

# STATE OF ISS



## A MESSAGE FROM THE CIO...



Good morning,

In the continuing effort to open the lines of communication within ISS, I'm pleased to announce that I will begin monthly "Coffee with the CIO" sessions. These will take place on both the Virginia and Foggy Bottom campuses and will be very informal – the agenda will be driven by questions and comments from the attendees. The coffee sessions will be open to all non- manager positions and will be a monthly happening. In addition to a quarterly

managers meeting, two semiannual all-staff meetings, and regular senior staff meetings, these sessions aim to foster collaboration within our organization. I'm looking forward to chatting with the ISS team members that I might not see on a regular basis.

An email with dates, locations, and RSVP information will be emailed under separate heading.

Thank you,  
David Steinour  
CIO



## UPDATES FROM...



### INFORMATION SECURITY OFFICE

#### Security Solutions

In November, the risk management team reviewed 55 Novell servers. Additionally, an undiscovered vulnerability in the Groupwise Gwava software suite was found that would have allowed unauthenticated remote attackers to compromise the servers. The team will be working with Novell and Gwava to fix this critical vulnerability. Once this is done, a patch to close this security hole will go out to every Groupwise Gwava customer.

#### Outreach

Krizi Trivisani has been appointed the National Co-Chair for the FISMA working group as a representative of higher education. Krizi will also be meeting with Ron Ross, head scientist at NIST, to discuss compliance, competitive advantage, and partnership issues with GW. Additionally, on December 9, 2009, Diana Desrocher hosted a working group on NIST draft standard 800-37, a Guide for the Security Certification and Accreditation of Federal Information Systems.



## STAY INFORMED

#### GAP Working Group Update

We are currently working on on-boarding guidelines to assist managers with new employees. This program will begin the pilot phase at the end of January or early February. Stay tuned for more details.

#### Save the Date!

All-Staff Meetings

VA – January 25th, 1:30 to 4:00 in the Cafeteria

DC – January 26th, 1:30 to 4:00 in the Marvin Center Continental Ballroom

#### Tip of the Month

Have you wondered what to do with those "thank you" and "great job" emails in your inbox? Make a Pep-Me-Up folder...Why you ask? For two reasons; first, it is a great way to keep track of all the accomplishments and completed projects not only for yourself, but also to share with you manager especially during performance review time. Second, when you are having one of those rough days, take a break and visit your Pep-Me-Up folder for some added motivation.

## News Corner

#### ISS Senior Staff Meeting Notes

The ISS Senior Staff has increased the frequency of regular meetings from biweekly to weekly. Please find below current topics of discussion. The Senior Staff is striving to share information and work together to break down communication barriers.

The search is underway for the Deputy CIO in ISS. The search committee has been identified and the kick off meeting was held on December 8th.



## UPDATES FROM...



### OFFICE OF TECHNOLOGY OPERATIONS AND ENGINEERING

#### Data Center

Most of the Academic Center Data Center was moved over the Thanksgiving holiday to the new Support Building Data Center. The new data center includes unified network capability, next generation fiber infrastructure, increased virtualization (getting closer to the 80% target), and a remote operational model. There are only about 20 small servers left to be moved to the Support Building. These remaining servers will be moved prior to 2010, which is in line with the ISS goal.

#### Hardware Back-Up System

The Tech Ops team is finalizing the hardware life cycle for the back-up data center system. The new back-up has the added ability of data de-duplication, which removes approximately 95% of duplicates. The de-duplication creates efficiencies by taking place on disk instead of tape at both the source and destination.



### OFFICE OF UNIVERSITY WEB SERVICES

#### Unified Web Presence

UWP Phase 2 Planning and Analysis is currently underway. Input is being gathered from dozens of University stakeholders about the current state of their web presence and what they would like to see in the future. Stay tuned for a multi-year road map for the GW web presence to be available in early 2010. Information about this effort may be found at [www.gwu.edu/webpresence](http://www.gwu.edu/webpresence).

#### Vignette Usability Study

Several members of the UWS team participated in a usability study of the next version of Vignette Content Management, VCM 8. During the study they were able to provide feedback to the vendor about the overall usability of VCM 8 and the image management component.



### OFFICE OF TECHNOLOGY SERVICES

#### Retirement of Theresa Eades

Theresa Eades, Telecommunications Account Manager for Information Systems and Services, has announced her decision to retire from the University. Her last day will be December 31, 2009. For the last twelve years Theresa has served the University community by assisting customers of Information Systems and Services with all their communication needs. Theresa has done a great job establishing positive working relationships with students, deans, administrators, staff, and the local community. Her leadership, loyalty to GW, and tireless energy will be missed.

#### CIMS/SNS

In order to address the incompatibilities between the Oracle JInitiator and Java used by different Enterprise Applications, Systems and Network Support (SNS) has developed a workaround custom installation of the JInitiator. This application is currently deployed throughout ISS for compatibility testing. Please be sure to notify the ISS Help Desk should you notice any apparent JInitiator or Java related issues.



## STAY INFORMED

### News Corner

ISS Senior Staff Meeting Notes Continued...

The Innovation Task Force (ITF) has been initiated across the university by Dr. Knapp. The ITF consists of a steering committee and two sub-committees (Business Process and Learning). Dave Steinour is co-chair of the subcommittee for Learning. Over a five year period, the ITF will focus on raising funds, identifying savings and increasing productivity in order to reinvest funds to Research and Academics. ISS can play a critical part in this initiative by evaluating technology solutions which can reduce expenses and generate revenue enhancements.

The structure of the Monday Tech Ops meeting is under review. A proposed change may update the meeting agenda to provide an equal balance between projects and operations.

Each managing director plans to provide an overview of the role of his or her area during the Senior Staff meetings to help all team members gain a greater understanding of each department within ISS.

The Senior Staff continue to review major projects and concerns including the Banner 8 and Oracle upgrades. The Data Center move has been a frequent topic of conversation to share plans and communicate concerns. All are extremely pleased with the first phase of the move which occurred over the Thanksgiving weekend.



## UPDATES FROM...



### OFFICE OF ENTERPRISE RESOURCE PLANNING SYSTEMS

#### GW Data Warehouse Improvements

The Data Warehousing team has been working to improve both the sustainability and scalability of GW Data Warehouse in three key areas: software upgrades, system architecture improvements, and content augmentation. By the end of the fiscal year, the team will have upgraded all major software components, added or replaced over eight different servers, and significantly increased data availability in both the Student and Census data marts. Through these efforts, the GW Data Warehouse will be well positioned to continue supporting the strategic decision and institutional planning needs of the university.

#### GWdocuments

Enterprise Document Management (EDM) within Admin Apps has implemented 30 cabinets in GWdocuments (Documentum) since going live in June 2007, with an additional 30+ planned before the end of the fiscal year. EDM is planning on migrating DCMS HR Personnel and WebXtender applications to GWdocuments by July 2010. Cabinets have been implemented for the Office of the President, Office of Real Estate, Human Resource Services, Registrar's office, Grants and Contracts Accounting Services, Office of Vice President of Research, Technology Transfer, Comptrollers division, Treasurer's office, College of Professional Studies, Columbian College of Arts and Sciences, Graduate School for Education and Human Development, Business



### OFFICE OF BUSINESS PROCESS MANAGEMENT

#### Asset Management

ISS is working to improve the acquisition, movement, inventory, and disposal of assets. As part of the University's policy, operating departments are required to maintain their asset's working condition and keep an accurate location listing of all assets. To facilitate this, ISS Asset Management will order, receive, and keep a record of all assets (hardware, software, equipment, etc.). Effective December 1, 2009, the requisition intake and processing responsibility for asset purchases has been transitioned to the asset management team. Asset purchase requests should be submitted with supporting documentation to Asset Management by e-mail: [issam1@gwu.edu](mailto:issam1@gwu.edu). Efforts are underway to develop detailed process and guidance surrounding requisition submissions – additional information will be communicated over the coming months. In the meantime, if have any questions, please contact either Joe Morris at 4-9723 or Bill Koffenberger at 4-3347.

#### December is IT Asset Management Awareness month!

ISS Asset Management would like to remind all staff that even though an asset has outlived its useful life, it may still hold value to GW. The asset management team is working with other GW departments to identify new ways to recycle and reuse equipment so that any residual value (either monetary or usefulness) is realized. You can help by ensuring that you report changes in asset status and coordinate replacement or removal of assets to the asset management team.



## STAY INFORMED

### *Congratulations!*

**Curtis Carwise** completed the Relationship Building Workshop hosted by The EVP&T Staff and Leadership Development Program.

**Steve Chan** passed the Project Management Professional exam and is now a certified PMP.

**Kavi Masood** won the VA Campus Library's Edgar Allan Poe Trivia Contest.

**Sam Musa** passed his ITILv3 Foundations exam.

**Millicent Williams** completed the Relationship Building Workshop hosted by The EVP&T Staff and Leadership Development Program.

### ISS fun facts

- The GW data network transmits 46,000 gigabytes of information per week (35,000gb internal and 11,000gb external).
- In FY 2009, the ISS Help Desks (ISS and STS) opened more than 4,500 incident tickets and received more than 6,000 phone calls per month.



## UPDATES FROM...



### COMMUNICATIONS AND MARKETING

#### 100 Awards for 2009

ISS was recently named to the *InfoWorld* 100 Awards for 2009. *InfoWorld* recognized IT organizations that have implemented and integrated technologies in innovative ways in pursuit of concrete business goals. *InfoWorld* recognized the GWireless project as an information technology exemplar that adds business value and reaps organizational rewards.

#### Innovative Solution Award

*Information Management* presented ISS with the Innovative Solution Award for information technology initiatives that provide quantifiable business value and real-world impact. *Information Management* targeted GW's virtualization of its server environment, LifeCycle Refresh program, and GWDocuments project as major factors that contributed to the University's recognition.



## STAY INFORMED

### Joke of the Month

General Motors doesn't have a "help line" for people who don't know how to drive, because people don't buy cars like they buy computers -- but imagine if they did . . .

HELPLINE: "General Motors Help Line, how can I help you?"

CUSTOMER: "I got in my car and closed the door, and nothing happened!"

HELPLINE: "Did you put the key in the ignition slot and turn it?"

CUSTOMER: "What's an ignition?"

HELPLINE: "It's a starter that draws current from your battery and turns over the engine."

CUSTOMER: "Ignition? Motor? Battery? Engine? How come I have to know all of these technical terms just to use my car?"

The State of ISS newsletter has been distributed by the ISS Communications and Marketing office. If you have been left off the list, have information that you want included in the next edition, or have comments, questions, or suggestions, please contact Rachel Blevins, ISS Marketing and Communications Manager, at [rachel\\_k@gwu.edu](mailto:rachel_k@gwu.edu) or 4-2138 or Brendan Boerbaitz, Communication Assistant, at [bbaitz@gwmail.gwu.edu](mailto:bbaitz@gwmail.gwu.edu) or 4-1470.