

STATE OF DIVISION OF INFORMATION TECHNOLOGY

THE GEORGE
WASHINGTON
UNIVERSITY
WASHINGTON DC



A MESSAGE FROM THE CIO...



Dear Staff,

It's been a great academic year for the Division of IT. We've worked together to break down silos, overcome technical challenges and re-brand the division to better connect with our customers around the University. It's important that we keep these achievements in mind as we move further into the summer and closer to the fall. I firmly believe that our division still has milestones to reach. There is room to become more effective and innovative across all of our division's core services and support offerings. As a group, realizing our potential requires greater collaboration and communication – these are our focuses moving forward.

As stated before, please take a personal responsibility to utilize and contribute to our division's communication vehicles. These include the "State of the Division of IT" and "Project Updates" newsletters as well as the website. These communications contain important information to keep you up-to-date across the entire division. Please contact your managing director or [Rachel Blevins](#) with questions and/or suggestions. In addition, I challenge you to contribute your efforts to create a more integrated division. It will take all of our large and small contributions to make a big difference in how we work together and perform as a group. Please take some time to consider this goal and how you can help get us there.

Sincerely,
Dave Steinour
CIO



UPDATES FROM...



OFFICE OF ENTERPRISE RESOURCE PLANNING SYSTEMS

Enterprise Document Management

Following the upgrade of GWdocuments to Documentum 6.5, the ERP team is exploring new functionality that allows for document-oriented case management within the Documentum tool set. The Office of Research is interested in taking advantage of new vendor offerings, and we are currently in a position to provide this new functionality thanks to the upgrade. For example, OVPR could set up a scenario for proposals that would allow for the collection of documents and data during an automated electronic workflow, and then circulate the material for review and approval (with the addition of electronic signatures). Other departments, including the HR office and Student Services in the Graduate schools, have expressed interest in this functionality as well.



OFFICE OF UNIVERSITY WEB SERVICES

Unified Web Presence Project Phase 2

UWP Phase 2 development is underway and launches on Wednesday, June 30, 2010. We are currently working with colleges and schools on migrating sites to gwu.edu by the end of June.

New Staff

Please welcome Mark Albert to the Division of IT. Mark joined the team on Tuesday, June 1, 2010, as the Director of Portal Technologies. When you have a chance, take some time to welcome him or stop by to meet Mark personally.



STAY INFORMED

Training Changes

As we have previously announced, the Staff Learning and Development (SLD) office now has new training options:

On-demand Training

- SLD no longer offers trainings on a semester-based calendar. Training is now offered using an on-demand "menu" system. Please contact [Christine Swankoski](#) or [Jessica Gentine](#) for training needs or ideas. We are happy to have SLD talk to you about specialized training that fits you and/or your department's needs.

Access to elearning

- Staff members have the opportunity to develop skills at any time thanks to GW's investment in an online training tool called SkillPort. This tool allows staff to select from a tremendous library of training at their convenience. Access SkillPort by visiting the GW portal, signing in, and selecting "Training, Web Based – SkillPort" from the Training Links section. <http://my.gwu.edu/>

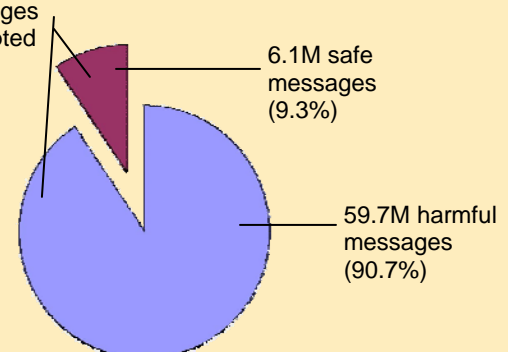
LEAD

- The Leadership Education and Development program is available to all motivated staff. This community of leaders "at all levels" offers a calendar of events that promote building leadership competencies through skill-building workshops, panel discussions, book clubs, networking opportunities, and more. Check out the LEAD site for additional details at <http://evptslid.gwu.edu/lead/>

Division of IT fun facts

- Throughout the month of May 2010 65,800,000 emails were sent to GW email addresses. Of these, Division of IT filters stopped 59,700,000 harmful messages, only allowing 6,100,000 safe messages to be delivered.

65.8M total
Messages
attempted





UPDATES FROM...



INFORMATION SECURITY OFFICE

A Good Deed

Michal Vavrik noticed a pile of old computers slated to be e-cycled by other departments in Building 2 on the Virginia Science and Technology campus. He partnered with asset management to recover the old hardware, worked weekends to rebuild the computers, and facilitated GW's donation of nine computers to Homestretch, a charity in Falls Church, VA. The mission of Homestretch is "to empower homeless families with children under age 18 in Northern Virginia to attain permanent housing and self-sufficiency by giving them the skills, knowledge and hope they need to become productive participants in the community." This opportunity was only possible because of the university's e-cycle policy, which allows old hardware to be donated to approved charities. Additional special thanks to Naveed Yousaf from Enterprise Systems who helped with the project.

Capture the Flag

Matt Wollenweber and Kevin Lynn competed in the annual Defcon Capture the Flag (CTF) qualifier competition. In CTF competitions, teams are given a machine (or small network) to defend on an isolated network. Teams are scored on both their success in defending their assigned machine and on their success in attacking other team's machines. CTF contests are designed to serve as an educational exercise to give participants experience in securing a machine, as well as conducting and reacting to the sort of attacks found in the real world. Defcon CTF competitions are extremely difficult and require advanced reverse engineering, programming, cryptanalysis and system administration skills.

Botnet Dismantling

Through careful analysis of anomalous network traffic, Matt Wollenweber identified and was responsible for dismantling a previously undiscovered 90,000 node botnet. The term botnet is used to refer to a collection of compromised computers running software, usually installed via drive-by downloads exploiting web browser vulnerabilities, under a common command-and-control infrastructure.

CISO

Krizi Trivisani was selected as a member of the Governing Body of the DC Chief Information Security Office (CISO) Executive Summit, which is dedicated to the on-going development of the CISO community. The conference is an annual opportunity to gather CISOs together, face-to-face, to share best practices and engage in collaborative discussions. Additionally, Krizi Trivisani has also been published in the book "Top 101 Industry Experts - Tools to Help You on the Road to Success." She is featured in Section I – Executive Spotlight.



OFFICE OF TECHNOLOGY SERVICES

Windows 7 Training

50 percent of the IT Help Desk staff has now attended formal training on Windows 7 operating system support in preparation for the roll out of Windows 7 to the GW community. The remainder of the Help Desk staff will partake in this training on the summer.

Same Great Service...New Telephone Number

On Tuesday, June 1, 2010, the Division of IT Help Desk and Student Technology Services will have a new telephone number. All faculty, staff, students and affiliates of the University will call one number for all of their technology support needs: 202-994-GWIT (4948). Don't worry if you have our old telephone numbers memorized, these numbers will continue to work as they always have.



OFFICE OF STRATEGIC PLANNING

Space Update

Suite B201 in the Academic Center has been renovated and occupied by CIMS. Additional renovations are planned on the B2 level for Information Security and Technology Engineering, as well as modifications to the Student Technology Services space in City Hall.

Vivit Board of Directors

Jonathan Piersol was elected to the Vivit Worldwide Inc. Board of Directors. Vivit Worldwide is the independent international HP software users group. For more information, visit www.vivit-worldwide.org. Jonathan's three year term will commence on Tuesday, June 1, 2010.



STAY INFORMED

Performance Management

We are moving to a once a year Performance Management process. This means all annual evaluations will be conducted in the fall. More detailed information will come soon, but the process will start with completing Self Assessments in August and early September.

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 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://it.gwu.edu/ERP> 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, 6-4155
- Jessica Gentine, HR Client Partner, jgentine@gwu.edu, 6-4142



TechKNOW Magazines

Two TechKNOW magazines are published annually, one for students and another for staff and faculty. These magazines are distributed the first week of the fall semester and share Division of IT news, updates and service offerings with the GW community. Do you have an interesting story idea? If so, please contact [Rachel Blevins](#).

IT Website Expansion

The Division of IT website now contains the Division of IT's performance on three major metrics: Help Desk support, email security and calls into the Speech Directory. These metrics are published to promote transparency and to share our successes with the internal and external community. Check out the metrics at: <http://it.gwu.edu/vnav/about/itmetrics>.

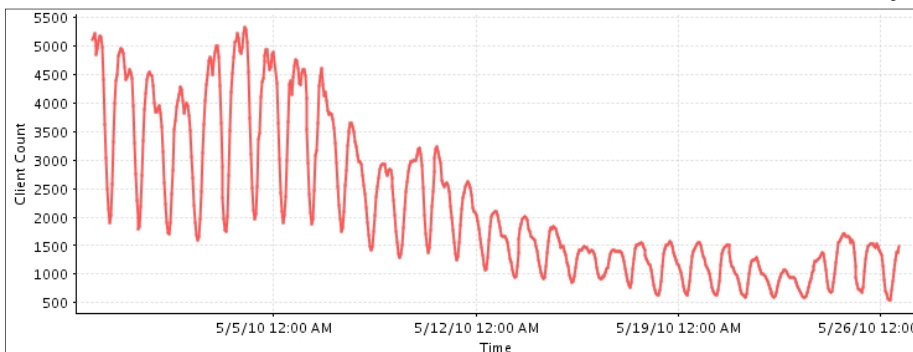


Virtualization

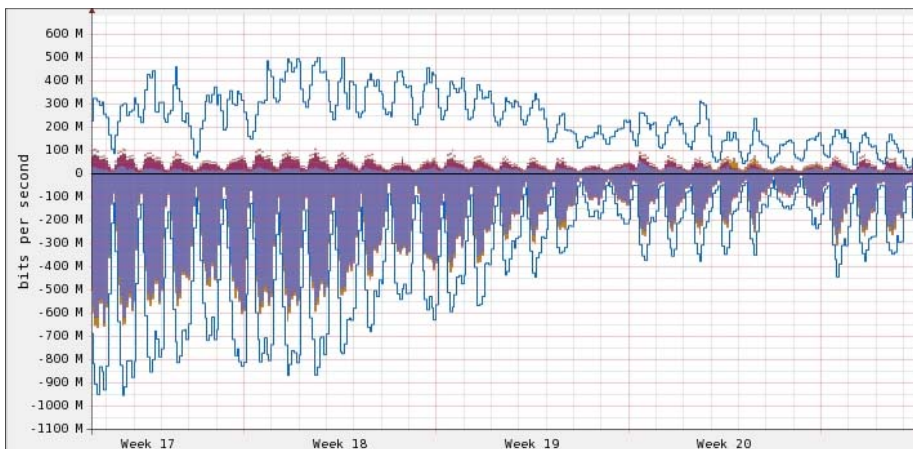
In 2008, Enterprise Systems set as goal to reach an 80/20 virtualization ratio by 2012. Several efforts have been made since then to lifecycle all end-of-life servers and complete new deployments where possible with Virtual Machines. These numbers will vary as virtualization, decommissioning and new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

- Managed Services:
 - ⇒ 185 out of 245 Windows servers are virtual: 77% virtual (184 out of 243 last month)
 - ⇒ 33 out of 91 Novell servers are virtual: 36% virtual (41 out of 104)
 - ⇒ Overall, the managed services are 64% virtual (no change)
- 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 123 zones (119 zones last month)
 - ⇒ There are 6 appliances (Ironports) (no change)
 - ⇒ There are 10 new Sun servers for deployment

Total Concurrent Wireless Client Associations for the Month of May



Total GW Internet Bandwidth Usage for the Month of May



Joke of the Month

What if cars were like computers...

At a recent computer expo, Bill Gates reportedly compared the computer industry with the auto industry and stated, "If GM had kept up with technology like the computer industry has, we would all be driving twenty-five-dollar cars that get 1000 miles to the gallon."

Recently General Motors addressed this comment by responding, "Yes, but would you want your car to crash twice a day?"

And . . .

1. Every time they repainted the lines on the road you would have to buy a new car.
2. Occasionally, your car would die on the freeway for no reason, and you would just accept this, restart, and drive on.
3. Occasionally, executing a maneuver would cause your car to fail, and you would have to re-install the engine. For some strange reason, you would accept this too.
4. Apple would make a car that was powered by the sun, was reliable, five times as fast, twice as easy to drive, but would only run on five percent of the roads.
5. Car owners would get expensive upgrades to their cars, which would make their cars run much slower.