/NDUCOMSPlan/SitePages/Home.aspx
This site has been created to help consolidate the information related to utilizing NDU resources while teleworking. Included are a number of valuable "How To" articles outlining how to perform mission critical IT functions. Please visit this site often as we continue to publish new items.

Additionally, please be mindful that coronavirus-related phishing attacks, emails and, scams are on the rise. Phishing messages try to create a sense of urgency to rush you into clicking a link. Attackers are exploiting this time of crisis, so we need all of the NDU community to remain aware and vigilant. The IT Service Desk is always here for you if you have a question or a concern. Be on the lookout for: (1) Suspicious emails from people you don't know, or who do not regularly email you, asking you to connect to links, open files, or take some action. (2) Suspicious emails from a source asking you to check or renew your passwords and login credentials.

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