Information Technology Directorate
(ITD)

Welcome to the Information Technology Directorate

Vision: To be a responsive, agile provider of all aspects of technology needed to meet the NDU mission.

Mission: To efficiently drive technologies that advance the educational mission, providing an assured environment to students, faculty and staff, with access to the right information, in the correct form at the right time.

Philosophy: One Team * One win

NDU Strategy: Advanced modeling and simulation, integrated geospatial information science and data, research and development tools and methods, emerging technologies that contribute to decision support and analysis and Technology in classroom for enhancing research.

ITD Strategy: Ensure Operational Excellence in Service Delivery, Mature the Enterprise Architecture - Agile and Secure, and Identify and Realize Efficiencies - Process, People & Technology.

Services Provided

➢ **Cybersecurity** – DOD compliant and secure environment

➢ **Department of Defense Information Network (DODIN) Services** – Provides access and support for all NIPR and SIPR services

➢ **Connectivity** – On campus Academic Wireless

➢ **Collaboration** – Virtual learning environments, meeting rooms and office automation tools

➢ **Service Desk** – Account management and assistance with NDU technology

Cybersecurity – Everyone Owns IT
Humans are the Weakest Link

You can help protect IT systems by:

➢ Securing your CAC
➢ Not clicking on unsolicited links in emails (phishing attacks)
➢ Creating strong passwords
➢ Keeping passwords private
➢ Not divulging information that may be sensitive in nature
➢ Staying vigilant and reporting all suspicious activity to the proper authorities
➢ Abiding by all local security policies
➢ Updating your operating system and antivirus software
➢ Review and sign your Acceptable Use Policy (AUP) annually and provide copy to ITD
➢ Complete Cyber Awareness Training annually and provide copy to ITD

** Account will be disabled when AUP and Cyber Awareness Training has expired

Control of Sensitive Information (SI)

Sensitive Information must be protected from unauthorized access to safeguard the privacy and security of an individual or organization such as Personal Identifiable Information (PII) or Protected Health Information (PHI)

Reporting Cyber Security Incidents

➢ **If you suspect you have a virus:**
- ➢ **STOP** using your computer
- ➢ **WRITE DOWN ALL ACTIONS** that occurred during the suspected attack
- ➢ **REPORT IT IMMEDIATELY** to the Service Desk or Cybersecurity!

➢ **If you suspect classified data spillage:**
- ➢ **STOP** using your computer
- ➢ **SECURE** the affected system
- ➢ **REPORT IT IMMEDIATELY** to the Service Desk or Cybersecurity. Do not discuss classified information over the phone!

Department of Defense Information Networks (DODIN Services)

- **DODIN NIPRNet and SIPRNet Computers are available:**
  - Marshall Hall building 62 Library
  - 10 NIPRNet Workstations and Printer
  - Four (4) SIPRNet Workstations with Global Video Services-Classified (GVS-Classified) and a Printer

- **Access to NIPRNet and SIPRNet Requires the following:**
  - Completed DD Form 2875 through NDU Service Desk
  - Acceptable Use Policy (AUP) Agreement
  - DOD Cyber Awareness Training Certificate
  - SIPRNet Only Requires - Derivative Classification Training Certificate.
    - **Link: https://securityawareness.usalearning.gov/derivative/index.htm**

- **DoD Secure Access File Exchange (SAFE)** - DoD SAFE is a secure method of transferring large files that would normally be too large to send via email (up to 8GB). The service can be used to transfer unclassified data to include for Official Use Only (FOUO), Personally Identifiable Information (PII) and Protected Health Information (PHI). **Files are automatically deleted from DoD SAFE 7 days after uploaded.**

  DOD SAFE link   https://safe.apps.mil/

Consent to Monitoring and AUP

➢ **Consent to monitoring**
  ➢ DoD has the right to observe and regulate (refer to NDU form 2875)

➢ **User Agreement.**
    DO NOT:
  ➢ Use a computer to send offensive messages that can be categorized as pornographic, political, racist, or sexist
  ➢ Use e-mail to advertise or sell anything
  ➢ "Reply to All" unless situation warrants use
  ➢ E-mail chain letters, jokes, pictures or inspirational stories
  ➢ Illegally use or copy licensed software…known as Piracy!

➢ **Password Integrity:**
  ➢ Use strong password guidelines
  ➢ All password must be 15 characters (2 Uppercase Letters, 2 Lowercase Letters, 2 Numerals, 2 Special Characters)
  ➢ **Do not share your password**

Accounts Provided

All NDU are provided the following accounts:

➢ **Wireless Access-** Provides access to the Academic Wireless network. ITD maintains a secure, protected wireless network on premises, accessible throughout the campus to include the cafeteria

➢ **Blackboard -** The showcase learning environment offering a robust virtual classroom environment, hosted external to NDU. Courseware and class sessions are housed here. Blackboard is accessible utilizing any Internet Service Provider.

➢ **O365 –** The primary NDU account. This provides access to email, office automation products (Word, Excel, PowerPoint, Calendaring, etc.) and the powerful collaboration tool; Teams.

Account Maintenance

➢ **NDU Accounts MUST be logged into at least once every 30 days**

➢ **NIPR and SIPR Accounts must also be logged into regularly to keep them active at least every 30 days**

➢ **NDU network accounts that have not been used in a 30-day period will be disabled. Once disabled, any account that remains inactive for 60 days will be deleted.**

➢ **On extended leave or TDY? Contact the NDU Service Desk to properly provision your account so it does not get disabled or deleted.**

How to Access NDU Services

To access NDU resources, use your NDU provided GFE, and connect to NDU Network

- ➤ **On campus, connect to the Academic Wireless**

- ➤ **If not on campus, use a secure internet provider to gain access**

- ➤ **Once Connected, navigate to: My Applications Dashboard**

  https://myapplications.Microsoft.com

Desktop Applications

All users will have access to the standard Microsoft Office suite provided through O365

➢ Included is Microsoft Office (Outlook, Word, Excel, PowerPoint)

➢ One Drive (Cloud storage solution)

➢ **My Applications Dashboard**

   https://myapplications.Microsoft.com

➢ SharePoint Student Portal (Cloud)

**Note: these programs are available in the cloud and are accessible anywhere you have an internet connection

NDU Collaboration Tools

To support the NDU mission, ITD has implemented and supports the following technologies to advance the educational mission, providing an assured environment for the students, with access to the right information, in the correct form at the right time.

- ➢ **Blackboard** – The showcase learning environment offering a robust virtual classroom environment, hosted external to NDU. Blackboard is accessible utilizing any Internet Service Provider and does not require a connection to NDU for access.

- ➢ **NEIS Enterprise - Microsoft O365** – A Secure cloud solution offering email, automation applications, Teams and many other desktop improvements. Allows for the flexibility to use your BYOD device to access your office files, mail and the teams.

- ➢ **Microsoft Teams** – A full featured collaboration tool that allows full video teleconferencing, calling, chats and file sharing. This powerful tool also does not require connectivity to the NDU network to use and can be used on your BYOD.

- ➢ **SharePoint Online Student Portal** – A web-based collaboration tool populated by each component. Find important NDU information in this consolidated presentation format.

Network Maintenance

ITD conducts routine maintenance on servers, laptops, desktops, and network switching infrastructure Tuesday, Wednesday and Thursday from 2000 -2400 hours.

➢ NOTE: During this time, NEIS services may be intermittent

➢ Why are we doing this? Maintenance is necessary to ensure optimum system performance and cyber security compliance.

ITD Community Messages

Stay on the lookout for ITD Community Update messages

➤ ITD consistently provides news to the community through email notifications.

➤ **ITD Community Update**: will provide information on:

  ➤ New functionalities

  ➤ New Self-Help vignettes

  ➤ Planned and Unplanned outages

  ➤ Other important information technology items

➤ **Cyber Security Team**: will provide regular Cyber Tips and Alerts to help keep NDU and you safe from Cyber threats

Service Desk
How to get IT help

ITD provides and assists with:

➢ NDU accounts

➢ WiFi access and wireless printing

➢ Help with NDU IT environment

➢ Personal device support is limited to account and access issues

How to get help:

➢ Visit the Library 0800 – 1400 Monday through Friday

➢ MH Room 104 (if library is closed) 0600-1800 M-F

➢ Call 202-685-3824 (0600-1800 M-F)

➢ Email: **Help-ITD@ndu.edu**

ITD Division Contacts

➤ **Chief Information Officer (CIO) :** neil.rahaman.civ@ndu.edu

➤ **Deputy Chief Information Officer (DCIO) :** janice.l.fontanez.civ@ndu.edu

➤ **Service Desk :** Help-ITD@ndu.edu

➤ **Cyber Security :** CyberSecurityTeam@ndu.edu

Questions?