

STATE OF DIVISION OF INFORMATION TECHNOLOGY

THE GEORGE
WASHINGTON
UNIVERSITY
WASHINGTON DC

November 2011



A MESSAGE FROM THE CIO...



Dear Staff,

This month's Service Excellence Celebration was the 10th annual celebration of The George Washington University's commitment to serving our community. Faculty, staff, students and divisions were honored for their exceptional service and collaboration with one another and across divisions, and I am incredibly proud of all of the Division of IT nominees and winners. The event and awards distributed serve as reminders that we must continually reaffirm our commitment to the GW values and to service excellence at all levels.

This celebration calls us to commit ourselves to embodying the university values of learning, communication, community, diversity, excellence, respect, sustainability, teamwork and service. I hope that you enjoyed participating in the nomination process, conference and celebration of service at the university. I thank you for all of your hard work toward representing these ideals and challenge you to continue to strive for them.

Thank you,
Dave Steinour



UPDATES FROM...



OFFICE OF INFORMATION SECURITY

National Cyber Security Awareness Month Campaign

In an effort to raise awareness of security threats and best practices, the Office of Information Security and Compliance Services released a series of messages to the GW community during the month of October, National Cyber Security Awareness Month. These messages included a security overview with David Steinour featured in GWToday, mass e-mails highlighting security tips for social media and tips for avoiding viruses and other threats online and an ad in the GW Hatchet highlighting ways to protect oneself while using mobile devices.

Tips for Protecting Yourself and Your Devices:

- Be cautious of any suspicious e-mails, friend requests, messages or links, even if they appear trustworthy
- Read the warnings and pop-ups that appear when you use applications
- Read the privacy statement on each social network you use to ensure that it has features you can enable to minimize your exposure, and if a site's privacy settings are weak or nonexistent, consider using another application instead
- Enable automatic locking and inactivity timeouts for apps and the internet on mobile devices
- Keep all software updated, and install antivirus software and firewalls on your devices
- Use strong passwords online, strong passcodes on your mobile devices and hard-to-guess answers to security questions
- Look for "https" or a lock at the top of the browser when entering sensitive data
- When asked to provide your bank information or social security number online, question why it is necessary
- Always clear out your browser cache and history before logging out



STAY INFORMED

Performance Management

It's time to discuss performance reviews! Remember to utilize the manager and employee checklists for your performance review. This will help make you better prepared to discuss your review! For more information, visit <http://sld.gwu.edu/pm/discussion.html>.

Virtual Teamwork

The SLD website has added new resources to assist and enhance our virtual network. Visit http://sld.gwu.edu/skill_building/virtual_teamwork.html for more information.

GW Recognition Toolbox

Looking for ways to recognize a staff member colleague or manager? Check out this great recognition toolkit for tips and resources: http://www.gwu.edu/hr/colonial_community/recognition/toolkit/index.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 of 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/empreff/> 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
- Che'ree Campbell, Finance & HR Coord ccampbe2@gwu.edu, 6-8550



OFFICE OF SYSTEMS ENGINEERING SERVICES

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 Oct. 27, 2011: Managed Services: (last month's totals)

- 285 out of 353 Windows servers are virtual: 82% virtual (304 out of 372, 82%)
- 52 out of 97 Novell servers are virtual: 54% virtual (no change)
- Overall, the managed services are 76% virtual (no change)

Unix Services:

- 53 stand-alone Solaris servers (56 stand-alone servers)
- 2 M8000 with 17 zones (no change)
- 45 Solaris Zone hosts hosting 160 zones (48 Solaris Zone hosts, 158 zones)
- 69 Unix (Solaris and Linux) virtual machines (67)
- 10 appliances (Ironports and Axway) (no change)

Enterprise Backup System Metrics

Sept. 2011 Metrics: (previous month's metrics)

- Total number of backup jobs attempted: 180,526 (184,135)
- Successful backup jobs: 174,714 (178,102)
- Failed backup jobs: 5,812 (6,033)
- Active backup jobs: 22 (33)
- Backup jobs success rate: 96.78% (96.72%)
- Total amount of data backed up: 247.834 TB (252.476 TB)
- Total number of restore jobs attempted: 56 (65)
- Successful restore jobs: 52 (58)
- Failed restore jobs: 4 (7)
- Total number of data restored: 1.35 TB (2.319 TB)
- Average recovery distance: 3 weeks (4 weeks)

Windows Servers Patching Update

The Division of IT manages over 350 Microsoft Windows servers. Every month, Microsoft releases several patches that are applied to every single server. From Jan. 2010 to Sept. 2011, 1,438 patches were released and applied to the Division of IT managed Windows servers. In Oct. 2011, 45 patches were applied to all the servers: 14 critical, 13 important, 7 moderate and 11 other low-risk patches.



COMMUNICATIONS AND MARKETING

Templates and Guidelines Available on Shared Drive

The communications and marketing team has been working with departments to create templates for various types of documents. These templates, along with the Division of IT style guide, are available on the ISS_Group (G) drive in the ISS_Shared folder, in a separate folder labeled "DIT Templates." The templates available in this folder include a report template, a design document template, an operations guidelines template, an operations procedures template and a PowerPoint template. If you have any questions or need assistance in creating similar templates for your department, please contact Rachel Blevins at 4-2138 or rachel_k@gwu.edu or Kara Wright at 4-1470 or wrightk@gwu.edu.

Planning for New Division of IT Website

The Division of IT is preparing to migrate its site, <http://it.gwu.edu>, to the new CMS, Drupal, and the new site will feature refreshed text and a look and feel that corresponds with other sites under the Unified Web Presence project. If you have any suggestions or if your department has specific needs for the new site, please contact Rachel Blevins at 4-2138 or rachel_k@gwu.edu.

Presentation Tracking

The Office of Communications and Marketing has begun tracking presentations given outside the university by Division of IT staff. Presentation materials will be available on the ISS_Shared drive, and staff may reference these materials for ideas with their own upcoming presentations. The folder can be accessed at (G:) ISS_Group/ISS_Shared/DIT Templates/Division of IT Offsite Presentations. If you have recently given a presentation or are scheduled to present outside the university, please contact Kara Wright at 4-1470 or wrightk@gwu.edu.



2011 Service Excellence Awards

This year marked the 10th annual celebration of service excellence at The George Washington University. The first customer service celebration was held during the 2002-2003 academic year as a joint initiative between the executive vice president and treasurer and senior vice president for student and academic support services divisions. Since then, the celebration has expanded to become a university-wide event and illustrates the ongoing commitment to exceptional service across the university's divisions.

The purpose of the celebration is to appreciate exceptional service provided by departments throughout the university; recognize individuals, departments and/or partnerships that contributed meaningfully to service excellence at GW and provide training and knowledge sharing opportunities to engrain GW's commitment to service excellence at all levels.

The Division of IT received the Sustainability Award for its sustainable IT initiative and, along with the Office of Finance, the Procurement Office and the GWorld Office, was a finalist for the Service Collaboration Award.

Please extend a congratulations to all Division of IT staff and projects that were nominated for Service Excellence awards.

Staff Choice Nominees:

- Brian Chan
- Michele Chubirka
- Anna De Lapparent
- Stefano Concetto De Leo
- Michael Favis
- Joseph Francis
- Edward Fuh
- Rochel Gaines
- Thomas Grant
- Patrice Haspil
- Mark Heily
- Rehan Khan
- James Lee
- Paul Liao
- Christopher Megill
- Andrew Moskowitz
- Chris Peacor
- Nora Peeler
- John Perry
- Manisha Peswani
- Luc Prepetit
- Paromita Ray
- Crystal Robertson
- Ruby Roy
- Kyle Salous
- Aaron Smith
- Saravanan Subramani
- Christine Swankoski
- Andrew Tellez
- Patricia Watson
- Glenn Whetstine
- James Whetzel
- Wendy Wickham
- Naveed Yousaf
- Pat Zajdel

Student Staff Choice Award Nominees:

- Chris Zeller

Faculty/Staff Services Recognized as "Best Services":

- IT Help Desk
- GWeb Information System Website



Resolution of Duplicate PIDs

One of EIS's quiet success stories is the resolution of the duplicate PIDs in the Banner database. A duplicate PID occurs when one individual has two or more GWids or PIDs in Banner. Six years ago, the merging of records was a tedious, manual process for analysts, programmers and users. Only the most critical cases were resolved, such as students who could not register, receive financial aid or obtain accurate transcripts. In addition, because we could never get ahead of the cycle, there were always critical cases. The development staff programmed a custom duplicate PID application that would programmatically generate scripts to merge the records and provide users with a workflow to approve the merging of records. We also developed a program to identify possible duplicate records in the database so that they could be merged before they were associated with time-sensitive data. At the same time, SunGard developed baseline common matching functionality to help users avoid duplicate data entry. The complex custom technical solution has been presented at several Banner conferences, and 150 colleges and universities have shown interest and signed license agreements with GW to receive our solution to the duplicate PID problem, GW Abolishes PID Problem (GWAPP). SunGard is currently working with Vipul Patel and Ramapriya Mallepally to adopt GWAPP and release it as part of Banner baseline in 2012.

Three years ago, the goal of having an average of 100 open duplicate PID cases a week seemed impossible. However, this past year, we averaged 40 open cases a week. Many thanks to the analysts, developers and users for their commitment to the success of this process.

Meet the EAS Analyst Team

The EAS analyst team supports GW's implementation of Oracle's eBusiness Suite, Enterprise Accounting System, as well as several peripheral applications and integrations to other applications such as the stipend management application, the endowment tracking system and integrations to and from iBuy. The team will also support integrations to and from eExpense, which is slated to go live in Oct. 2012. The team of analysts works with university stakeholders to gather, design and document requirements for business needs in technical terms so we can work with the EAS developers to design system solutions.

- *John Sweeney* - primary support for purchasing and secondary support for payables and accounts receivable. John also supports several iBuy integrations.
- *Anjana Ghosh* - primary support for general ledger and the endowment tracking system. She also brings years of Oracle experience on the procure to pay process and subledger accounting.
- *Michelle Hall* - primary support for the subledger accounting and governance risk compliance modules and secondary support for the grants accounting and purchasing modules. She also supports several iBuy integrations and is our unofficial "encumbrance queen."
- *Yelena Buchmuller* - primary support for grants accounting and accounts receivable and secondary support for general ledger.
- *Shailaja Sadam* - primary support for payables and the stipend management application and our secondary support for cash management.



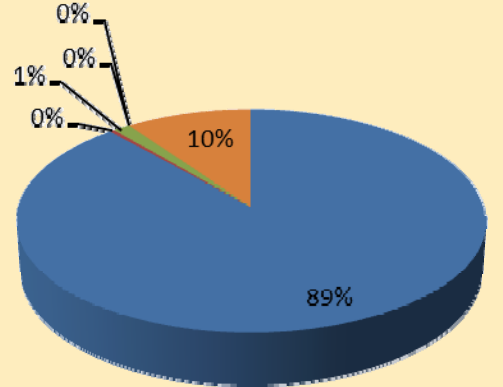
What Are We Working On?

The web development team continues to work with External Relations to build out the Drupal CMS to quickly generate websites for departments and offices. Three more sites are preparing to go live in early November. Beyond the CMS, the web development team has been working with a number of offices across campus on their web-enabled projects. We have been in collaboration with Undergraduate Admissions helping them prepare for the acceptance cycle for the incoming class in the fall of 2012. We have also been working with GW Housing on their summer housing application.

Fun Division of IT Facts

• **October E-mail Statistics**

Throughout October, 43,500,000 e-mails were sent to GW e-mail addresses. Of these, Division of IT filters quarantined 39,200,000 harmful messages, only allowing 4,200,000 safe messages to be delivered.



- Stopped by Reputation Filtering
- Stopped as Invalid Recipients
- Spam Detected
- Virus Detected
- Stopped by Content Filter
- Clean Messages

Congratulations!

Carolyn Chase celebrated her 38th anniversary with the university

Andy Davis received the ITIL v3 Foundations certification

Connie Fu was promoted to senior information coordinator

Ed Fuh was promoted to senior information coordinator

Ben Heily was promoted to information system coordinator

Mark Heily was promoted to senior information coordinator

Jason Hurlburt received the Certified Linux Professional and Certified Linux Administrator certifications and presented at Novell Brainshare on "BlackBerry Enterprise Server for VIPs and Other Really Important People"

James Lee was promoted to senior information coordinator

Alex Nimmannit was promoted to senior information coordinator

Cindy Phamvinhthanh was promoted to information system coordinator

Roxanne Seth-Malone received the ITIL v3 Foundations certification

Shally Sood-Verma was promoted to information system coordinator



UPDATES FROM...



OFFICE OF TECHNOLOGY ARCHITECTURE AND RESEARCH SERVICES

Get to Know the TARS Team

We would like to re-introduce our team to the Division of IT and provide more clarity on our individual roles. Each member of the Technology Architecture and Research Services team performs the role of a senior IT architect. The skill sets and capabilities in this role exist across our office. A senior IT architect is responsible for understanding and utilizing the current environment, analyzing market and industry trends and formulating the technology vision and strategy for the university. This role includes the proactive education and promotion of architectural standards and documentation, as well as the active participation in overseeing project design and implementation efforts to support compliance and establish integrated platforms for business execution.

In addition to this core role, each member of this office performs duties in various areas of specialization. These specialized staff members include:

- *Andrew Gallow* (Network): The senior information technology architect for the network is responsible for the planning, design, development, integration and enhancement of the GW communications infrastructure, including the transport of all voice, video and data over wired and wireless media. This role includes ensuring that the university is connected with and participates in strategic and collaborative communications infrastructure partnerships with national, international and peer organizations.
- *Tom Love* (Systems): The senior IT architect for systems is responsible for the planning, design, development, integration and enhancement of enterprise systems and services required to support applications and services at the university. This role includes ensuring the university is capable of providing necessary resources through data center capacity, virtualization and high performance computing in support of the university.
- *Dave Donoho* (Unified Communications): The senior IT architect for unified communications is responsible for the planning, design, development, integration and enhancement of the technology architecture required to support unified communications infrastructure and services. This role includes ensuring the university is capable of adapting to collaborative technology changes, including teaching and learning, research and teleworking.
- *Truyen Pham* (Security): The senior IT architect for security is responsible for the planning, design, development, integration and enhancement of the security strategy, design guidelines and best practices for the applications, systems and communications infrastructure. This role includes ensuring the university is capable of mitigating risk, maintaining compliance and adapting to the evolution of the threat landscape due to advances in technology, changes in client behavior and means for provisioning services.
- *Vijay Padmanabhan* (Applications): The senior IT architect for applications is responsible for the planning, design, development, integration and enhancement of applications and services required to provide a user experience delivering to defined business requirements. This role includes ensuring the university is capable of identifying and improving business processes and procedures through automation and intelligent information storage, retrieval and exchange.
- TBD (Enterprise Mobility): The senior IT architect for enterprise mobility is a currently unfilled position that will be updated and re-advertised in the near future.
- As we continue to work with each of you to help the Division of IT meet ongoing challenges and establish a strong base for providing support to the growing research community at GW, we welcome your ideas and suggestions. Please contact Brian Ensor at 6-8580 or ensor@gwu.edu with any feedback.



STAY INFORMED

Don't Forget...

Press Inquiries

Please send all press inquiries to Rachel Blevins at rachel_k@gwu.edu or 4-2138. Any requests from the press, including The Hatchet, should be filtered through the Office of Communications and Marketing. Rachel will work with 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.

Technical Writing

The Office of Marketing and Communications has been assisting with the creation of several policies, procedures and technical documents for the Division of IT. This work has included documenting office knowledge, writing new procedures and editing and re-formatting existing documents. For more information or to assess your team's technical writing needs, please contact Rachel Blevins at 4-2138 or rachel_k@gwu.edu.

Project Portfolio Dashboards

Dashboards are now available for all IT managers through the PPM tool. To view the dashboards, log in to the PPM tool and look for the 'Dashboards' section along the left side. The new dashboards are under 'Div of IT Management Dashboards.' The dashboards compare proposals and projects from last fiscal year to this fiscal year based on project size, type and sponsoring department.

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/>

Reminder!!

Mobile Device Authorization Form

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



UPDATES FROM...



OFFICE OF CUSTOMER SUPPORT SERVICES

Microsoft Office Updates

The Software Education and Training (SET) team works to ensure that our training offerings are current and most valuable to the university community. As such, Microsoft Office 2003 has been slated to be uninstalled from the training lab computers managed by SET on or about Oct. 31, 2011. Microsoft Office 2010 will be installed as the replacement software package. Office 2007 will continue to operate under a virtual machine in this configuration, and limited training is available. The affected training labs are located in Phillips Hall B109 and Enterprise Hall 250.

Rice Hall Renovation

The CIMS and SNS teams worked to support the Rice Hall seventh floor renovation, both during move-out and the return to the renovated space. In addition to taking down and setting up user hardware, the team assisted users with some of their custom preferences.

Voiceover Internet Protocols for GW Off-Sites

Communication Services is currently working on a new project: the Centrex site review. The scope of this functionally-managed project is to review the existing off-campus sites that use Verizon Centrex or ISDN service and determine what it would take to bring these sites onto the GW managed voice service, Voice-Over IP (VOIP). As part of this project, we will also recommend the best solution for each site. If following the assessment it is deemed appropriate to move forward, we will undertake an additional project to migrate services to GW-provided VOIP on a location-by-location basis. Some of the potential benefits the university can expect from VOIP solutions include reducing costs, allowing GW to support these sites in a timely manner instead of relying on an outside vendor and giving the offices the ability to be connected to the rest of the campus by sharing the same 5-digit dialing plan.

Communication Services Lunch and Learn

Communication Services is also looking to have a Lunch and Learn early next year. If you have a suggestion based on what you would like to learn or have questions on a specific topic, please e-mail Michelle Bouchard at mboush@gwu.edu. We will be happy to incorporate your ideas into our presentation. At this time, we plan on reviewing the basics regarding voicemail, telephone usage, conference calls and EC500, as well as the other services we offer.

Drilling Down to Improve Customer Service

As part of our continual effort to improve our services and the customer experience, the IT Support Center team has undertaken a new initiative to self-audit our incident management success. ITSC management is currently drilling down into the tickets that are being escalated to other Division of IT departments and looking for ways to improve our first contact resolution capabilities. In some instances, this will result in training for ITSC staff to make sure they are aware of changes to services or new capabilities they may have in regards to resolving customer issues. In other cases, this investigation may result in requests to the appropriate escalation points for additional access to manage accounts, change configurations or better understand new products and services.

Our goal here is to continually look for opportunities for the ITSC team to increase what can be taken care of when the customer first engages the Division of IT. We also want to make sure that we are only escalating items that truly require the specialized knowledge, skills or access of our partners in the Division of IT. If you have any suggestions on areas in which you believe there are opportunities to transition services to first contact status, please do not hesitate to reach out to the IT Support Center team at itscmgmt@gwu.edu with your suggestions.



STAY INFORMED

Joke of the Month



Have a funny IT-related joke or cartoon?
Send it to Rachel Blevins at rachel_k@gwu.edu for inclusion in the newsletter.

The State of the Division of IT newsletter has been distributed by the Division of IT Office of Communications and Marketing. 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>