

STATE OF DIVISION OF INFORMATION TECHNOLOGY

THE GEORGE
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UNIVERSITY
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A MESSAGE FROM THE CIO...



Dear Staff,

As 2011 begins, it's important that we continue our work to support the forward momentum of the University. This fiscal year, we have strategically aligned division goals with major initiatives to support and encourage this forward movement; projects include Web for Parent, Degree Audit, Google Mail for Faculty and Staff and Portal Plan . We must continue to build from last year's successes in order to finish strong this fiscal year.

Dedicated teamwork will make the remainder of this fiscal year another success for the Division of IT. As always, I push you to communicate openly and actively work to break down the silos around you. I look forward to working with each of you to help the University realize its technology-related goals.

Thank you and Happy New Year,
Dave Steinour
CIO



UPDATES FROM...



OFFICE OF ENTERPRISE INFORMATION SERVICES

BMC Remedy, Beyond the Division of IT

Over the past two years, EIS has worked with Procurement to support the processing of liquidation requests, iBuy issues and, most recently, supplier maintenance. We have used Remedy's interface to email to automatically create requests from vendor emails. These replace paper forms and automatically create and assign requests. Remedy is able to store attachments in its database as well as all incoming and outgoing associated correspondence. This enables Procurement to click on a single issue and see all related documentation with a single click. Procurement has processed over 1,000 supplier maintenance requests per month since the application went into production in October 2010. The application has already saved significant labor hours formerly needed to print, scan and file documents, improved customer service by tracking requests and permitted Procurement to develop and report on metrics.

Google Mail Migration for GW Faculty and Staff

ERP Operations has been working diligently with other groups within the Division of IT and partnering with external vendors and other GW divisions to migrate faculty and staff emails to Google Mail from the Colonial Mail system. ERP Operations are preparing Google Mail migration schedules for other divisions across the University. By end of 2010, about 30% of EVPT migrated over to Google Mail. The remainder of GW faculty and staff will migrate over to Google Mail during the first half of 2011. ERP Operations will be responsible for managing domain administration and technical operations for the GW Google Mail system.



OFFICE OF INFORMATION TECHNOLOGY SECURITY

Expert Analysis

Matt Wollenweber was interviewed by CNET for expert analysis on the recent world wide increase in system compromises as a result of Ad Affiliate compromises on the internet. Stay tuned for a link to the article once it is published.



STAY INFORMED

It's Time to Check-in!

It is time to pull out those goal agreements and check in to see how things are going. Employees and managers should meet to review the goal agreement to review any changes and provide feedback and comments. Remember you can write the comments on the goal agreement under the comments section. Helpful tips: schedule this check in time on the calendar (or it is likely it will never happen); remember to document the changes to the goal agreement; provide positive and constructive feedback.

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 <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



UPDATES FROM...



COMMUNICATIONS AND MARKETING

Recent Award Nominations

The Division of IT has recently been nominated for the Computerworld Honors Award, Computerworld International Honors Award, ACUTA Leadership Award and SmartCEO SmartCXO Award. Don't forget the award initiative – the Marketing and Communications office is drafting, editing, tracking and publicizing 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.



FINANCIAL SERVICES

What is Financial Services?

Financial Services provides financial management and support to all the departments within the Division of IT. Financial Services oversee accounting, budgeting, purchasing, and asset management within the Division. They also implement various internal control policies within the Division to comply with University policies and procedures.

For the Procurement of Goods and Services:

- A purchase order is required prior to goods and/or services being rendered.
- iBuy is the university's preferred procurement method for all purchases.
- Purchase approvals limits are as follows:

Requisition Amount	Requirements
Under \$2,500	Quote and approval by Assistant/Associate Director
\$2,501 - \$15,000	Quote and approval by Assistant/Associate director with an email copying the Director/ Managing Director/AVP
\$15,001 - \$25,000	Quote and approval by Director/ Managing Director /AVP
\$25,001 - \$50,000	3 quotes, signed Selection of Source and approval by the Deputy CIO
\$50,001 - \$100,000	3 quotes, signed Selection of Source and approval by the CIO
\$100,000 and greater	Request for Quote or Request for Proposal

Questions regarding the procurement of goods and services should be directed to the IT Asset Management Team at 4-9595 or itassetmgt1@hermes.gwu.edu.

Travel Tips and Guidelines:

- The University will reimburse employee expenses that are reasonable and necessary for University business that are documented, approved and submitted properly.
- *Original* itemized receipts are required.
- Travel Advances are \$100 per day, maximum \$500 per week for reasonable out of pocket expenses.
- Expenses must be submitted **within 30 days** of completion of each travel or the date of initial billing or receipt.

Please contact Regina Mays at 6-4408 or ramays@gwu.edu if you have questions.



OFFICE OF BUSINESS PROCESS MANAGEMENT

Project Management Lifecycle (PMLC) – Phase IV (Executing)

This month's installment of the PMLC process presented by the IT-PMO is the **Executing – Testing** Phase. During the Testing phase, the Analyst Testing is completed to ensure that the requirements have been satisfied completely and accurately. Once Analyst testing is complete, User Acceptance Testing is performed to validate the system and business/user acceptance and obtain sign-off by the customer; Load Testing, if required, is also carried out. Development rework may be required to correct any defects found during the various testing. Once testing is complete, code is frozen and a Security review is completed. Then, the cut-over schedule is finalized. On some projects, where training is required, training scripts and manuals are created and super users training is carried out. Additionally, the project team must approve all deliverables and a gate review will be held to authorize the project to proceed to the next phase, **Executing – Deployment/Cut-over Phase**. Please stay tuned for the next installment from the IT-PMO.



STAY INFORMED

Congratulations!

Noor Aarohi passed the certification exam for ITIL V3 Achieving Foundation.

Michelle Bouchard passed the certification exam for ITIL V3 Achieving Foundation.

Thomas Cancilleri received the Windows® 7: A Comprehensive Hands-On Introduction.

Nora Peeler received the Communication Manager Fundamentals - Avaya Certification, System Features and Administration - Avaya Certification, Call Center Operations - Avaya Certification, Call Permissions - Avaya Certification and Trunk and Routing - Avaya Certification.

Shawn Tierney received the Windows® 7: A Comprehensive Hands-On Introduction.

Tricia Watson received the Communication Manager Fundamentals - Avaya Certification, System Features and Administration - Avaya Certification, Call Center Operations - Avaya Certification, Call Permissions - Avaya Certification and Trunk and Routing - Avaya Certification.

John Wehrenberg received the Certified Information Systems Auditor (CISA) certification.

New Employee

Brandon Dixon

Computer Forensic Information Technology Security System Engineer

Brandon will be working for the Information Security Office doing IDS analysis and computer forensics. Prior to coming to GW, he worked for G2, Inc. doing research into web services security, XML firewalls and vulnerability analysis. Brandon holds a Bachelor's degree in Information Assurance from Capitol College and has spoken at Hacker conferences such as Defcon. He is located on the Foggy Bottom Campus and can be reached at bsdixon@gwu.edu.



UPDATES FROM...



OFFICE OF CUSTOMER SUPPORT SERVICES

ISS EMERG has been Replaced with IT EMERG

In the continuing efforts to reduce cost and increase efficiency across the Division, the Customer Support Services team is pleased to announce some exciting changes to the business continuity update line. The Division of IT has a new, internal solution for information distribution in extreme emergency situations, which streamlines the efficiency and utilizes GW resources instead of those provided by a third party vendor.

The new IT emergency status number is 202-994-8000. When calling this line, you will be instructed to choose an option corresponding to your department. This service does not replace nor supersede the University Status Line at 202-994-5050, but is meant to serve as a source for Division of IT specific information. The message you hear will be the instructions from senior management. Please note this is a bulletin and is designed so that you may only hear recorded status messages and instructions; you will not be able to leave messages on this service.

When you first dial the emergency line to check on the status of the University or your division you will hear:

You have reached the Division of Information Technology Emergency Status Line. The University is open and is operating on a normal schedule. For further information regarding your department, please press 1 now.

- Press 1 for a status update from the CIO and Deputy CIO
- Press 2 for a status update from Business Process Management
- Press 3 for a status update from Communications Engineering Services
- Press 4 for a status update from Customer Support Services
- Press 5 for a status update from Enterprise Information Services
- Press 6 for a status update from Information Security & Compliance
- Press 7 for a status update from Systems Engineering Services
- Press 8 for a status update from Technology Architecture & Research Services
- Press 9 for a status update from University Web Services

To further enhance the business continuity potential, we have also created a redundant scenario at the Virginia Science and Technology Campus in the event that the Foggy Bottom campus voice switch is unavailable. The back-up number for the Division of IT Emergency Status Line is 703-726-8500 and is an exact duplicate of the Foggy Bottom scenario. This fall back number should only be utilized when the Foggy Bottom number fails to respond when called. This service does not replace nor supersede the Virginia Campus University Status Line at 703-726-8333, but is meant to serve as a back-up source for department specific information.

As always, if you have questions or need assistance please contact the IT Help Desk at 202-994-GWIT (4948).



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, de-commissioning and new applications increase. As of December 1st:

Managed Services:

- 211 out of 271 Windows servers are virtual: 78% virtual (202 out of 263 in December; 77%)
- 46 out of 91 Novell servers are virtual: 51% virtual (no change)
- Overall, the managed services are 70% virtual (no change)

Unix Services:

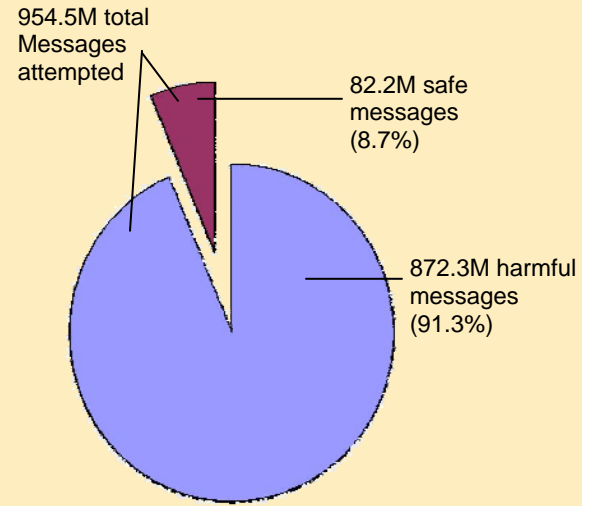
- There are 86 stand alone Solaris servers (no change)
- There are two M8000 with 17 zones (no change)
- There are 49 Solaris Zone hosts hosting 139 zones (136 zones in December)



STAY INFORMED

Fun Division of IT Facts

- Throughout 2010, 954,500,000 emails were sent to GW email addresses. Of these, Division of IT filters quarantined 872,300,000 harmful messages, only allowing 82,200,000 safe messages to be delivered.



- Additionally, 116,600,000 emails were processed out from GW mail addresses.
- The Security team received 131 new services to the GW community in 2010.



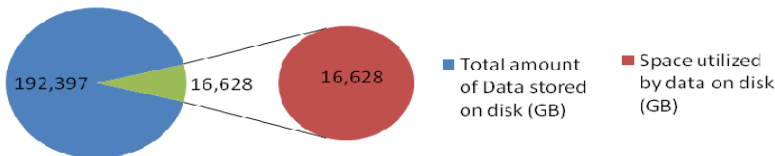
Enterprise Backup System Metrics

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 perform less adjustments and testing, the metrics will become more accurate. November 2010 Metrics:

- Total number of backup jobs attempted: 153,559 (152,481 in October)
- Successful backup jobs: 151,600 (150,713 in October)
- Failed backup jobs: 1,959 (1,768 in October)
- Active backup jobs: 492 (521 in October)
- Backup jobs success rate: 98.724% (98.84% in October)
- Total amount of data backed up: 214.524TB (233.28TB in October)
- Total number of restore jobs attempted: 736 (120 in October)
- Successful restore jobs: 680 (102 in October)
- Failed restore jobs: 56 (18 in October)
- Total amount of data restored: 955GB (3.8TB in October)
- Average backup size per client: 11GB (12.3GB in October)
- Average backup file count per client: 39,061 (39,608 in October)
- Average backup duration: 1 hour 54 minutes (2 hours 8 minutes in October)
- Average recovery distance: 24 days (24 days 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 November 2010, we have stored about 192TB of data on 16TB of storage for a 10-to-1 compression ratio. Below is a table showing our de-duplication ration to date.



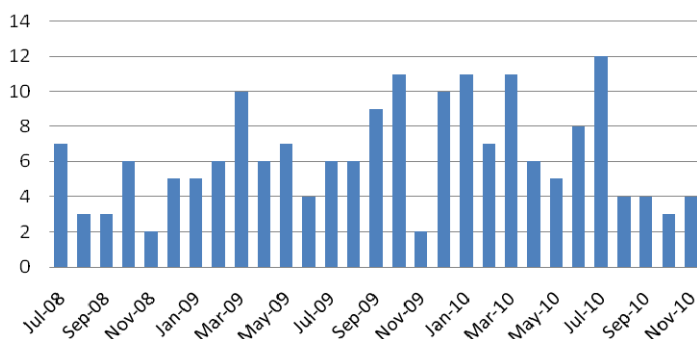
Windows Servers Patching Update

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 November 2010, four patches were applied to all the servers:

- 1 critical
- 3 important

File Sharing Audit metrics

The Division of IT provides over 8TB 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.



Don't forget...

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.

Submit a Positive Vibe!

Publicly THANK, CONGRATULATE or RECOGNIZE a GW colleague on either a job well done or a special occasion!

Submit Now!

<http://www.gwu.edu/hr/colonialcommunity/recognition/positivevibes.html>

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.

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.

<http://IT.gwu.edu>