

STATE OF DIVISION OF INFORMATION TECHNOLOGY

THE GEORGE
WASHINGTON
UNIVERSITY
WASHINGTON DC



A MESSAGE FROM THE CIO...



Dear Staff,

As you look around, it's hard not to notice the boxes and moving colleagues. Please be patient as the Division of IT is moved around and our space is remodeled. It's a long and tedious process, but one that is imperative to the University and the success of the Division. Take this time to 'spring clean' your work area.

Warmer weather also means that there are less than three months remaining in the fiscal year and it's time to check your annual leave balance and schedule unused annual leave. Annual leave balances at the end of the fiscal year, June 30, 2011, are subject to loss. Check with your manager and schedule the time off that you are entitled to.

Thank you,
Dave Steinour
CIO



UPDATES FROM...



OFFICE OF ENTERPRISE INFORMATION SERVICES

Remedy Support for the IT Support Center

The implementation of the IT Support Center (ITSC) is an opportunity to make some changes to the Remedy Help Desk tickets. A major effort is underway to update the Category/Type/Item (CTI) menus to simplify the categorization of tickets, reduce assignment errors and facilitate more detailed reporting. The goal of reviewing the CTIs is to make them more consistent and service oriented and to eliminate items that have not been used in the past 12 months. Additional CTIs will also be added to support the increased responsibilities of the ITSC. The changes will be made over the course of the next two months as they are reviewed with the tier 2 support groups.

Remedy and Mobile Devices

Another initiative that has just started is the review of mobile applications that will permit Remedy tickets to be updated and closed using iPhone, Blackberry and iPad devices. We have located two vendors that provide software for mobile devices and have scheduled demos. Having the capability to update and close tickets remotely will provide more accurate mean time to repair reporting and statusing of tickets. At this time, the Data Warehousing group is building a star schema for the Remedy tickets that will significantly enhance the reporting capability while providing a friendlier user interface.

EAS in the Numbers

There are 1,182 active users and 46 interfaces/integrations with external applications in EAS. Since the EAS implementation in October 2000, 124 month-end closes were performed. Accounts Payable paid 2,358,960 invoices, issued 759,571 checks and processed 159,566 ACH transfers. Since implementation, Purchasing created and approved 187,865 purchase orders, 6,767 in the first quarter of 2011. The most frequently used supplier for Q1 2011 was Staples Advantage with 1,537 purchase orders. To date, Grants/Accounts Receivable has had 158 Federal sponsors, 2,000,340 expenditures in sponsored research and 68,408 in sponsored research invoices. In General Ledger, there are 364,946 account code combinations and 20,959,537 journal lines.



STAY INFORMED

GW Can Help You Be a Quitter

We recognize that quitting smoking can be a significant personal challenge. To assist those who wish to quit smoking, GW and other organizations are offering free or reduced-cost smoking-cessation programs.

<http://www.gwu.edu/quitsmoking/>

LifeCare Discounts

Looking for discounts? Log into LifeCare and find discounts on rental cars, electronics, health and wellness and more.

<http://www.gwu.edu/hr/colonialcommunity/worklife/lifecare.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



UPDATES FROM...



COMMUNICATIONS AND MARKETING

Disaster Recovery Plan

Version 1 of the Disaster Recovery and Continuity of Operations Plan has been printed for all *management IT staff*. Please see Rachel Blevins on the Foggy Bottom campus or Peggy Steadman on the Virginia Science and Technology Campus to pick up a copy. Versions for review will also be available in common areas, the Data Center and Support Center areas. The Plan will be updated every six months and future versions will not be printed, rather they will be stored in GWdocuments. Thank you to all who contributed to researching, writing, editing, and testing the Plan.



FINANCIAL SERVICES

Important Dates

The following is a list of important dates and notes pertaining to the FY 2011 closing. It is imperative that we adhere to these dates so that transactions can be recorded properly and in a timely manner for the Division.

- March 31st – All Purchases (except some training and conferences) should have been sent to ITassetmgt1@hermes.gwu.edu with all pertinent documents (purchase transmittal /tracking sheet, quote and/or signed agreements, justification and approval if necessary, appropriate departmental approval(s)). If you have not yet sent this information, please contact Financial Services.
- All P Card purchases must be completed by **Friday, May 27, 2011**. Purchases that need to be made after this date should be processed through iBuy or EAS. For all travel expenses after May 27, 2011, please contact your department assistant/coordinator for travel advance arrangements.
- All requisitions (including iBuy purchases) must be completed by **Friday, June 10, 2011**. Please contact IT Financial Services if you have any purchases after June 10.
- Please submit all reimbursements for internet services by **Friday, June 24, 2011**. All travel advances should be settled with AP by June 30, to be counted in this fiscal year.
- All invoices must be received for encumbered goods and services received and/or rendered by **Friday, June 24, 2011**.
- **The final close for FY2011 is June 30, 2011.**

Ordering Goods and Services

To improve the process of ordering goods and services, Financial Services, along with Business Process Management, has created a Purchase Transmittal /Tracking Sheet to accompany all procurement requests. The form should be used when ordering goods and services within the Division. It can be found at:

G:\ISS_SHARED\Service_Level_Management\Public\Template-Forms\Purchase Tracking Sheet 3-2011.

Investment Mix and Purchases

Several months ago the Division was introduced to the investment mix (definitions below) to measure and tune the purchases within IT. When completing the Purchase Transmittal /Tracking Sheet (above), please select the type of indicator of your purchase request.

- **ENHANCEMENT (E):** This is an indicator of how much of the IT resource is consumed and focused on implementing technology systems that enable the University to enact new business models.
- **UPGRADE (U):** This is an indicator of how much of the IT resource is consumed and focused on developing and upgrading IT systems in support of growth.
- **OPERATION (O):** This is an indicator of how much of the IT resource is consumed and focused on the continuing operations.

Please contact anyone on the Financial Services team if you have any questions and/or concerns.



OFFICE OF INFORMATION TECHNOLOGY SECURITY

Security Assessment Lunch and Learn

The technical process of how and why we do security assessments as well as reporting format changes

Wednesday, May 4, 2011

12noon

VTC – FB and VA campuses

RSVP to Angela at angelamc@gwu.edu or 6-4262



STAY INFORMED

Congratulations!

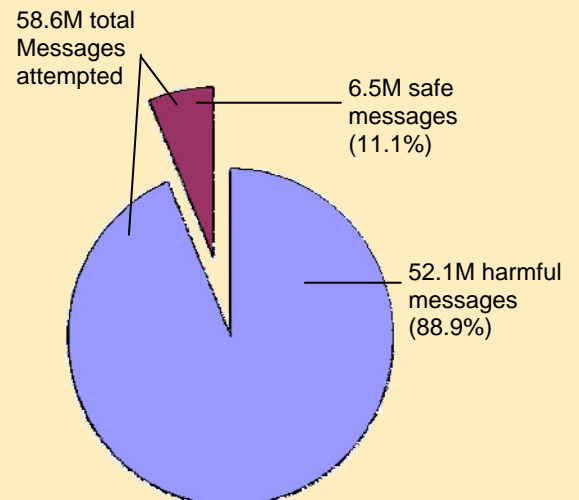
Robert Griffith retired after 35 years of service to the University

Ralph Kytte received the Microsoft Certified Technology Specialist certification

Nora Whitt will be retiring after 37 years of service to the University

Fun Division of IT Facts!

- Throughout March 2011, 58,600,000 emails were sent to GW email addresses. Of these, Division of IT filters quarantined 52,100,000 harmful messages, only allowing 6,500,000 safe messages to be delivered.



- February 2011 Voice System Statistics:

Total Inbound Calls	294,994
Total Outbound Calls	399,843
Total Calls	694,837
FB Voice Mail Users	5,509
VA FB Voice Mail Users	703
Total Voice Mail Users	6,212


OFFICE OF CUSTOMER SUPPORT SERVICES
Conference Bridges

There are three new conference solutions available to the GW community. For scheduling or pricing information, call 4-5100 or itorder@gwu.edu. The different system features are:

	Meet-Me	Paetec	AT&T
Service	Daily or monthly basis	Permanent, 24x7 basis	Hourly or permanent basis
Max. Number of Callers	6	96	50 — can be increased
Conference Number	GW number	800 number	800 number
Dial Out to Participants while on a Conference	Yes - if there is room on the bridge	Yes	Yes
Operator Assistance	No - call for assistance	Yes	Yes
Audio Recording	No	Yes	Yes
Change Access Code/ Passcode	Yes / Yes	No / Yes	Yes / Yes
Security - lock conference	No	Yes	Yes
Web Interface	No	Yes	Yes

Coming Soon! - IT Support Center (24x7x365 Technology Support)

The Division of IT will be launching a 24x7 IT Support Center (ITSC). This is an exciting new endeavor to extend availability of technology support services to the GW Community 24 hours a day, 7 days a week. This change in our service offerings represents the Division of IT's preparedness in adapting to meet the expanding need of the GW community. Initially, we will be offering incident management and basic account administration while we ramp up to full 24x7 support and escalation for all IT supported apps and services. Throughout the transition, the customer support center will maintain full support for all services during standard business hours.

The ITSC will be based out of the Virginia Science and Technology Campus and will provide a 'one-stop-shop' for tier 1 technology support for the GW Community. It will consolidate staff, faculty, student, alumni and affiliate tier1 technology support under one roof, while maintaining current Data Center monitoring capabilities.

The team is excited and looking forward to meeting the needs of the departments as well as the community at large with a renewed smorgasbord of services. Please feel free to direct any questions you may have to Chris Megill at 4-9230, Noor Aaohi at 46-3664 or Nadeem Yousaf at 6-1964.

GWemail Migration

To date, CIMS has visited 626 customers in person to assist with account claiming, mail client set-up and mobile device configuration. CIMS has resolved 131 escalated Google mail migration tickets; these are issues beyond account claiming or simple IMAP settings on desktops, laptops, or mobile devices. From a training perspective, GWemail and GWcal classes continue to be offered and are well attended. The "New Contacts" tutorial with updated infrastructure context is being reviewed by the project team.

Student Technology Services:

STS is in the midst of developing/revising educational materials for Spring Move-Out, information for summer residents as well as our annual materials. Annually, we publish the Technology Guide, which is provided to new students at Colonial Inauguration as well as to returning students in the fall.

Windows 7 Project

The Windows 7 32 bit image is stable and being deployed as requested to stations that meet the required standards with departmental approval. FWI final preparations are occupying most of the Windows 7 development time at this point while we wait for reference hardware to arrive. The 64 bit Windows 7 build is ready for UAT but a critical issue with Novell is preventing the deployment of Windows 7 64 bit images to testers.

Good News Travels Fast!
GW Housing Experiences Increased Systems Performance with RMS

During the week of March 7, 2011, GW Housing began the task of assigning students to rooms for the Fall 2011 semester. After the process was completed, IT was contacted by GW Housing to report a marked increase in performance. According to Tamara Berg, Assistant Director of GW Housing, "Many of our processes went from two hours to just 20 minutes during the room auto allocation process. We also were able to reach the highest percentage of students receiving one of their top three preferences, increasing from 85% to 90%. We also experienced no time outs or disconnect events."

GW Housing wanted to thank all those involved in the hardware upgrade and software patch that occurred during the summer of 2010.

Development and Alumni Relations Increased Online Giving Features

UWS has been actively working with areas across the University on a number of initiatives. We worked with Development and Alumni Relations on the online giving features, which prompted a message from David Garofalo, Senior Director of Communications for Development, stating "these edits bring us closer to having a stronger and more positive web experience for our donors. I'm deeply appreciative of your team's hard work."

Science, Technology and Engineering Workshop

Chris Marchak and Brandon Dixon spoke to high school students about the field of Information Security at the Science, Technology and Engineering Workshop on Friday, April 8, 2011, at the Virginia Science and Technology Campus.



UPDATES FROM...



OFFICE OF TECH OPS AND ENGINEERING

Virtualization and Green IT Initiative Results

Server virtualization has provided GW with significant cost savings in the reduction of hardware needed to support application computing. As a part of GW's zero carbon initiative, virtualization is enabling IT to reduce the power consumed by server equipment. Since 2005, the Division of IT's server virtualization initiative and hardware refresh program have reduced the average power consumed by a virtual server from 125 watts to 14 watts, an 88% reduction in the power consumed for each server. Migration to the latest platform will have over 400 virtual machines running at only 14 watts a piece enabling the Division to contribute to GW's zero carbon goal.

Enterprise Backup System Metrics

February Metrics: (previous month's metrics)

- Total number of backup jobs attempted: 142,125 (157,458)
- Successful backup jobs: 141,113 (155,438)
- Failed backup jobs: 1,012 (2,020)
- Active backup jobs: 186 (164)
- Backup jobs success rate: 99.2% (98.7%)
- Total amount of data backed up: 192TB (209TB)
- Total number of restore jobs attempted: 251 (494)
- Successful restore jobs: 244 (474)
- Failed restore jobs: 7 (20)
- Total amount of data restored: 1.2TB (928GB)
- Average backup size per client: 11GB (10.34GB)
- Average backup file count per client: 39,789 (98,996)
- Average backup duration: 1 hr and 52 min (1 hr 50 min)
- Average recovery distance: 19 days (11 days)

Windows Servers Patching Update

The Division of IT manages over 270 Microsoft Windows servers. Every month, Microsoft releases several patches that are applied to every single server. From January 2010 to January 2011, 1,001 patches were released and applied to the DIT managed Windows servers. In February 2011, 44 patches were applied to all the servers:

- 7 critical
- 21 important
- 6 moderate
- 10 other low risk



OFFICE OF UNIVERSITY WEB SERVICES

CMS Selection

Since January, University Web Services has been working with External Relations and stakeholders from across the university to gather information for the replacement of the Vignette Content Management System with another system that is better suited to the specific needs of higher education. A series of demos were held by commercial vendors and a few open source products to help determine the real features and functions that people were looking for. With all of the demos now complete, the selected system is ... [drum roll, please] ... Drupal – an open source content management system.

Now that a system has been selected, the next phase is the implementation of Drupal. Currently, we are working to identify a professional services organization to help with the architecture of the system and assist in building out that architecture, along with many other members across the Division. We will be implementing a managed Drupal system, one that will allow UWS and the Division to maintain the system in a secure and current environment and allow External Relations to manage the design, brand and content aspects of the system. We are still working on the implementation plan, which includes timeline, architecture and scope. Once this information is finalized, we will be better able to share the overall plan with the university.

Beyond the CMS Selection

The team has also been hard at work preparing for the Decision Release event through Undergraduate Admissions. This is the time when applicants to the University find out their admission status. This year, the Decision Release was March 25th, and throughout that day and the following weekend, the systems performed without incident to the pleasure of the Division of IT, Undergraduate Admissions and the students seeking admission to the University.



STAY INFORMED

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.

Mobile Device Authorization

Please complete the Division of IT Mobile Device Authorization form to purchase/add/modify mobile devices and services. IT Financial Services will review the information and process the request with GW Procurement.



UPDATES FROM...



OFFICE OF BUSINESS PROCESS MANAGEMENT

PMLC Discussion Sessions

It has been a little over a month since our last session on the PMLC process rollout. As previously mentioned, we have scheduled two sessions, both optional, to talk through how the PMLC is working, questions you may have and discussion of potential improvements. To facilitate this discussion, there are two sessions scheduled over lunch (bring your own). The sessions are intended to be free form open discussions. The final session is available:

Thursday, May 12, 12-1pm, VTC (VA-382 and FB-B149)

Please also note that all IT management staff has been added to the PMLC Toolkit eRoom (<https://eroom.gwu.edu/eRoom/EVPT/PMToolkit>). This eRoom contains copies of all PMLC templates as well as pdf versions of the training sessions that were delivered. As you begin to utilize the templates provided please contact us if you have questions (Bill Koffenberger: 4-3347 or billkoff@gwu.edu; or Christina Griffin: 6-1911 or cgriffin@gwu.edu).

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>