

STATE OF DIVISION OF INFORMATION TECHNOLOGY

THE GEORGE
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UNIVERSITY
WASHINGTON DC

October 2011



A MESSAGE FROM THE CIO...



Dear Staff,

Last month, the senior staff met to discuss the strategic themes and forward focus areas for the Division of IT. The session was a success, and we participated in a team building exercise that taught us about each other's leadership styles at work and home. From these discussions on leadership and strategic themes, we will build the foundation for the strategic plan, which will be published later this year.

I would like to congratulate all those involved with launching the Identity Management project, which went live on Sept. 12. The first phase of the project allows for simplified account creation and deletion, password synchronization across applications and improved self-service account management services such as a retrieval process for forgotten passwords. Users have begun claiming their NetIDs through the process, and more information is available at <http://helpdesk.gwu.edu/accounts/>. We are looking forward to continuing with this project, as it will both enhance IT security and offer improved services to the GW community.

I hope you have all been enjoying the start of the academic year and are working hard to accomplish your individual and team goals. As always, thank you for your commitment to making the Division of IT and the university a success.

Thank you,
Dave Steinour



UPDATES FROM...



COMMUNICATIONS AND MARKETING

Style Guide

The Office of Communications and Marketing has created a Division of IT style guide that includes documentation standards for the use of logos, colors and fonts as well as naming conventions and tips for grammar, style and punctuation use. This document will be available to all Division of IT staff – for more information, please contact Rachel Blevins at rachel_k@gwu.edu or Kara Wright at wrightk@gwu.edu.

Documentation Assistance

The communications and marketing team has created several one-page handouts for the Office of Business Process Management illustrating the processes for contract management, business analysis and the project management life cycle. If your team would like assistance in creating a document or converting text into a one-page format that adheres to the Division of IT standards, contact Rachel Blevins at 4-2138 or rachel_k@gwu.edu.



OFFICE OF INFORMATION TECHNOLOGY SECURITY

Sourcefire Installation

The Information Security and Compliance Services team has completed the successful installation of a new Sourcefire Intrusion Detection System (IDS) to monitor intrusions on the GW network. This installation upgrades our threat management system and will greatly improve discovery of malicious activity and abuse on the campus network. It also has the capacity to handle all of the university's increased network traffic, provides clean and concise reports detailing malicious activity and allows for better incident tracking over time.



STAY INFORMED

New Employee Orientation

GW recently implemented the following enhancements to continue improving the experience of new employees at the university:

1. A two-part New Employee Orientation. Part one is a new employee orientation on Mondays from 8:30-10:30 a.m. (note: this orientation is now only two hours long), and part two is a benefits/payroll webinar held on Wednesdays from 10-11 a.m. (note the change in date and time). The webinar can be accessed at <http://tinyurl.com/gwbenefits>.
2. A redesigned new employee website. Visit <http://www.gwu.edu/hr/newemployee/> to access the newly redesigned site, which will guide you and your new employees through required actions and learning opportunities and give you access to tools and resources, including New Employee Orientation information and checklists for employees and managers.

Benefits Open Enrollment 2011

Remember: open enrollment will run from Oct. 10 through Oct. 28.

Save the date for the following Benefit Fairs. More information will be coming soon.

- Monday, Oct. 10: Foggy Bottom campus 10 a.m. – 4 p.m.
- Wednesday, Oct. 20: Virginia Science and Technology campus 10 a.m. – 2 p.m.
- Monday, Oct. 24: Foggy Bottom campus 10 a.m. – 4 p.m. (in conjunction with the Colonial Community/Work Life Fair)

Free Health Screenings

Free health screenings will be offered at the upcoming Benefits Open Enrollment Fairs. If someone told you that four basic numbers could give you a snapshot of your health, and a road map for improving it, would you believe it? It's true—they can. By knowing your numbers, you can gauge your risk for serious health problems like cardiovascular disease, diabetes, stroke and even dementia. When you make changes in your lifestyle, the numbers can mark your progress.

To help you "Know your Numbers," GW is excited to offer free biometric health screenings. You do not need to participate in GW's health plan to take advantage of these screenings.

Screenings are available by appointment only, and space is limited! To learn more or schedule an appointment, go to <http://www.gwu.edu/hr/colonialcommunity/healthyscreenings.html>.



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 July 5, 2011:

Managed Services: (last month's totals)

- 267 out of 334 Windows servers are virtual: 80% virtual (258 out of 324; 80%)
- 45 out of 90 Novell servers are virtual: 50% virtual (no change)
- Overall, the managed services are 73% virtual (no change)

Unix Services:

- There are 60 stand alone Solaris servers (no change)
- There are two M8000 with 16 zones (no change)
- There are 49 Solaris Zone hosts hosting 156 zones (154 zones)
- There are 46 Unix Virtual Machines (38 machines)
- There are 10 appliances (Ironports and Axway)

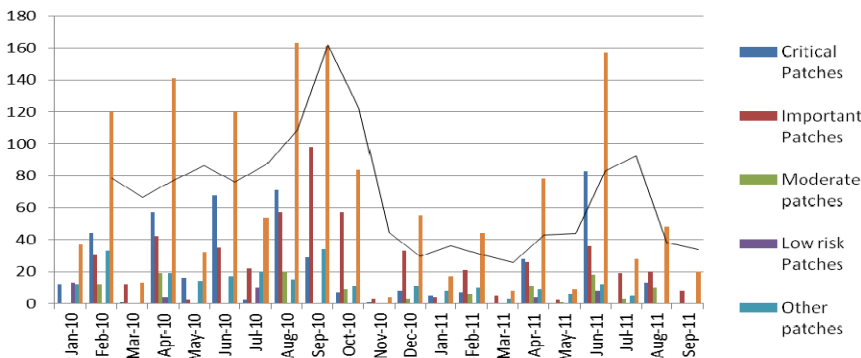
Enterprise Backup System Metrics

August 2011 Metrics: (previous month's metrics)

- Total number of backup jobs attempted: 184,135 (180,998)
- Successful backup jobs: 178,102 (180,998)
- Failed backup jobs: 6,033 (2,600)
- Active backup jobs: 33 (7)
- Backup jobs success rate: 96.72% (98.56%)
- Total amount of data backed up: 252.476 TB (297.011 TB)
- Total number of restore jobs attempted: 65 (149)
- Successful restore jobs: 58 (143)
- Failed restore jobs: 7 (6)
- Total amount of data restored: 2.319 TB (1.314 TB)

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 January 2010 to September 2011, 1,393 patches were released and applied to the Division of IT managed Windows servers. In September 2011, 20 patches were applied to all the servers: 8 important and 5 unspecified patches.



OFFICE OF TECHNOLOGY ARCHITECTURE AND RESEARCH SERVICES

Who Are We, and What Do We Do?

The mission of the Office of Technology Architecture and Research Services is to leverage the current knowledge and future vision of technology and systems to promote the university's commitment to academic excellence and interest in growing the research enterprise. We work to accomplish this mission through the following three domains of responsibility:

1. Technology Architecture – Establishing and managing standardized, simplified, understood and well-documented technology architecture as part of an enterprise architecture plan and enabling excellent service delivery and solution development by the Division of I
2. Research Services – Design recommendations, management planning and oversight of university technology needs for research services execution and grant submission
3. External Initiatives – Planning and implementing new initiatives in regional and national networking

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 bensor@gwu.edu with any feedback.

Health Advocate

Health Advocate is now available. This tool is your free lifeline to assist you with finding the right providers and hospitals, untangling medical bills, locating eldercare and support services, securing second opinions and navigating your insurance plan. For more information, please visit <http://www.healthadvocate.com/gwu>.

2011 Service Excellence Conference

Register for the annual Service Excellence Conference! Take advantage of this opportunity for professional development.

This year marks the 10th anniversary of GW's Service Excellence Celebration. The conference portion of the celebration offer you opportunities to learn, share knowledge and develop skills. Mark your calendar for the conference, which will occur on Oct. 27 (Virginia Science and Technology campus) and Nov. 1-2 (Marvin Center, Foggy Bottom campus).

View the full conference schedule and register at <http://service.gwu.edu/conference/>.

2011 enhancements:

- Session topics will include five "tracks" aligned with the GW Performance Factors (communication, customer service, teamwork, productivity and management)
- New "Skill Briefs" offer a 30-minute mini-course that will introduce participants to critical skills and access to tools and techniques
- A reinvented GW Career Development Learning Lab will be open all day—details below

New session highlights:

- A conversation with Terri Harris Reed, Vice Provost for Diversity and Inclusion
- Philanthropy at GW with Michael Morsberger, Vice President for Development and Alumni Relations
- A roundtable discussion with the Office of the Provost's senior staff
- Innovation Task Force update and idea forum
- Managing customer expectations
- And many more!

Visit the GW Career Development Learning Lab to:

- Draft your elevator pitch
- Watch career video clips
- Take a career path quiz
- Explore SkillPort career simulations



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



UPDATES FROM...



OFFICE OF ENTERPRISE INFORMATION SERVICES

Data Warehousing Improvements

Over the past few months, the Data Warehousing team has continued to focus on improving both functionality and content availability within the GW data warehouse and the extended reporting environment. One example of the improved functionality came in the form of a new OLAP cube environment. The GW data warehouse recently went live with Cognos 8.4 Analysis Studio, a project that involved advancements in two distinct areas. First, we improved overall functionality and ease of use by upgrading from Cognos 7 to Cognos 8. The new functionalities include increased reporting flexibility, the ability to create advanced sets and a more intuitive user interface. Second, all previously existing content was redesigned in order to provide a consolidated, conformed environment that supports both summary to detail and cube-to-cube drill-through functionality.

The Data Warehousing team has been actively working to increase the available reporting content by implementing Noetix Views within the ERP reporting environment. These views organize, consolidate and identify data within GW's EAS implementation for reporting purposes. Once created, these are made available through the Cognos suite of tools currently used in the data warehouse environment. We will complete the implementation phase of this project in early October and will roll the product out to the user community on a unit-by-unit basis to ensure that each group receives the time and attention it needs. As we move into the second quarter of the fiscal year, the Data Warehousing team is looking forward to capitalizing on its recent successes and continuing to grow and change to meet customers' needs.

Virtual Browser for GWdocuments and GWscan

The Enterprise Document Management team released a virtual browser for GWdocuments and GWscan. This browser is Internet Explorer 8 with all of the settings and ActiveX required for both applications. We have also released a new GWdocuments build that recognizes when users are not using the virtual browser, encourages them to use it and provides download instructions. Once a user has downloaded the browser via ZenWorks, he/she will be automatically updated whenever we release a new version. We have built in controls that will tell users on non-managed desktops when a new version is available, provide the download URL and tell them when the current version will be end-dated. After an end date has passed, users will no longer be able to log in using the old version. This end date, along with the current version number, is contained in a properties file, which allows us to manage end dates rather than set an arbitrary date when the browser is released. Thanks to the Enterprise Document Management and Customer Support Services teams for developing the virtual browser and providing it in ZenWorks and on the ITSC site. A special thanks to Mike Ng for designing the new approach, Anita Yuen for implementing it, Tony Ford for facilitating it and Dacian Reece-Stremton for all of his support and patience.



OFFICE OF BUSINESS PROCESS MANAGEMENT

PMLC Training

Attention all new managers and functional managers: we will be offering an encore presentation of this past winter's PMLC training sessions. This two-part training series, which covers the PMLC process in detail, has been condensed into one session and will be offered on Thursday, Oct. 13 at 9 a.m. in room 175 of Enterprise Hall on the Virginia Science and Technology campus. To register or for more information, please contact Christina Griffin at cgriffin@gwu.edu or Bill Koffenberger at billkoff@gwu.edu.

PPM Helpful Hints

If you have questions or need assistance with managing your requests or projects within PPM, contact Christina Griffin or Bill Koffenberger.

- Q: *How can I track time to a project in PPM?*
A: To track time to a project, your project manager or functional manager must first activate a work plan.
- Q: *When my request becomes a project, do the PPM numbers remain the same?*
A: No—when a request is approved by the gate review board and becomes a project, a new project-specific number will be generated. You can always reference a project's request number by clicking on the References tab within the project.



STAY INFORMED

Did You Know?

- All EAS and iBuy purchases \$2,500 and greater require a purchase tracking sheet with all appropriate approvals. The purchase tracking sheet should identify whether a purchase is an enhancement, upgrade or operational purchase. Please submit purchase requests to itassetmgt1@hermes.gwu.edu with all documents, quotes and/or signed agreements.
- Expense reimbursements (internet, travel, certifications, etc.) must be submitted within 30 days of completion of each travel or date of initial billing or receipt.
- According to the mobile device and internet policy, a mobile device form is required to get a new or replacement phone after the two-year life cycle. Picture and video messages are not included with the plans and are chargeable services. Overage charges billed to the university are to be reimbursed by employees in accordance with the mobile device and internet policy.

Fun Division of IT Facts

July E-mail Statistics

Throughout June July, 86,300,000 emails were sent to GW e-mail addresses. Of these, Division of IT filters quarantined 80,100,000 harmful messages, only allowing 6,100,000 safe messages to be delivered.

Congratulations!

Ed Fuh received the MCITP-Server Administrator certification

Ben Heily received the Oracle Solaris 10 Operating System certification and is Oracle certified associated

Mark Heily received the ITIL v3 Foundations certification

Ralph and Barbara Kytte welcomed a baby girl

James Lee received the Oracle Certified Professional Solaris 10 System Administrator certification

Ramapriya Mallepally received the ITIL v3 Foundations certification

Brian Mislavsky received the VMWare Certified Advanced Professional Data Center Design certification

Farewell to **John Meehan** and **Vipul Kayatha**

Vipul Patil received the ITIL v3 Foundations certification

Sunil Patil received the ITIL v3 Foundations certification

Manisha Peswani received the ITIL v3 Foundations certification

Paromita Ray received the ITIL v3 Foundations certification



UPDATES FROM...



OFFICE OF CUSTOMER SUPPORT SERVICES

Communication Services—Did You Know?

You can transfer a call directly to a person's voice mailbox without ringing his or her phone. This feature can be useful when you are calling someone who is out of the office or does not want to be disturbed.

To use this service, complete the following steps while you have the caller on the phone:

- Press the Transfer button on your 2420 or 6400 series telephone
- Dial extension 4-4400 to reach a Foggy Bottom employee or 6-4400 for a Virginia Science and Technology employee
- Enter the extension of the person to whom you are transferring
- Press Transfer
- The call will go directly to the voice mailbox

If you have any questions regarding this feature or any of our other service offerings, please contact Communication Services at 4-5100 or itorder@gwu.edu.

IT Support Center—All Aboard!

In addition to welcoming the 2,500 new students who joined the class of 2015 and transferred from other universities, the IT Support Center (ITSC) has been busy onboarding two new services, the GW content management system and the Identity and Access Management system. This process involves holding initial discussions to determine the support requirements and the scope of support for each service, followed by the creation and modification of support documents, ticket templates and staff briefings.

The ITSC team also participated in the Customer Support Services all-staff meeting remotely via one of the newly deployed mobile video teleconferencing units. With the hope of helping others put faces to the names of those who work at the IT Support Center, we introduced each member of the team.

We are excited and continue to push forward through the second quarter since the inception of the ITSC. We handled 10,565 incoming calls in August, our busiest month so far, and we had an 80 percent first call resolution rate.

Illuminate Live! – New Employee Webinars

Do you remember your first day as a GW employee? If it was a few years ago, you most likely walked over to the Marvin Center with notebook in hand and sat in a room for four hours. Keeping up with current trends, we have moved half of that time online, thanks to the Division of IT's web conferencing tool, Illuminate Live! Now, new employees can sit at any of GW's campuses and still receive their benefits and payroll orientation through the Human Resources webinar. This webinar and others like it are currently being supported by the Software, Education and Training team within the Office of Customer Support Services.



OFFICE OF UNIVERSITY WEB SERVICES

What Are We Working On?

The University Web Services team continues to work on the implementation of Drupal as the content management system for the university. The sites for the Office of the President and the Office of the Provost are currently running in Drupal, and we are working on making the system able to quickly deploy websites. In addition to the CMS, we introduced a new Division of IT-provided mass e-mail tool to the Office of Undergraduate Admissions.

WELCOME!



NEW TEAM MEMBERS

George Davis recently joined the Student Technology Services team as a systems specialist. He is located in City Hall on the Foggy Bottom campus and can be reached at 4-6082 or gdavis1@gwu.edu.

Nick Ploussiou recently joined the IT Support Center team as a junior support analyst. Having previously worked with Bank of America in a customer facing position, Nick brings with him extensive customer service experience. Nick is located on the Ashburn campus and can be reached at 6-3664 or nplou@gwu.edu.



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.

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.

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.

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>