

STATE OF DIVISION OF INFORMATION TECHNOLOGY

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A MESSAGE FROM THE CIO...



Dear Staff,

The Division of Information Technology had another notable year in 2010.

Your hard work and strategic partnerships around the University contributed to the academic experience of our students and the business efficiencies of GW. Our work on the Banner Upgrade, Data Center Relocation, UWP Phase II, and other projects, as well as our day-to-day activities contributed to our successes. Additionally, the 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 the Division of IT a great place to work.

As we move into 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 take this charge to heart and strive to become part of a shared solution. We will continue to explore new ways of making the Division of IT more efficient, responsive to the University's technology needs, and capable of maximizing the potential of our talented staff.

Please take the upcoming holidays as a time to re-energize for another successful year.

Happy Holidays,
Dave Steinour
CIO



A MESSAGE FROM THE DEPUTY CIO...



Greetings DIT Colleagues,

Increasingly evident is the nature and frequency of our internal meetings – everyone attends meetings. Sometimes it seems like we attend meetings to plan the next meeting, or analyze the meeting we just had. With schedule and geographic challenges, our need for meetings will not go away. However, we can work as a combined force to improve the value of our meetings in all three phases - planning, during, and outcomes. I want us to conscientiously work to adhere to and exemplify the 5 P's of meeting etiquette:

Prepared: Meeting coordinators/chairs: Start with an introduction and list desired outcomes and meeting objectives. Provide agendas and supporting docs with enough time to preview. Meeting participants: Review agendas and supporting docs in advance of the meeting, and if you haven't had time to - seem apologetic and be transparent about it.

Prompt: Arrive on-time for meetings ready to engage, wrap up a meeting 5 minutes before the end of the meeting with summary of outcomes, actions, and recommendations for next steps.

Polite: Place mobile devices on silent, and excuse yourself if you need to take a call. If you have a hard stop or have to leave early, note this at the beginning of the meeting. Don't check e-mail while someone is talking. Don't interrupt. Be considerate of others if you are late. Be constructive. Seem and actually be open to other ideas.

Productive: Stay on topic. Don't bring up topics already concluded or closed out. Take good notes. Own action items. Don't interrupt. Seek to understand other perspectives without arguing.

Proactive: Meeting coordinators: Assign someone to take notes and summarize for distribution, review and consensus on outcomes. Meeting participants: If you are representing your boss, subordinates, or a group – be a full-service advocate. This includes agreeing to pursue further clarification when necessary, and follow up with the meeting attendees.

By practicing the 5 P's, we should start to recognize better productivity, improved efficiency, improved knowledge capture, improved decisions and outcomes, and improved relationships. All things that are positive to GW and the Division of IT.

Thank you,
Ed Martin
Deputy CIO



UPDATES FROM...



COMMUNICATIONS AND MARKETING

Press Inquiries

Please send all press inquiries to Rachel Blevins at rachel_k@gwu.edu or 4-2138. Any request from the press, including The Hatchet, should be filtered through the communications and marketing office. Rachel will work with Dave, External Relations, and the correct office within the Division of IT to draft a written response to any question from the media.

Awards

Don't forget the award initiative – the marketing and communications office is drafting, editing and tracking all Division of IT awards. Please send all award nomination information to Rachel Blevins at rachel_k@gwu.edu or 4-2138. If you, or someone you work with outside of the Division of IT, want to nominate the Division for an award, please contact Rachel.



OFFICE OF UNIVERSITY WEB SERVICES

Unified Web Presence Update

University Web Services has recently completed the close out of Phase II of the Unified Web Presence directive of the content management system. A number of changes and additions were done over the past couple of months to wrap up the inclusion of the colleges and schools into the system. The department is working to get the Office of the President, Office of the Provost and Office of the Vice President for Research web sites launched prior to the winter break at the end of December. The UWS team is also working on the portal initiatives, with a unified event calendar display and the faculty database directory as the two primary modules for the 2010-2011 academic year.



OFFICE OF ENTERPRISE INFORMATION SERVICES

BMC Remedy

When Colonial Central was created and several administrative offices moved to the Virginia Science and Technology Campus, collecting metrics to determine the number of staff needed to provide service to students and ensuring that issues could be escalated and resolved by staff outside the Marvin Center was a challenge. The Division of IT worked closely with the Director of Student Services, Taina Christner, to build a Remedy application that would record all contact with students and ensure their requests were escalated to the "virtual" support staff, no matter where the student resided on campus. The application maintains a history, by student, of their interaction with Colonial Central and metrics on volume by type of issue, hour of the day, days of the week, etc. to support staffing requirements. When the Office of Student Affairs (OSA) realized what the Division of IT built for Colonial Central, they requested that the Division of IT expand the application for use in the student phone-in support center that they were implementing. Using the same application, with separate workflow for OSA, the Division of IT was able to provide not only the same capabilities, but also provide a view of all student interactions by both groups. This application has been the foundation of providing customer service to students for OSA, the Cashiers Office, Financial Aid, the Registrar, Student Accounts, GWorld and Veterans Services. Since January 1, 2010, over 85,000 tickets have been created.

ERPs, did you know . . .

GW uses dozens of software applications to manage the University's day-to-day business. At the center of all these applications are two major ERP systems. Banner Applications, delivered by SunGard Higher Education, are used mainly for Student Systems, Financial Aid, and HR/Payroll. Until the early part of 2010, the Development Office used the Alumni module from Banner; however, since March of this year they have used "Advance," which is also delivered by SunGard. The other major ERP system used by GW Finance and Research Offices is eBusiness Suite from Oracle, which is called the Enterprise Accounting System (EAS). Both of these applications are integrated to form the core of all of our administrative applications. Since initial implementations, both these applications have undergone several major upgrades that enhanced the functionality. The Division of IT has customized and added modules to both of these applications to bridge the gap between standard functionality and GW's business requirements. Banner applications consist of a 240Gigabytes database with approximately 3,460 tables that hold more than 550 million rows of data. The EAS database is 330 GB and has approximately 1,328 tables that hold more than 238 million rows of data.



STAY INFORMED

Congratulations!

Congratulations to all the Service Excellence Celebration nominees and winners.

Staff Choice Award Finalist:

- **Naveed Yousaf**

Staff Choice Award Nominees:

- **Joseph Amimo**
- **Thomas Cancelleri**
- **Brian Chan**
- **Daniel Cook**
- **Matthew Deatherage**
- **Jeffrey Fedner**
- **Nathanael Green**
- **Patrice Haspil**
- **Lindsey Heitman**
- **John Holland**
- **Basil Jackson**
- **Paul Pu-I Liao**
- **Ramapriya Mallepally**
- **Claire Mooney**
- **Aaron Smith**
- **Keith Speaker**
- **James Whetzel**
- **Wendy Wickham**
- **Michael E. Wolf**
- **Roderick Wolfe**
- **Naveed Yousaf**

Departmental Service Excellence Award:

- **Division of Information Technology**

Service Collaboration Award:

- **Course Renumbering Project**
- **Data Center Relocation Program**
- **GroupWise Mail and Calendar Services upgrade and migration to Linux**
- **Office of Business Process Management ("IT BPM") and The Office of the Senior Vice President and General Counsel ("OGC") Partnership**
- **Snowmageddon**
- **SunGard Banner 8.x Upgrade**

Sustainability Award:

- **Brian Mislavsky**

Vipul Kayastha has received the following Certifications: EMCSA – Symmetrix Solution Specialist and ITIL V3

Andy Stewart has received the Certifications: Security+ and MCDST

Holiday Parties

Division of IT

Monday, December 13
Virginia Science and Technology Campus and
Tuesday, December 14
Foggy Bottom Campus

University-wide

Wednesday, December 15
Virginia Science and Technology Campus and
Thursday, December 16
Foggy Bottom
<http://www.gwu.edu/explore/aboutgw/events/calendars/holidayparty2010>



Green@Work

Kristen Gabriel and Kimberly Wilson from the Business Process Management team represented The Division of Information Technology at the first Green@Work committee meeting held on November 8. The purpose of this meeting, hosted by the Office of Sustainability, is to increase GW's sustainability awareness and practices in departments across The University. Current practices of sustainability were discussed to see if they can be shared campus wide to benefit the greater GW community. The Division of IT has been solicited for updates to best practices regarding computer power management and recycling. The next meeting is scheduled for Monday, December 6, from 12 -1 pm (location TBD). If you are interested in attending the next meeting and/or joining the committee, please contact Kristen Gabriel (kgabriel@gwu.edu) or Kimberly Wilson (kfwilson@gwu.edu). As the committee work progresses, we will provide updates through the newsletter.

Project Management Lifecycle (PMLC) – Phase V (Testing and Readiness)

This month's installment of the PMLC process presented by the IT-PMO is the **Executing – Testing and Readiness Phase**. During the Testing and Readiness phase, Analyst testing is completed before the code or system is turned over to the end users for User Acceptance Testing (UAT). If need be, development rework will be done to address problems that are identified during testing. The Security Review is also completed and approval to cut-over is provided by the Security Team and the End Users. In the final stages of this phase, the code is frozen and the Cut-over plan is finalized. Deliverables are reviewed and updated as required. The project team must approve all deliverables prior to moving on to the next phase, **Executing – Deployment/Cut-over Phase**. Please stay tuned for the next installment from the IT-PMO.

Monthly Project Updates

The PMO continues to put together monthly project updates that can be found in the following location:

G:\ISS_SHARED\Projects\OngoingProjects\PMO_Monthly_Project_Updates. Please check back every month for the latest project updates that interest you.



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.

October 2010 Metrics:

- Total number of backup jobs attempted: 152,481
- Successful backup jobs: 150,713
- Failed backup jobs: 1,768
- Active backup jobs: 521
- Backup jobs success rate: 98.84%
- Total amount of data backed up: 233.28TB
- Total number of restore jobs attempted: 120
- Successful restore jobs: 102
- Failed restore jobs: 18
- Total amount of data restored: 3.8TB
- Average backup size per client: 12.3GB
- Average backup file count per client: 39,608
- Average backup duration: 2 hours 8 minutes
- Average recovery distance: 24 days



Completed Projects

September 2010

Microsoft Windows Server Update Service Upgrade

- The Microsoft Windows Sever Update Service is required for proper patching and management of all windows service. The current server needs to be upgraded to the latest version.

Stipend Management Application Phase II

- This phase of the project includes functionality that could not be delivered in the first phase such as attachment functionality, the ability to delete a stipend, a new online report and some potential workflow changes.

Smith Center Phase 3

- Renovation of the third floor box office and adjacent areas, second floor concessions, restrooms and related entries. A new exterior skin at north, east and south facades. New landscaping, handrails, guardrails and fences

Microsoft Server 2008 Template Creation

- Create new Windows 2008 R2 templates for VMware.

October 2010

Gelman 7th Floor Special Collections

- Renovate Gelman Library 7th Floor to include telecommunications infrastructure.

Phillips Hall Visitors Center Offices

- Construction of new telecommunications infrastructure in Phillips Hall.

Marvin Center First Floor Visitors Center

- Renovation of existing space and creation of a new visitors center with new telecommunications infrastructure for voice, data, and CATV

Gelman Library NSA Special Collections Renovation

- Gelman NSA Special Collections Renovation construction of new telecommunications infrastructure

November 2010

Studio Abroad Version 9 Upgrade

Terra Dotta releases the next version of

- StudioAbroad over the summer of 2010. After the issuance of several hot fixes over the fall, the Study Abroad office would like to upgrade to version 9. Version 9 contains new features that the Study Abroad office would like to implement as well as corrects some of the current issues that may have been left over from version 8.

Banner Financial Aid 8.9 and 8.9.1 Upgrade

- Banner Financial Aid 8.9 and 8.9.1 Upgrade. Routine upgrade that will not impact systems other than Banner Financial Aid.

Harvest 12 Upgrade

- Upgrade Harvest from version 5.1 to 12.



OFFICE OF TECH OPS AND ENGINEERING

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 November 1st:

Managed Services:

- 202 out of 263 Windows servers are virtual: 77% virtual (184 out of 245 in October; 75%)
- 46 out of 91 Novell servers are virtual: 51% virtual (46 out of 92 in October; 50%)
- Overall, the managed services are 70% virtual (68% in October)

Unix Services:

- There are 86 stand alone Solaris servers (91 in October)
- There are two M8000 with 17 zones (no change)
- There are 49 Solaris Zone hosts hosting 136 zones (51 hosts and 129 zones in October)

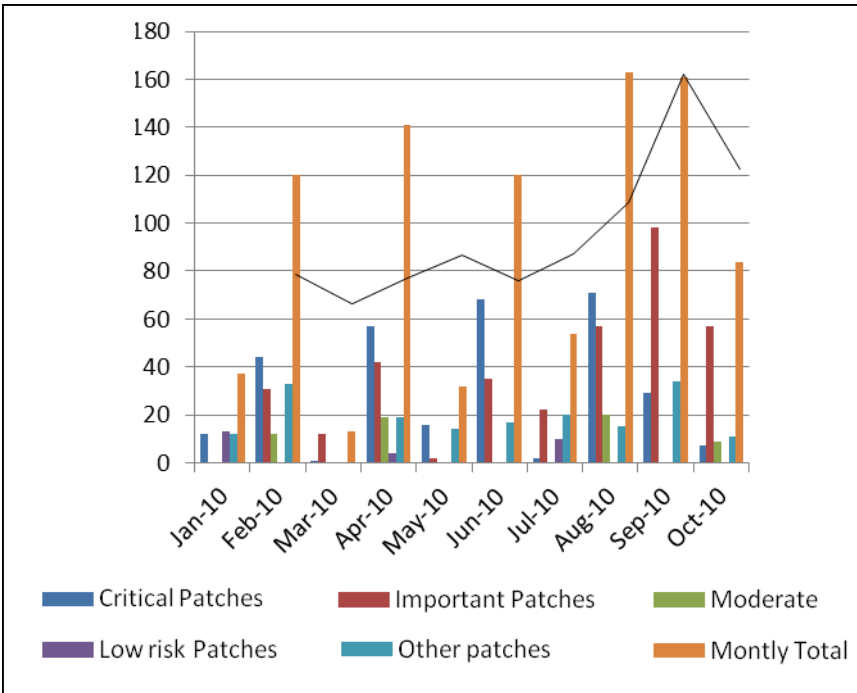
Data Domain Storage Array

In Spring 2010, the Division of IT purchased two data domain storage arrays to replace the University backup storage. The decision to move the enterprise backup solution to storage arrays was based on the strategic decision to use smarter storage instead of continuously increasing storage. The data domain storage arrays are leading the industry with their data de-duplication technology. This allows for more data to be stored on less storage. As of August 2010, there was approximately 149TB of data on 14TB of storage for a 10-to-1 compression ratio. Below is a table showing our de-duplication ration to date.

	Total amount of Data stored on disk (GB)	Space utilized by data on disk (GB)	Compression
Total	187,370	16,484	91%
Last 7 days	39,258	1484.2	94%
Last 24 hours	4,925	293	94%

Windows Servers Patching Update

The Division of IT manages over 250 Microsoft Windows servers. Every month, Microsoft releases several patches that are applied to every single server. From January to October 2010, 925 patches were released and applied to the DIT managed Windows servers. In October 2010, 84 patches were applied to all the servers.



All Staff Meeting Review

November 16, 2010 – A Historic Event!

The entire staff of the Division of IT met for the first time in one location on November 16, 2010.

The meeting began with the Great Egg Drop; a team building exercise. Lou Katz stopped by to speak about teamwork and enjoyed assisting staff in testing creative egg packages made from straws and masking tape. Twenty-five promising egg crates were dropped by Lou from a six foot ladder on the stage in the Grand Ballroom of the Marvin Center — nine eggs survived! Dave demonstrated his “other duties as assigned” as judge and with egg splatter clean up.

Dave and Ed initiated discussions on values and strategic planning. Staff members worked in teams to capture ideas of how the organization can contribute in both areas. Dave presented highlights from the October 2010 Board of Trustees meetings. The day ended with a question and answer session.

More updates will be forthcoming on the outcome of the values and strategic planning sessions.

Stay tuned for a link to be sent out with all the pictures from the day.





Service Enhancement for GW Call Centers

Communication Services and Communication Systems Administration have teamed up to create a new service offering for call centers at GW. Call Center managers can now add an "Estimated Wait Time" to the beginning of their call queue so that callers know how long they can expect to wait for assistance. This feature has been rolled out for the Student Accounts Call Center and is already receiving positive feedback from callers. This service will allow callers to better estimate their wait time and take advantage of lower call volume periods. For more information about this service offering please contact Communication Services at 202-994-5100 or itorder@gwu.edu.

24/7 Service Center Initiative

The Division of IT Customer Support Services has undertaken a project to expand the hours of the IT Help Desk and Student Technology Services Help Desk to better serve the needs of the GW community by offering support 24 hours a day, 7 days a week. This initiative is being undertaken for multiple reasons; two of these reasons include;

- Ensuring IT service offerings that are currently available to local students, faculty, and staff during extended business hours (7am to 10pm, Monday through Friday) are available to all customers, including those travelling internationally. Additionally, this will help distance learning students who may be trying to access GW technology and research resources from around the world, during times that are convenient for them.
- To expand the outage management and communication capabilities of the Division of IT so that all constituents of the University who rely on technology resources can have access to accurate and timely status updates on Division of IT provided services; including but not limited to Data Networking, Cable Television, Enterprise Applications, Blackboard, and email.

Over the coming months, Division of IT staff can expect to hear more about the establishment of this 24/7 Service Center. We welcome input and contributions to the plan as we work to expand the first level support offerings to meet the growing demand for technology based resources at the University.

Resolution and Escalation Initiative

Customer Support Services is launching an initiative to revisit the handling and processing of customer requests for services and assistance. For the past two years, we have proactively been monitoring our "First Contact Resolution" metric as one Key Performance Indicator (KPI) that we are using to maintain and improve the level of support that the Division of IT Help Desk can provide to callers when they reach out for assistance. However, this metric only measures what the Help Desk resolves on first contact, as opposed to requests that must be escalated to specialists and subject matter experts across the Division. The Resolution and Escalation Initiative will take a deep dive into these requests that have to be escalated outside of the Help Desk. In the coming months you will be hearing more about this initiative and how we will be communicating to the Division of IT on our ability to quickly and efficiently process customer requests across the Division.

Mobile Device Working Group

The Mobile Device Group has been convened and is working on recommendations for the following:

- Wi-Fi Connectivity Options
- Device Purchasing (warranty, case, accessories, cleaning)
- Document Handling (opening, saving, and modifying attachments and files)
- Security (configuration files, encryption, and remote wipe)
- Access to Enterprise Applications
- Purchasing, testing and recommendations of third-party apps

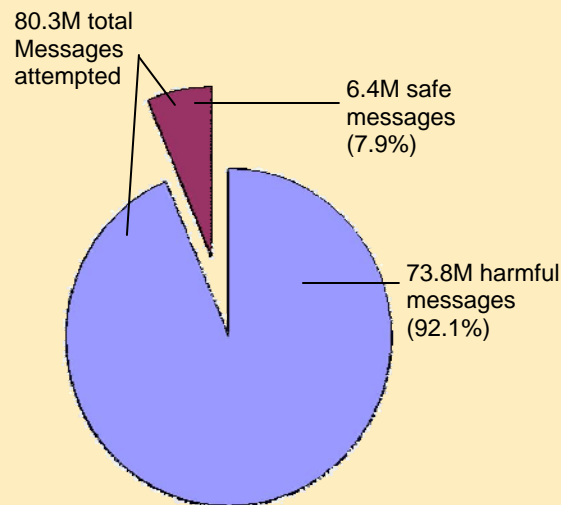
Windows 7 Project

SNS has deployed a key management server (KMS) to the Virginia Science and Technology Campus, which handles licensing for all Microsoft products (including Office 2010 and Windows 7). Additionally, we have received a new version of SafeGuard Easy (SGE) Encryption software version 5.50.8 for Windows 7, which addresses problems seen with certain models of computers. The team has been testing this encryption software and has released it to a small batch of testers. Over the next few weeks, the team will push this version to the remaining Windows 7 workstations.



Fun Division of IT Facts

- Throughout the month of October 2010 80,300,000 emails were sent to GW email addresses. Of these, Division of IT filters stopped 72,100,000 harmful messages, only allowing 6,400,000 safe messages to be delivered.



This holiday season, donate to a great cause and help UWS and IT win the GW holiday door decorating contest! Bring your non-perishable food items to Enterprise Hall Suite 324 starting December 6 and place them in the donation boxes. If you are in Foggy Bottom, drop your cans at Academic Center B151 and they will be transported to Ashburn. The door will be judged on Friday, December 10, but food will be collected through December 22, and then donated to the Capital Area Food Bank. Thank you and happy holidays!

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 a 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.