



# NCR Consolidation IT Brown Bag

## Ballston Office Personnel

National Capital Region  
Consolidation Project Team  
25 February 2015

St. Elizabeths



# Agenda

- **Computing Platform Options**
- **Software**
- **Remote Access**
- **Server Operations**
- **VoIP**
- **Miscellaneous**
- **Information Systems Security Officer (ISSO)**
- **Learning and Media Services Division**



# Computing Platform Options

## Dell Laptop/Windows 7 OS

- Laptops loaded with Windows 7, not deployed until CGHQ arrival
- Image 7 is the first DISA/DoD-based image, meaning that DISA has secured it, aligning with the highest standards of security
- 64 bit – Faster end user experience
- Standard applications: Internet Explorer 9, Adobe Acrobat 11, Office 2007 Pro, Bit Locker
- Laptop and image will be deployed upon arrival at CGHQ

## Virtual Desktop Infrastructure (VDI)

- “Thin client”/“All in one” Coast Guard desktop from data center
- Currently deployed 600 to Training Center Cape May
- Infrastructure currently being built out and tested at CGHQ



# Software

## Laptop Software

- Scans being accomplished to determine current deployments
- ITCCB database definitive authority – No waiver, no software  
<https://cgportal2.uscg.mil/units/tiscom/SitePages/ITCCB%20Home%20Page.aspx>
- VISIO, Project, InfoPath, OneNote all deployed via System Center Configuration Manager (SCCM)
- All other installs require CGFIXIT ticket with waiver number included
- High-priority installs need to be identified in advance

## Virtual Desktop Infrastructure (VDI) Software

- Standard Image applications
- Project, Visio, Firefox, Putty, SharePoint Designer are available options
- OCS Video camera and encrypted hard drive use being addressed
- Remote access tools will be reliant on home-based systems software



# Remote Access

## Requirements

- “CAC RAS access group” must be approved by directorate or command
- \$363 yearly recurring through OSC
- Telework agreement: <http://cgweb.comdt.uscg.mil/base/es/pm/isso/telecommuting/>

## Laptop – Preferred Platform

- Preloaded with required software
- Wireless capabilities available (not while directly connected to CGDN)
- Patch/virus updates afforded, even when connected remotely
- Single logon – Logon via CAC, create VPN connection, access afforded
- File access available in standalone mode, including email



# Remote Access, cont'd.

## Home System

- Software:  
<https://cgportal2.uscg.mil/units/tiscom/SystemService%20Pages/CAC-RAS.aspx>
- User responsible for protection
- Remote Desktop Protocol (RDP) – Computer name (e.g., HQSML-3724130), not IP

## Terminal Server

- Server based – Allows connectivity to users without a Coast Guard-provided system
- Standard desktop afforded
- No external hardware
- RDP to [hqs\\_rds.main.ads.uscg.mil](https://hqs_rds.main.ads.uscg.mil)

## Alternatives

- Laptop without connectivity
- Outlook Web App (OWA) – Internal (<https://outlook.uscg.mil>) or external (<https://mail.uscg.mil>)



# Server Operations

## Server Ops

- Ballston data migrated into CGHQ Dell virtual server farm
- Drive mappings will change, possibly multiple times
- Data duplication afforded at OSC; FINCEN should no longer be required
- Data backed up nightly via CommVault
- Identify any specialty servers in advance (Mascot, CGRC MAC, etc.)

## Quota Management

- File server 3GB default, additional 1GB for \$500 (one-time fee)
  - “Draw down” will be advertised –10 GB, 5GB, final 3GB
- 500MB default for Exchange, higher levels available for VIPs
- Alternative data storage
  - HQS-NAS-T-001 and/or current NetApp unit folders/files – 500G no .PSTs or .MP3s
  - SharePoint/CG Portal
  - External hard drives – Currently approved, but in jeopardy due to CG-6 plans



# VoIP

## VoIP

- Cisco based system vice Avaya
- Campus-wide management by General Dynamics
- Last four digits remain largely the same as current
- First seven digits now 202-**795**-6xxx (e.g., 703-872-6123 now 202-795-6123)
- Ballston system out of office greeting will be available throughout move
- Suggest putting new number in email signature before your move
- Special features requirements need to be identified



Cisco 7975G Phone



# VoIP, cont'd.

## Miscellaneous Phone Topics

- Audio conferences via WebEx
  - Numbers assigned via CGFIXIT tickets
  - Conference with/without leader codes available
  - Up to three conferences per *office coordinator*
  - Verizon-based conferencing services can be retained at directorate or command expense and management
- STE secure phones – If required, identify so we can configure the analog adapter (ATA)
- Voicemail
  - Voice mailboxes configured ahead of time
  - Access afforded prior to move
- Headsets
  - Bluetooth not authorized on DHS systems
  - Cordless headsets are available – Office funded; must be compatible with 7945G and 7975G Cisco phones



# Miscellaneous Topics

## Special Notices

- Important CGHQ-based info; start using now for CGHQ information
- <https://cglink.uscg.mil/BNCR>

## Email Services

- Email infrastructure offsite and unaffected by this migration
- .pst files will migrate with file servers
- IT staff will update generic info, but go to <https://edms.uscg.mil/SelfService/> to update specific GAL info

## SIPR

- Currently no SIPR at Ballston – With capability at CGHQ, is there need?
- <https://cgportal2.uscg.mil/units/dol/dol-3/BB/e/it/SitePages/SIPRNET.aspx>
- SIPR Reading Room available to assist with accounts and access



# Miscellaneous Topics, cont'd.

## Cellular Network

- 75% of building without cell coverage from most major carriers
- Inside antenna system under development
- GSA approved leases for all carriers at request of Coast Guard
- T-Mobile signed, others currently being negotiated
- GSA approved external antenna on campus for external connectivity

## Printers

- All Xerox multi-function devices (MFDs) installed
- Xerox MFDs provide color printing, photocopying, secure printing (CAC requirement at MFD to actually print), scanning, and fax capabilities
- We are not installing stand-alone printers without an approved waiver



# Miscellaneous Topics, cont'd.

## Fax Machines

- Highly discouraged
- Xerox MFDs provide fax capability and should be utilized
- ATA required, approximately \$220 plus cabling
- Provided phone numbers would be out of sequence

## Scanners

- Service available only through Xerox MFDs

## Dirty Internet

- Requires Base NCR and CG-6-level approval
- Cellular expected – ETA within the year
- Support – tickets into remedy



# ISSO

## Cyber Violations

- To date, CGHQ continues to respond to cyber security alerts in the form of:
  - Unauthorized USB devices, which are still the number one reason CGHQ users receive violations
  - Suspicious activity, such as malware
  - Rogue devices (a device that has been plugged into the CGOne network and is unrecognized by the Intrusion Detection System (IDS))

## Remote Access Violations

- CAC RAS violations have increased due to CGCYBER's ability to detect unauthorized harmful applications, out of date anti-virus protection, and unauthorized USB connections
- CGCYBER is now suspending your account with no notice until your home client is free of potential vulnerabilities; once complete, we request your CAC RAS be re-enabled.



# ISSO, cont'd.

## Personally Identifiable Information (PII) Spills

- We have had a recent influx of PII spills to date
- Help us prevent the disclosure of sensitive information by ensuring we understand and train users on how to safeguard personal information
- As a reminder, do not store or transmit sensitive data on CGOne
- Emails containing sensitive but unclassified government information are not authorized outside of the Coast Guard domain

## Security is Everyone's Responsibility

- Link to ISSO site: <http://cgweb.comdt.uscg.mil/base/ES/pm/ISSO/>
- Remember to remove your CAC whenever you leave your desk
- Your government laptop is required to be physically locked with a cable and lock



# Learning and Media Services Division

## Productivity Resource Center

- Walk-in facility for centralized support
- One-on-one software support
- DVD duplicators and label printer
- High-speed color auto-feed scanners
- Business card scanner
- Large-format printers (24" and 42" wide)
- Laminators (8", 12" and 24")
- Paper folding machine
- Label makers
- Binding machines (spiral and heat)
- Equipment check-out (digital cameras, projectors, etc.)
- Desktop application project support
- Media conversion (e.g., VHS to DVD)

## Training

- Management, scheduling, and maintenance of training classrooms for Coast Guard-specific training and on-demand training

## Multimedia Services

- Video streaming/broadcast support
- Audio/visual (A/V) support
- Video teleconference support
- Graphics support
- Web maintenance and support
- Support of 97 A/V-equipped conference rooms
- Support of seven non-conference room A/V locations
- Support of 54 VTC-equipped conference rooms



# QUESTIONS?



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