

STATE OF DIVISION OF INFORMATION TECHNOLOGY

THE GEORGE
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UNIVERSITY
WASHINGTON DC



A MESSAGE FROM THE CIO...



Dear Staff,

The All Staff meeting in November 2010, initiated discussions on values and strategic planning where staff members worked in teams to capture ideas on how the Division of IT contributes in both areas. We have not forgotten about the ideas gathered from these activities. In fact, once the senior staff is whole, there will be an off-site all day strategic planning session where the collected ideas will be used when drafting the Division's strategic plan.

Additionally, from the 2009 Gap Survey and 2010 Communications Initiative, numerous initiatives were launched. Both surveys showed a gap in communications and problems with cross-departmental teamwork due to internal silos. To address these concerns we started: the monthly State of the Division of IT newsletter, quarterly Coffee and Conversations with the CIO, quarterly Manager's Meetings and semi-annual All Staff meetings, which includes: the first time ever bringing both VA and FB staffs together. Additionally, much work has been done at the manager-level, and higher, to break down silos and encourage teamwork. Building on these successes, there will be a 2011 Gap Survey, which will occur sometime after the senior staff is whole. Updates on this initiative will be sent out under separate heading at a later date.

Thank you,
Dave Steinour
CIO



UPDATES FROM...



OFFICE OF UNIVERSITY WEB SERVICES

Content Management System

In January, it was announced that the Vignette Content Management System is going to be replaced with a content management system that is better suited for higher education and meeting the GW needs and requirements. The selection process for replacing the system includes engaging university-wide groups to help evaluate potential solutions. Included in these groups are the Division of External Relations, a Web Working Committee comprised of people throughout the institution tasked with maintaining web pages, the University web developers across the institution and the Division of IT. So far, three products have been selected for demonstration: CommonSpot by PaperThin, OU Campus by OmniUpdate and Cascade Server by Hannon Hill. A variety of demos by each vendor were established and participants have been asked to provide feedback on each product. After all of the feedback is collected, an assessment of the information will be made and a product will be selected as the preferred solution. This product will then be put through a few more evaluations and if there are no issues identified, it will then be implemented. The goal is to have the new product in place and Vignette decommissioned by June 2011.



STAY INFORMED

In Memoriam
of



Ted A. Bechtel

Of Ashburn, VA since 2004 died suddenly on Wednesday January 12, 2011, in Ashburn. Since July 2005, Ted had been a valuable member of the Division of IT team, working on the Virginia Science and Technology campus as an Information Systems Engineer.

He was born in Cleveland, OH December 9, 1973 and was raised outside Cleveland and graduated from Euclid High School with the class 1992. Following graduation, Ted served in the U.S. Marine Corp and then pursued a career in computers.

He is survived by his beloved wife of five years, Michelle M. Rouhi-Bechtel of Ashburn, VA; his mother and father, Peter George and Randy Ann Sikula Bechtel of Punta Gorda, FL; brother, Clark A. Bechtel (Sonia) of Estes Park, CO; two sisters, Suzanne R. Hamilton and Jacqueline M. Hamilton, both of Perrysburg, OH; grandmother, Ann Sikula of Punta Gorda, FL; four nieces and one nephew: Brianna, Jannae, Nicole, Eric, Taitem and a host of other relatives and friends.

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>



COMMUNICATIONS AND MARKETING

Computerworld's 100 Best Places to Work in IT

It's that time of year again. Please keep on the look out for an invitation to fill-out the employee-section of the *Computerworld* 100 Best Places to Work in IT. The Division of IT has been included in the list the past three years in a row. Please take the time to fill out this survey when the link becomes available—it is a powerful tool for employee recruitment and it honors the Division's work.

GWemail Communications

The start of February brings the start of the GWemail migrations for the academic departments of the University. The Google Mail project team will be working with LSPs to help select a date that works well for each school. Once a date is recommended, a memo from Dave will be going out to that Dean to confirm that the recommended date does indeed work within the school's academic calendar. With date acceptance from the Dean, the school's staff and faculty will begin receiving migration information no less than two-weeks before the outage. For more information, contact Rachel Blevins at 4-2138 or rachel_k@gwu.edu.



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 – Deployment/Cut-over/Post Go-Live Phase**. This phase focuses on the project's product delivery. During this last phase of the Software Development Life Cycle (SDLC), once final authorization to proceed to production is received, the system or software is installed, integrated, made operational in the production environment(s) and problems identified during deployment are resolved. Within the infrastructure project life cycle, activation of all services takes place in this phase. In addition, problems identified during the service activations are resolved and as-built documents are delivered. Training manuals and documentation is also delivered in this phase. Then, after the product has been delivered, it is ready to be transitioned to operational support. The project team proceeds to the next phase, **Closing**. Please stay tuned for the next and final installment from the IT-PMO.

Requirements

Requirements help define project scope. The scope of a project is defined by matching resources to requirements to achieve outcomes. Poorly defined or limited requirements may cause the scope to grow. Likewise, additional requirements added into a project may also contribute to 'scope creep'. One way to control scope is to manage requirements. Requirements can be grouped into either business or system requirements. Often, in the minds of the requestor, these two types are tightly bound. A challenge is to identify the business requirements versus system requirements. The idea of separating business from system requirements is to establish needs (business requirements) that are independent of a solution and can be verified no matter what solution is put into place. In reference to the PMLC, business requirements are gathered by members from the Business Process Management Team during the Idea and Proposal Phases. System requirements are developed after the Proposal Phase and typically during the Design Phase. System requirements take the business requirements to a more technical level and begin to describe what is needed from a particular system to meet the business requirements. These requirements are sometimes focused on specifications, which can be solution independent but also are often related to a specific solution.



OFFICE OF INFORMATION TECHNOLOGY SECURITY

State of the Art

Brandon Dixon has updated security's incident correlation system to a state-of -the-art web 2.0 interface, which will enable analysts to more quickly identify and document security incidents.

Brute Force

Attackers regularly attempt to gain access to GW systems by using a method of password guessing called brute force attacks. This has led to a number of account compromises and unauthorized access to university resources. In order to prevent these types of attacks, we plan to set an account lockout threshold of 20 failed attempts. Stay tuned for when this becomes live.

LEAD 2011 Kickoff**Innovative Leadership for Problem Solving**

Learn how innovative leadership leads to creative solutions. Join us for a TED talk by bestselling author, Seth Godin and an interactive discussion with Executive Director of Staff Learning and Development, Sara Melita.

February 8th, 2011

2-4:30pm

Marvin Center, Continental Ballroom

<http://sld.gwu.edu/lead/events.html>

Manager Corner - Team Performance

While effective teams are essential to the success of every organization, team building is often viewed as the "soft stuff," and when neglected, can lead to inefficiencies and even dysfunction. Teambuilding doesn't have to be touchy feely and it will improve team productivity.

How effective is your team?

For a quick assessment, visit:

http://www.mindtools.com/pages/article/newTMM_84.htm.

You can make a difference in your team dynamic. Remember that Teamwork is both a GW Value (http://sld.gwu.edu/tools/values_final.pdf) and one of the GW Key Performance Factors (http://sld.gwu.edu/pm/perf_factors.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 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

Goals and Beyond

Throughout 2011, the Data Warehousing team will continue to focus goals on increased functionality and reliability within the GW Data Warehouse. The current production OLAP cubes have been developed over several years by several different analysts. As a result, data often overlaps from cube to cube, dimension and measure names vary and data definitions are not always consistently applied. As part of the upgrade to Cognos Analysis Studio 8.4, the GW Data Warehousing team decided to redesign these cubes with the intent of providing a consolidated and conformed environment that supports both summary to detail and cube to cube drill-through functionality. In addition to increasing functionality, the Data Warehousing team will also be putting their reliability to the test by staging a complete disaster recovery exercise. In this simulated disaster, the entire GW Data Warehouse Production environment will be shut down and all services will be moved from the VA to the DC data center. Once these services have been established and tested, the process will be reversed and tested once again. The Data Warehousing team will continue with these types of activities in an effort to meet the expanding needs of their customer base.

Documentum Upgraded

The Enterprise Document Management team has just upgraded GWdocuments to the latest software used by the application. Documentum was upgraded from version 6.5 to 6.6 in preparation for the addition of new functionality. Additionally, the Brava annotation viewer was upgraded to version 7.0 from 6.2 providing an improved UI. EDM will be replacing the current FAST text search engine with a new product from Documentum called xPlore. xPlore will be more reliable, much faster and will provide enhanced functionality and a more comprehensive administrative UI. But the major addition will be the xCP suite, which will introduce case management capability. When Case-based processes are initiated, documents and data can be aggregated from multiple sources. These case processes have patterns which will vary based on variables including human judgment. Several schools and the Research Office are looking forward to this added functionality, which will provide distribution and collection of documents, automation of

Virtualization Update

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 January 27, 2011: Managed Services:

- 207 out of 267 Windows servers are virtual: 77% virtual (211 out of 271 in January; 78%)
- 45 out of 90 Novell servers are virtual: 50% virtual (46 out of 90 in January, 50%)
- Overall, the managed services are 70% virtual (no change)

Unix Services:

- There are 78 stand alone Solaris servers (86 in January)
- There are two M8000 with 16 zones (17 zones in January)
- There are 50 Solaris Zone hosts hosting 135 zones (49 hosts hosting 138 zones in January)

Enterprise Backup System Metrics

December 2010 Metrics:

- Total number of backup jobs attempted: 161,977 (153,559 in November)
- Successful backup jobs: 158,439 (151,600 in November)
- Backup jobs success rate: 97.80% (98.724% in November)
- Total amount of data backed up: 214.6TB (214.524TB in November)
- Total number of restore jobs attempted: 127 (736 in November)
- Successful restore jobs: 127 (680 in November)
- Total amount of data restored: 446GB (955GB in November)
- Average backup size per client: 11.94GB (11GB in November)
- Average backup file count per client: 40,579 (39,061 in November)
- Average backup duration: 2 hours 10 minutes (1 hour 54 minutes in November)
- Average recovery distance: 47 days (24 days in November)

Don't Forget...

Press Inquiries and Award Nominations

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.

Please send all award nomination information to Rachel Blevins at rachel_k@gwu.edu or 4-2138.

Inclement Weather

In the case of inclement weather, call the official University information line:

- Foggy Bottom campus: 202-994-5050
- Virginia Science and Technology campus: 703-726-8333
- <http://www.campusadvisories.gwu.edu/>

As always, if uncertain, contact your manager.

Submit a Positive Vibe!

Recognize Your GW Colleagues

Positive Vibes are a free and easy way to publicly thank, congratulate, or recognize a GW colleague on either a job well done or a special occasion! To submit a Positive Vibe.

Submit Now!

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

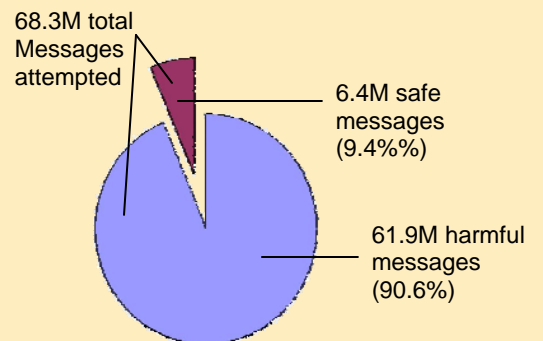
Monthly Project Updates

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.

Fun Division of IT Facts

- Throughout January 2011, 68,300,000 emails were sent to GW email addresses. Of these, Division of IT filters quarantined 61,900,000 harmful messages, only allowing 6,400,000 safe messages to be delivered.



- In December 2010, 55 patches were applied to all the servers:

- 8 critical
- 33 important
- 3 moderate
- 11 other low risk

- December Voice System Statistics:

- Foggy Bottom users: 11,516
- VA users: 887
- Total Inbound Calls: 328,319
- Total Outbound Calls: 366,675
- Total Calls: 694,994