

STATE OF DIVISION OF INFORMATION TECHNOLOGY

THE GEORGE
WASHINGTON
UNIVERSITY
WASHINGTON DC



A MESSAGE FROM THE CIO...



Dear Staff,

The Division of Information Technology had another productive year throughout fiscal year 2010. Our hard work shined through as we 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 the Division of IT a great place to work.

As we move into fiscal year 2011, 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 the Division of IT take this charge to heart and strive to become part of a shared solution.

Sincerely,
Dave Steinour
CIO



UPDATES FROM...



OFFICE OF UNIVERSITY WEB SERVICES

Unified Web Presence Phase 2 Launch

The second phase of the GW unified Web site launched on June 28th. The new site will provide a consistent and easy-to-navigate online user experience within the schools and colleges Web sites. Visit www.gwu.edu/learn/collegesschools to see the University's newest Web sites. These visitor-focused sites span across many departments, schools, and programs. While the new design provides a consistent GW brand framework, easy-to-navigate online experience and access to university-wide content, it also allows the flexibility for individual schools and colleges to support diverse and unique needs. The new web pages highlight news and events; featured faculty, students, alumni and publications; quick links to key information about the colleges and schools; and one-stop access to social networking features and blogs.



INFORMATION SECURITY OFFICE

Advisory Board Appointment

Mike Vavrik was asked to join the SANS Institute Advisory Board. The SANS mission is to ensure that information security practitioners in critical organizations have skills needed to protect national security. SANS maintains the largest collection of research documents about various aspects of information security, and it operates the Internet's early warning system - Internet Storm Center, the weekly news digest (NewsBites), the weekly vulnerability digest (@RISK), flash security alerts and more than 1,200 award-winning, original research papers.

Meeting Attendance

Guy Jones attended the MAX (Mid-Atlantic Crossroads) Board meeting. MAX is a gigapop organization founded by Georgetown, GW, Maryland, and Virginia Tech. Dedicated to developing programs that provide advanced networks and information services to Maryland, Virginia, and DC, MAX is a leader in facilitating education and research and solving technical and management issues related to high-performance networks.



STAY INFORMED

Performance Management Workshops

We are offering workshops this summer to present GW's performance review process. In these sessions, we hope to clarify expectations and inspire each of you to make the most of the opportunities ahead.

Visit <http://sld.gwu.edu/pm/index.html> for more information on the Performance Management process!

Register now for one of the Performance Management workshops!

Performance Management Overview

Learn how to make the most of GW's Performance Management process! During this one hour session, we'll provide an overview of the process including:

- How effective goal setting sets the stage for goal achievement
- How writing a Self-Assessment enhances your participation in the process
- How professional development planning can help shape your future

Register NOW>>

<http://research.zarca.com/k/SsSSYXsRSTsPsPsP>

Writing Effective Performance Reviews for Managers

This session will help managers who write performance reviews to:

- Use the performance review as a motivational tool
- Understand the Do's and Don'ts associated with writing reviews
- Learn tips and techniques for writing effective reviews

Register NOW>>

<http://research.zarca.com/k/SsSSYXsRSSsPsPsP>

Professional Development Planning

GW's performance management process has a strong emphasis on professional development planning for all staff. During this session, we'll help you to:

- Understand the role that self-knowledge plays in development
- Identify learning preferences that help create blended professional development plans
- Identify best practices for short and long term career planning

Register NOW>>

<http://research.zarca.com/k/SsSSYXsRSQsPsPsP>



OFFICE OF ENTERPRISE RESOURCE PLANNING SYSTEMS

Revised Student Invoice Delivered for CI

The Student Accounts Office was in need of a more informative student invoice in time for entering freshmen attending this year's Colonial Inauguration. An important addition to the invoice was the display of all pending credits for a student; including anticipated Financial Aid that has not yet been paid to the student's account. A new 'Amount Due by Due Date' field was also added to the invoice which reduced the balance of the student's account by the pending credits added to the invoice. This added data provided students with a more accurate calculation of what they were required to pay by the invoice due date. As a result of these clarifications to the invoice, the Student Accounts Office anticipates they will receive a reduction in the number of inquiries to their Call Center. The ERP Analysts and Developers worked in conjunction with the Student Accounts Office to successfully deliver the enhancements to the invoice on Tuesday, June 8th, in perfect time for Colonial Inauguration.

Improving the Customer Experience

The Data Warehousing team has entered the summer with an eye towards the continued improvement of the customer experience. Ongoing efforts toward this goal include the implementation of a new training data mart as well as modifying current content to fully utilize new functionality. At the end of this process, data warehouse customers will be able to interactively navigate summarized data sets in addition to accessing standardized detail reports. This functionality, when combined with a strong training program, will help supply our customers with the information needed to make effective institutional decisions.



OFFICE OF STRATEGIC PLANNING

City Hall Renovation

The Office of Strategic Planning has been working to renovate the Student Technology Services Office within the City Hall residence building. The renovation has been long overdue and will improve the work flow in the space, as well as rectify the toll that many years of high traffic has taken. The space was completely emptied so that old wall paper, carpet and light fixtures could be removed and new carpet and floor tiles, fresh paint and new light fixtures could be added. [Pictures on page 4]



OFFICE OF TECHNOLOGY SERVICES

Facebook Game Winners

Wendy Wickham and Kim Carusone (Staff and Leadership Development) won 'Game Jam' a game design contest held at George Mason's Annual Innovations in e-learning Symposium. Wendy and Kim won on both Peoples Choice AND Judges Choice. The assignment challenged participants to create a proposal for a Facebook game based on being a novelist. Kim and Wendy's winning entry, "Writers Block," encouraged players to collect inspiration by exploring a vast and ever-changing environment. Wendy and Kim were presented their prize by Mr. John Romero, game designer and programmer, whose iconic works include Wolfenstein 3D, Doom and Quake. They both received complimentary registration for next year's conference and a certificate.

4-GWIT

The Division of IT has announced a new telephone number 4-GWIT. This number will serve as a single point of contact for all of the GW Community to call for their Technology Support needs.



L.E.A.D.

LEAD Innovation Experience

Get ready to gear up your innovation engines! Join us for an opportunity to develop your *Risk Taking* competency and learn more about this hot topic that's getting a lot of buzz at the University. In this interactive session you will:

1. Learn the role facilitation plays in advancing innovation and have an opportunity to join the Innovation Facilitator community
2. See the value of creative possibilities and awakening ideas in others
3. Practice taking risks and tackling problems

Monday, July 12th

Virginia Science and Technology Campus
Building 2, Room 175
2- 4pm

Tuesday, July 13th

Foggy Bottom
Location: TBD
10am-12pm

During the first half of this session, Sara Melita will present the innovation facilitator training, which will introduce participants to the charge of The Innovation Task Force at GW. Sara will also share a toolkit of innovation facilitation techniques - practical tools and techniques you can use to facilitate discussions. Then, in the second half of the session, we will practice using these tools and taking risks as we further explore innovative ideas in small groups. Join us for this interactive session that will provide opportunities to both learn from others and learn by doing! To register, please go to <http://sld.gwu.edu/lead/events.html>.

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 IT 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/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, 6-4155
- Jessica Gentine, HR Client Partner, jgentine@gwu.edu, 6-4142

COMMUNICATIONS AND MARKETING

Computerworld's 100 Best Places to Work in IT

The Division of IT has been selected as one of the top workplaces for information technology professionals by International Data Group's (IDG) *Computerworld*. This honor is part of the weekly IT publication's 17th annual "Best Places to Work in IT" survey, which was published in the June 21st, issue of *Computerworld*. GW ranked no. 66 and was one of only five universities to make the 2010 "Best Places to Work in IT" list. *Computerworld* highlighted several special offerings that helped place GW on the list, including the University's employee and family tuition benefits, retirement savings plan, training programs and merit-based raises.

OFFICE OF TECHNOLOGY OPERATIONS AND ENGINEERING

Enterprise Backup System Metrics

The Division of IT has recently migrated most of its backups to the Networker backup system. While there have been several changes in the last month that have affected the overall metrics, the table below gives an approximate picture of the backup and restore jobs that were performed over a period of 30 days. Do not be alarmed with the failures as there has been a lot of maintenance over the last few months. Please note the daily success rates vary between 97-99% and is considerably higher than the industry standard of 82-85%. As we complete the transition to Networker and perform less adjustments and testing, the metrics will become more accurate.

- Total number of backup jobs attempted: 137,485
- Successful backup jobs: 133,805
- Failed backup jobs: 3,680
- Active backup jobs: 275
- Backup jobs success rate: 97.3%
- Total amount of data backed up: 189TB
- Total number of restore jobs attempted: 34
- Successful restore jobs: 33
- Failed restore jobs: 1
- Total amount of data restored: 273GB
- Average backup size per client: 12.2GB
- Average backup file count per client: 58,656
- Average backup duration: 2 hours 27 minutes
- Average recovery distance: 9 days

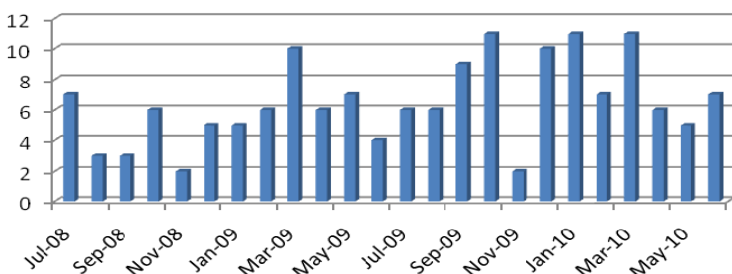
Virtualization

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 June 2010:

- Managed Services:
 - ⇒ 187 out of 247 Windows servers are virtual: 76% virtual (185 out of 245 last month)
 - ⇒ 32 out of 90 Novell servers are virtual: 36% virtual (33 out of 91 last month)
 - ⇒ Overall, the managed services are 64% virtual (no change)
- Unix Services:
 - ⇒ There are 96 stand alone Solaris servers (98 last month)
 - ⇒ There are two M8000 with 17 zones (16 zones last month)
 - ⇒ There are 47 Solaris Zone hosts hosting 125 zones (46 hosts hosting 123 zones last month)

File Sharing Audit Metrics

The Division of IT provides over 8 TB of file sharing services for a large portion of the University. As this data is shared between various groups and departments for collaboration, it has the highest probability of corruption, accidental deletion and misplacement. The table below reflects the file restore frequency since July 2008.



Congratulations!

Diana Desrocher has earned her CISSP (Certified Information Systems Security Professional). The CISSP is the most recognized security certification, requiring five years of direct experience in security to qualify as a candidate to take the exam.

Brian Mislavsky has been designated as a VMware vExpert 2010. This award is based on his advocacy of VMware solutions, contributions to the community of VMware users, and willingness to share his expertise with others.

Kyle Salous passed the CCIE (Cisco Certified Internet Expert) Security written test. This certification is designed to identify top security experts from the Cisco's point of view.

Joke of the Month

DR. SEUSS EXPLAINS COMPUTERS...

If a packet hits a pocket on a socket on a port, and the bus is interrupted as a very last resort, and the address of the memory makes your floppy disk abort, then the socket packet pocket has an error to report.

If your cursor finds a menu item followed by a dash, and the double-clicking icon puts your window in the trash, and your data is corrupted 'cause the index doesn't hash, then your situation's hopeless and your system's gonna crash!

If the label on the cable on the table at your house, says the network is connected to the button on your mouse, but your packets want to tunnel on another protocol, that's repeatedly rejected by the printer down the hall, and your screen is all distorted by the side effects of gauss, so your icons in the window are as wavy as a souse, then you may as well reboot and go out with a bang, 'cause as sure as I'm a poet, the sucker's gonna hang!

When the copy of your floppy's getting sloppy on the disk, and the microcode instructions cause unnecessary risk, then you have to flash your memory and you'll want to RAM your ROM. Quickly turn off the computer and be sure to tell your mom.



 **OFFICE OF BUSINESS PROCESS MANAGEMENT**

Project Management Lifecycle (PMLC) – Phase I (Concept/Idea)

In May, the PMLC was introduced and it was indicated that BPM would provide information on the various phases of the process. We are now ready to begin with the first phase of the process – the Concept/Idea phase. The Concept/Idea phase is the beginning of the process that identifies and assesses the business need for a project. During this phase, the idea initiator will submit a Project Request Form/Idea Summary to either the BPM or the Business Management and Analysis Group (BMAG). The BPM or BMAG team will then review the project request form to validate funding and ensure the scope is stable. The final step in the Concept/Idea phase is to receive authorization to proceed to the Proposal phase. Tune in next time for our discussion of the *Proposal Phase*.

Upcoming Survey

The PMO will be conducting a survey within the next month and your feedback is important to us! The purpose of the survey is to understand how the PMO is perceived and to learn how the PMO can provide the best service to you. The survey will ask IT staff about their experiences with the PMO on IT projects. Nadeem Yousaf, on behalf of the PMO, will be administering the survey and we are asking for everyone's participation in making this initiative successful. The PMO will take the results of the survey and review them at their next quarterly offsite meeting in July or August.

Software Licenses

As many of you already know, there are specific restrictions placed on us by software licenses. The following is provided as a reminder of our obligations.

- **Software is seldom sold.** Most software is licensed for either a specific time period, computer or server. Software will generally either have an annual license fee or maintenance fee. In the case of perpetual licenses, generally, if we do not pay the maintenance fee, we can use the originally licensed version without upgrades forever. However, with technology changing as rapidly as it does, this is not an option in most cases.
- **Software cannot be modified.** In most cases, the software license will normally have a statement like the following: 'the software cannot be copied, modified, transferred, rented, reverse engineered, decompiled or disassembled except as expressly authorized.' Also, many companies restrict distributing customizations or derivations of the original software.
- **Software cannot be given away.** In some cases, software we own cannot be moved to other equipment, transferred to other users either as software or when installed on a computer. This type of restriction can be specific to license governing an individual installation or part of a site license agreement that governs special uses of the software.

While there are many elements of a software license, this quick summary of the major restrictions is provided as a reminder. If you have questions about a software license please contact Bill Koffenberger or Punitha Kelly.

City Hall Renovation Pictures



Before



After

New Staff!

Larissa Kouglblenou-Siebens
Service Level Manager

Larissa will be working with HP PPM requests and proposals, updating and maintaining the IT service catalog and working on Service Level Agreements with our customers. Larissa holds a BBA in Management Information Systems and International Business from Temple University. Most recently she worked for the World Bank as a Junior Professional Associate in the Information Solutions Group's Technology Engineering and Operations.

Thomas Pollard

Asset Management Assistant

Thomas will be assisting the team in overall processing of assets and inventory with a focus on software license management and procurement activities. He has worked over 16 years in Asset Management/Software Compliance in both government and private industry. In his last three positions, he helped build an Asset Management program, including selecting software solutions and developing policies and procedures.

Pat Zajdel

Communication Services Account Manager

Pat recently relocated to the DC area to accept this position within the Division of IT. Originally from the Metropolitan Detroit area, she has spent the past 25 years working in Healthcare organizations located in the southeastern part of Michigan, primarily within the field of telecommunications. Most recently she worked as an Operations Manager for Beaumont Hospitals organizing and implementing large project moves and installations.

Crystal Robertson

Communication Services Account Manager

Crystal has worked in the Information Technology field for the past 11 years in various areas, such as desktop support, ACD & PBX administration and telecom engineering with Comcast, Verio/NTTA and most recently Amtrak.

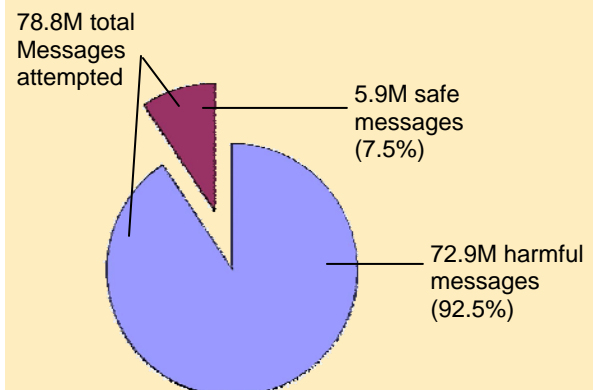
Ed Snyder

Computer Forensics Engineer

The Security Team welcomed Ed back to the team.

Division of IT fun fact

Throughout the month of June 2010, 78,800,000 emails were sent to GW email addresses. Of these, Division of IT filters stopped 72,900,000 harmful messages, only allowing 5,900,000 safe messages to be delivered.





RECENTLY COMPLETED PROJECTS

March 2010

- **ETS Endowment Database Move:** Moved the Endowment ETS database from the old stand alone server, Pearl, to a new Virtual Machine.

April 2010

- **2100 Penn Eighth Floor Cabling Project:** Installed voice/data cabling into 2100 Pennsylvania Avenue 8th Floor to support a funded research project.
- **Documentum Hardware Replacement Project:** Upgraded development, QA test and Production hardware to meet end-of-life replacement. This took advantage of the changes for utilizing virtualization, increases in performance, speed and added functionality and sets up high availability production environments in both Ashburn and FB.
- **F15K Migration:** Moved applications off of the F15k machines so that the machines could be life cycled. The applications include EAS, Data Warehouse and any other ancillary applications.
- **System Generated Billing:** Implemented a system generated billing system that generates electronic invoices out of EAS for sponsored research awards.
- **Studio Abroad Version 8.0 Upgrade:** Completed the Study Abroad office request for an upgrade from version 7.0.3 to version 8, because version 8 contains new features and corrects issues from version 7.

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 or 4-2138.

<http://IT.gwu.edu>



NEW PROJECTS

Rice Hall First Floor Renovation Project

- **Estimated Completion Date:** July 2010
- **Project Phase:** Execution
- The overall Rice Hall 1st Floor Renovation Project will handle asbestos removal, demolition and renovation of the south side of the 1st floor for the Faculty and Staff Service Center and the Human Resources Department. IT's responsibility is to remove/demolish the existing cabling, and to install the new voice/data/CATV cabling.

JBKO Renovation

- **Estimated Completion Date:** August 2010
- **Project Phase:** Execution
- Building renovation requiring relocation of wireless APs to new structure.

Nolij Web Version 6.0 Upgrade for UG Admissions and OSFA

- **Estimated Completion Date:** Sept 2010
- **Project Phase:** Initiation
- This project will upgrade the Nolij Web environment to version 6.0. Nolij Web 6.0 boasts an improved technology platform that offers a higher degree of flexibility and integration with any database, authentication, browser, document or scanner. It allows for easier upgrades, quicker deployment and scalability. Additional highlights include a higher degree of configurability, segmentation and load balancing and encryption and protected resources.

Course Renumbering Project

- **Estimated Completion Date:** Sept 2010
- **Project Phase:** Initiation
- Renumber the courses in Banner as well as the ancillary systems to dedicate courses to each student level. This project is a prerequisite to Degree Audit.

Storage Technology Refresh Project

- **Estimated Completion Date:** October 2010
- **Project Phase:** Initiation
- This project supports a technology refresh for enterprise storage infrastructure at both Foggy Bottom and Ashburn with leases terminating June 2010.