

# STATE OF ISS



## A MESSAGE FROM THE CIO...



Good Morning,

Information Systems and Services had another banner year in 2009.

Our hard work and strategic partnerships around the University contributed to the academic experience of our students and the business efficiencies of GW. Our division received recognition from the Board of Trustees, Lou Katz, and IT industry leaders like Information Management Magazine, Smart

CEO, Technology Managers Forum, ComputerWorld, and CIO Magazine. As always, thank you for your hard work and commitment to making GW an exemplary institution and ISS a great place to work.

As we move into 2010, it's important that we continue to come together as a team at all levels of the division. We need to continue to break down silos, improve upon miscommunications, and engender increased trust between ourselves and the GW community. I ask that all members of ISS take this charge to heart and strive to become part of a shared solution. Opportunities to contribute to these efforts will be announced in the near future.

Finally, we are moving into a period of transformation throughout the University and within ISS. Our first step will be the hiring of a Deputy CIO. This process is underway and is tentatively scheduled to be complete by April. Soon after, we will explore new ways of making ISS more efficient, responsive to the University's technology needs, and capable of maximizing the potential of our talented staff. This process will entail a transition period that welcomes active participation from all reaches of the division. I look forward to working with all of you to become a more cohesive unit and to take ISS to the next level.

Sincerely,  
Dave Steinour  
CIO



## UPDATES FROM...



### INFORMATION SECURITY OFFICE

#### Security Compromises

The security group continues to find exploits and new ways to protect the information infrastructure of the University. During the past year the security group was able to improve the security of new systems and find and shut down compromised systems across the campus.

#### 2009 Risk Management Statistics

The number of projects and servers that had security assessments during 2009:

- 41 Projects
- 160 Servers
- 266 man-days of assessments

#### 2009 Compromise Statistics

The number of desktops and servers that had security compromises during 2009:

- Faculty/Staff compromises: 979
- Student compromises: 1,379
- Systems on Patchlink compromises: 629
- Total compromises: 2,368



## STAY INFORMED

### 2010 Career Resolutions, Solutions, and Evolutions Panel

Panel discussion and networking "Mocktail" hour

January 21, 2010

2-4pm

Marvin Center, Room 307

Link to register: <http://research.zarca.com/clients/GWUPA/survey.aspx?sid=170&lang=0&data>

Join us for a discussion and Q&A with panelists:

- Gil Yancy, Executive Director, F. David Fowler Career Center, GW School of Business
- Beatriz Coningham, Organizational Development Director, National Committee for Quality Assurance
- Rose Dunnegan, Business Integration Manager for Operations, GW Division of Executive Vice President & Treasurer

Come gain practical advice on how to enhance your career AND hear a special message from Daniel Pink (author of *A Whole New Mind*). Then join us for networking and "mocktails" with your colleagues.

For more training opportunities and upcoming events, please go to:

<http://evptslid.gwu.edu/calendar>.

### ISS All Staff Meeting

Please mark your calendars for the next ISS ALL STAFF meeting as detailed below. Two meetings have been scheduled, one on each campus. The meetings will be the same in content and repeated in both locations. Please feel free to attend the meeting that works best for your schedule.

Each meeting date will provide a half hour optional networking session prior to the All Staff meeting. The All Staff meeting will begin promptly at 2pm. Light refreshments will be provided. *Please note that attending one of the All Staff meetings is mandatory unless you have previously approved leave or business travel plans.*

Monday, January 25th

Virginia Campus

Cafeteria

1:30-2pm - optional informal networking session

2-4pm - All Staff Meeting

Tuesday, January 26th

Foggy Bottom Campus

Marvin Center - Continental Ballroom

1:30-2pm - optional informal networking session

2-4pm - All Staff Meeting



## UPDATES FROM...



### OFFICE OF TECHNOLOGY OPERATIONS AND ENGINEERING

#### Virtualization

In 2008, Enterprise Systems set the goal to reach an 80/20 virtualization ratio by 2012. Several efforts have been made since then to lifecycle all end-of-life servers and complete new deployments where possible with Virtual Machines. These numbers will vary as virtualization, decommissioning and new Applications increase. As of January 2010:

- Managed Services:
  - ⇒ 149 out of 210 Windows servers are virtual: 70% virtual
  - ⇒ 36 out of 100 Novell servers are virtual: 36% virtual
  - ⇒ Overall, the managed services are 59% virtual
- Unix Services:
  - ⇒ There are 106 stand alone Solaris servers.
  - ⇒ There are two F15K servers with 9 domains.
  - ⇒ There are two M8000 with 16 zones.
  - ⇒ There are 46 Solaris Zone hosts hosting 115 zones.
  - ⇒ There are 26 Unix Virtual Machines.

#### Upcoming Initiatives

Now that the Foggy Bottom data center move is behind us, there are several significant initiatives that will keep the Tech Ops team busy through the summer of 2010. Some of these initiatives include a refresh of the storage systems, virtualization of the Virginia campus networks and data center, and implementation of the new campus television system (CATV), which will include digital and HDTV capabilities.



### OFFICE OF UNIVERSITY WEB SERVICES

#### UWP Phase 2

UWS is continuing progress on UWP Phase 2 Planning and Analysis, in partnership with External Relations. For updates on UWP Phase 2 scope and project schedule, visit [www.gwu.edu/webpresence](http://www.gwu.edu/webpresence).

#### Web Pipeline Management

UWS has been working with External Relations to implement and refine a web pipeline management process. Through this new process, we are jointly setting priority for web projects and making sure they are in sync with GW's larger Unified Web Presence goals.

#### Testing

UWS is currently reviewing our testing processes in order to identify ways to make testing more consistent and efficient across the different web properties.



### OFFICE OF TECHNOLOGY SERVICES

#### User Testing

The ISS Help Desk has completed user acceptance testing on Group-Wise 8 client software. This testing will prepare them for supporting the upgraded client when the product rolls out to the University community.

#### Rice Hall Asbestos

In support of a larger project to abate asbestos on the Sixth Floor of Rice Hall, Communication Services orchestrated the temporary move of 16 voice and data lines. The lines have been moved out of Rice Hall to various off-site locations. After the construction, the lines will be returned to the remodeled space for the Office of the Vice President for Research.

#### ATM Decommissioning

Communication Services completed the clean up of old stations from the ATM switch. This clean up was in support of the ATM decommissioning project and adjusted switch data on all ATM phones to match their new switch associations on the Foggy Bottom S8700 Voice Switch.



### OFFICE OF STRATEGIC PLANNING

#### Planning Subcommittees

The Strategic Planning office is working with the four strategic planning subcommittees, made up of the senior staff. These subcommittees are working to formulate goals and objectives for the 3-5 year period. Once completed, these goals will be added to the strategic plan. The plan will then be shared with the ISS team and then published.



## STAY INFORMED

#### Employee Referral Program

The Employee Referral Program is a way for all ISS staff to contribute to the continued success of the organization. If you know someone who would be a good addition to the ISS team and they meet the qualifications for an eligible open position, it may be worth \$1,000 if you refer them for employment and they are hired. If your candidate is hired you will be awarded \$1,000, minus applicable taxes, after six months of continued successful employment of the referred individual. Please go to <http://iss.gwu.edu/isservices/staff> for more information and to see the current eligible postings.

\*\* Remember that the ISS HR office is here for you. For comments, questions, or concerns, please contact the team:

- Christine Swankoski, HR Business Partner ISS/SLD, [cswankos@gwu.edu](mailto:cswankos@gwu.edu), 6-4155
- Jessica Gentine, HR Coordinator ISS/SLD, [jgentine@gwu.edu](mailto:jgentine@gwu.edu), 6-4142

## News Corner

#### ISS Senior Staff Meeting Notes

The search for the Deputy CIO is on track with the hope of a March/April hire date. The search committee met next on January 11, to review potential candidates.

Carolyn Chase presented an overview of Technology Services to the Senior Staff as a part of a cross departmental education process.

After the recent snow storm which generated an office closing, a few questions were discussed regarding office closing protocol. Designated staff for an inclement weather closing will be different than an emergency situation.

Management is working to define designated staff for such an occasion. Please consider all meetings canceled during an office closing unless you are otherwise notified. Staff is not required to take annual leave when the office closes.

ISS management is currently reviewing floor plans for the proposed move of staff on the B1 level of the Academic Center to 2100 M Street. The move date is projected for the spring of 2010; however, many details are undetermined at this point in time.



### Email Role Transitions

The Web Operations team has been working to automate end user's transitions between GW's three email systems (CMail, Google, and GroupWise), as well as improve the ability to manage GW Google Mail accounts for students and alumni. We have upgraded Perl, implemented Google user management modules, increased standardization of NetID's, and implemented reporting to enable us to know when the customer's email requirements change and to provision and de-provision access based on those changes. While these changes have vastly reduced the time between a customer's call to the Help Desk and when their new email access is enabled, there is still more to do. Once the communications plans are approved we will be able to automate the seamless transition of users between email systems proactively, removing the need for customers to call the Help Desk.

### Oracle Financial System Enhancements

Application upgrades have been an integral part of GW's ongoing ERP system investment. With release 12 available and the next generation Oracle Fusion application on the way, Oracle database administrators, developers, and functional teams are shifting up gears to provide many compelling enhancements to users in terms of improved personalization capabilities, enhanced reporting capabilities, fusion middleware, and improved oracle toolsets. The upgrade will also make the database infrastructure far more efficient, resilient, and manageable by providing new features to database administrators and developers.

### EMC and Oracle Tools for Database Backup

The DBA team has been working on a major change that will impact the way our systems are backed up. This change lays in the implementation of a centralized backup management infrastructure using Recovery Manager (RMAN), which we plan to integrate with Networker Storage Manager. Previously, the team used user-defined methods to backup the databases. However, RMAN brings rich functionality to the shop; such as online backups, incremental backups, block media recovery, automation of management tasks, and integration with third party media management systems. Additionally, it is also integrated with Data Guard configuration, which is currently used in many of our production environments. Currently, we have successfully implemented RMAN on two of the internal production systems, and we plan to migrate more databases to RMAN in the near future.



### Board of Trustees Meeting Presentation

The communications and BPM teams are working together on drafting the technology update for the Committee on Finance and Audit of the Board of Trustees presentation. The technology update will be included in the information packet; it will not be part of the presentation. This update provides a major project update as it relates to each ISS goal project. For more information, please email Rachel Blevins at [rachel\\_k@gwu.edu](mailto:rachel_k@gwu.edu).

### ISS Website

The ISS website has been given a face lift and information overhaul. The new website streamlines departments within ISS and is structured to make information more accessible to students, parents, alumni, staff, faculty, and industry-wide partners. The new website also promises a more dynamic and visually appealing experience to customers and stakeholders throughout the University. Further details about the testing and feedback phases of the website will be announced in the near future.

WELCOME!

## NEW ISS TEAM MEMBERS

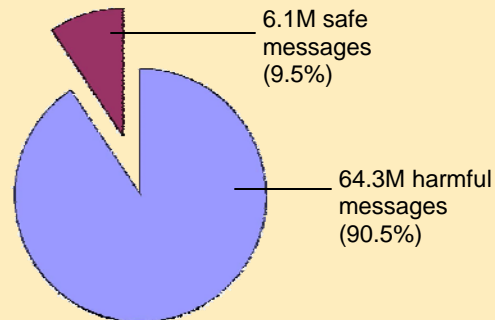


**Devika Sachdev**  
Sr. ERP Analyst



## ISS Fun Facts

- Between December 9, 2009, and January 8, 2010, 64,300,000 emails were sent to GW email addresses. Of these, ISS filters stopped 58,200,000 harmful messages, only allowing 6,100,000 safe messages to be delivered.



## Pictures

The ISS Holiday Pot Luck Lunches were held at the VA and FB campuses

