

# STATE OF DIVISION OF INFORMATION TECHNOLOGY

THE GEORGE  
WASHINGTON  
UNIVERSITY  
WASHINGTON DC



## A MESSAGE FROM THE CIO...



Dear Staff,

As you know, the Division is in the process of relocating from the Academic Center to 2100 M Street. I understand that moving is often stressful and time consuming. I appreciate your patience and hard work during this process. The senior staff is doing all that we can to accommodate your needs and to make this move as easy as possible for all parties. Please feel free to contact me, your manager, or Jonathan Piersol for more information or with

any concerns on the move.

I'd like to take this opportunity to welcome Ed Martin to the division as the new Deputy Chief Information Officer. Ed comes to GW with years of experience in higher education and information technology management. He understands how to deliver results, motivate his staff, and build a culture of collaboration across departmental lines. Ed has met with leaders across the division to understand how we can add more value to IT operations. He looks forward to working with our staff on a daily basis to realize this effort. As always, please join me in continuing to welcome Ed as he makes his transition to our team.

Sincerely,  
Dave Steinour  
CIO



## UPDATES FROM...



### OFFICE OF UNIVERSITY WEB SERVICES

#### Unified Web Presence Project Phase 2

UWP Phase 2 development is underway and testing cycles have begun. Training and content entry will begin the week of May 10th, and we are swiftly moving toward the goal of launching at the end of June. For more information, visit [www.gwu.edu/webpresence](http://www.gwu.edu/webpresence).

#### Online Giving Form

As part of an ongoing set of improvements and security enhancements, the Online Giving Form was migrated to the myGW server. The Online Giving Form is the primary tool used for facilitating online donations to the University.



## STAY INFORMED

### Space Update

On Friday, April 30th, the console traffic team was successfully moved into B206 of the Academic Center; they will then move into B201 by the end of this week until their permanent space is completed on the B1 level.

Division of IT staff who are moving to 2100 M Street from B205 and B201 had their belongings moved into storage. They will be operating remotely until the M Street space is inspected and ready for move-in. Depending on the outcome of the DC inspections, the move may happen as soon as Friday, May 7th.

In the morning of Monday, May 3rd, occupants of B201 were moved into B205 and are currently getting settled in their new locations.

On Wednesday, May 5th, CIMS moved out of B154 and their equipment was put into storage. Key members will be operating out of the B208 conference room to continue desktop support for the campus. They are scheduled to move into B201 on Friday, May 7th, and be fully operational by Monday morning, May 10th.

The senior staff recognizes that the Division's space in the Academic Center is dated and needs improvement. As the teams move, we are taking the opportunity to improve the spaces that we will retain in the Academic Center. While B201 is empty for a few days, we will be installing new carpet, painting and upgrading the cubicles. As additional space becomes available, we will make similar improvements to all of the Division's space on the B2 level.



## UPDATES FROM...



### OFFICE OF TECHNOLOGY SERVICES

#### Windows 7

The internal Division of IT build of Windows 7 has been tested by select IT staff and the resulting feedback is being addressed in the next internal release of the Windows 7 build. Certain vendor controlled issues, such as Novell client issues, have been referred to the vendor for correction.

#### GroupWise 8

The GroupWise 8 client, and other resources, is available for elective install to all Division of IT staff via the application launcher. A quick guide for using the application launcher will be distributed to the Division and our managed desktop clients in the next few weeks.

#### New Hours of Operation for Console Traffic Operators

Beginning Monday, May 10th, the hours of operation for the University Operators will change to 7am-7pm, Monday-Friday, and the office will no longer open on holidays. When calling the main University number, 202-994-1000, or dialing 0 from campus, the GW Speech Directory's automated operator will provide directory assistance to and around GW. The GW Police will take all emergency calls that originate at the main number during overnight hours and on the weekends and holidays. For more information, contact Millicent Williams at 4-0700.

#### Division of IT Help Desk

Banner Pin resets for faculty and staff have moved into the IT Help Desk. For more information, contact Noor Aarohi at 6-3664.



### INFORMATION SECURITY OFFICE

#### Lunch and Learn

Truyen Pham led a lunch and learn for the Security Team to go over in detail the newly updated networking diagrams, security diagrams and roadmap. These periodic internal training sessions are critical to team building and knowledge sharing.

#### Security Awareness

Work is continuing on bridging the gap between faculty initiatives and security. Other initiatives with faculty include Cyber Security in Emerging Countries, Information Warfare and classroom assignments that will be used for real-life security situations (for example, the Security Awareness Poster assignment for students where students create security posters with the best poster being used in the overall University Security Awareness Program). In addition, the security internship program was a success this year and we are currently looking for new interns.



### COMMUNICATIONS AND MARKETING

#### Division of Information Technology

Please remember to change your voice mail greeting and email signature to include the new name of the Division. Additionally, the major signage on the Foggy Bottom and Virginia Science and Technology campuses that reference ISS are in the process of being replaced. Please notify [Brendan Boerbaitz](#) if you come across an outdated sign.



## STAY INFORMED

#### Employee Referral Program

The Employee Referral Program is a way for all Division of IT staff to contribute to the continued success of the organization. If you know someone who would be a good addition to the Division 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 [www.it.gwu.edu/vnav/ITStaff/empref/](http://www.it.gwu.edu/vnav/ITStaff/empref/) for more information and to see the current eligible postings.

#### Remember the Division of IT Human Resource office is here for you!

For comments, questions, or concerns, please contact the team:

- Christine Swankoski, Sr HR Client Partner, [cswankos@gwu.edu](mailto:cswankos@gwu.edu), 6-4155
- Jessica Gentine, HR Client Partner, [jgentine@gwu.edu](mailto:jgentine@gwu.edu), 6-4142

## Joke of the Month

You know you're too high-tech if...

- You haven't played solitaire with a real deck of cards in years...if ever.
- You have a list of 15 phone numbers to reach your family of three.
- You BBM your son's Blackberry to let him know that it is time to eat. He emails you back from his laptop, "What's for dinner?"
- Your daughter sells Girl Scout Cookies via her website.
- Your son just bought a single CD of all the records your college roommate used to play...you downloaded it to your iPod.
- You consider second-day air painfully slow.
- Your reason for not staying in touch with friends is that they are not on Facebook or Twitter.



## UPDATES FROM...



### OFFICE OF BUSINESS PROCESS MANAGEMENT

#### Introducing the Project Management Life Cycle (PMLC)

The Portfolio Management Office has received approval to begin roll-out of a formalized process for how we deliver projects. It is an industry standard process that provides a framework for delivering quality projects. The objectives of using the PMLC process are to:

- Provide a framework for delivering quality systems using identifiable, measurable and repeatable processes.
- Establish levels of management authority to provide direction, coordination, control and review throughout the project.
- Improve capability to deliver quality systems that meet customer expectations within the targeted timeframe.
- Facilitate collaboration amongst project team members.
- Ensure process documentation and deliverables are a consistent outcome of all projects.

The Project Managers will be reaching out to the various groups to begin discussing the process in detail. *Each month we will be providing information on the various phases of the PMLC process in this newsletter. Stay tuned for more...*



### OFFICE OF STRATEGIC PLANNING

#### Space Planning

Strategic Planning is executing the plan to vacate space on the B1 level and consolidate Division of IT campus operations on the B2 level of the Academic Center. Additionally, we are preparing to move staff into the Division's new space on the second floor of 2100 M Street.



### OFFICE OF ENTERPRISE RESOURCE PLANNING SYSTEMS

#### ERP Systems' Staff Present at SunGard Summit 2010

Roopa Chowbey and Roderick Wolfe presented sessions on the implementation of online labor redistributions at SunGard Summit 2010 held in San Francisco on April 11-14, 2010. Roopa's presentation, "Adventures in Implementing Labor Redistributions," focused on the functional requirements of the initiators and approvers for the online process, set-up of routing queues and enhancements to the application implemented at GW. Roderick's presentation, "Demystifying the ERLR Flex Application," provided attendees with the technical issues that GW encountered during the deployment of the application, which used technologies new to GW, and the technical steps to modify the baseline code. Both presentations were successful and well attended.

#### Enterprise Accounting System (EAS) Release 12

The EAS team is now several months into a project to upgrade EAS (GW's implementation of Oracle's eBusiness Suite) from the current 11.5.10 release to release 12. GW plans on going live with release 12 in November 2010. This project also includes an Oracle database upgrade from 10g to 11g and an Oracle GRC (Governance, Risk and Compliance) suite upgrade from version 7.2 to 8.5. Beyond additional features made available to each module, GW expects to benefit from this upgrade in many ways, including but not limited to: increased functionality on the Web; many reports now available in Business Intelligence Publisher, which will allow users to easily publish the same report in multiple formats (PDF, Excel, HTML, etc.); migrating from Jinitiator to the Java Runtime Environment, which will position EAS for compatibility with more recent operating systems and browser versions; and extending support because the Oracle support of the current version of the database and application will end soon.



## STAY INFORMED

### News Corner

#### Requesting a Project Manager for a Project

To request a project manager for a project, the following steps should be followed:

- Step 1 - Create a PFM-Proposal request in the HP Project and Portfolio Management tool. All managers have the capability to create a Proposal request in the tool. If you are unsure as to how a request should be created, please contact [Christina Griffin](#).
- Step 2 - Once the request has been created in PPM, Christina will contact you to inquire whether the request may need a project manager.
- Step 3 - If the request needs a PM, the requestor will be asked to complete the project manager request form found in the following location on the shared drive:  
G:\ISS\_SHARED\Service\_Level\_Management\Public\Template-Forms.
- Step 4 - Send the completed document to Christina and attach it to the request in the PPM tool.
- Step 5 - The request for a project manager will be evaluated against other projects in progress and other requested projects by the division's senior management team who prioritize which projects receive a PM versus those that do not. The senior staff typically reviews the requests on a monthly basis.
- Step 6 - Once the requests have been reviewed and prioritized for a PM, Christina will follow up with the requesting manager.



### Congratulations!

- **Andrew Nicholas** of STS will be graduating with his Bachelors of Science in Computer Science on May 16th.



### Virtualization

In 2008, Enterprise Systems set a 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 the end of April 2010:

#### Managed Services:

- 184 out of 243 Windows servers are virtual: 76% virtual (176 last month)
- 41 out of 104 Novell servers are virtual: 39% virtual (no change)
- Overall, the managed services are 64% virtual (59% last month)

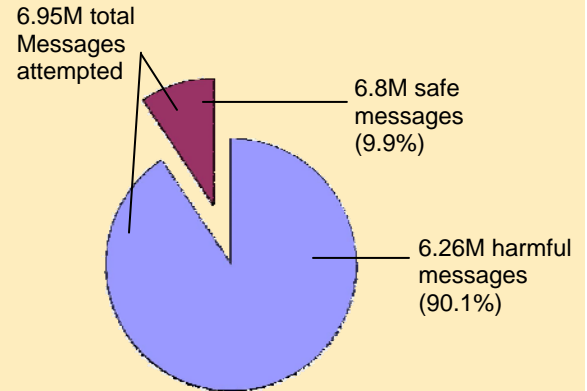
#### Unix Services:

- There are 98 stand alone Solaris servers (no change)
- There are two M8000 with 16 zones (no change)
- There are 46 Solaris Zone hosts hosting 119 zones (44 hosts and 111 zones last month)
- There are 6 appliances (Ironports) (no change)
- There are 10 new Sun servers for deployment



## Division of IT fun facts

- Throughout the month of April 2010, 69,500,000 emails were sent to GW email addresses. Of these, Division of IT filters stopped 62,600,000 harmful messages, only allowing 6,800,000 safe messages to be delivered.



The State of the Division of IT newsletter has been distributed by the Division of IT 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, at [rachel\\_k@gwu.edu](mailto:rachel_k@gwu.edu) or 4-2138, or Brendan Boerbaitz, at [bbaitz@gwmail.gwu.edu](mailto:bbaitz@gwmail.gwu.edu) or 4-1470.