

STATE OF DIVISION OF INFORMATION TECHNOLOGY

THE GEORGE
WASHINGTON
UNIVERSITY
WASHINGTON DC

September 2011



A MESSAGE FROM THE CIO...



Dear Staff,

This summer has been a productive one for the Division of IT, and as the new school year begins, please continue to work with one another to make this another successful year.

The Identity Management project is scheduled to go live on Monday, September 12, 2011, and it will undergo a phased rollout for students, staff, faculty, alumni and other members of the GW community. We are excited to begin the first

phase of this effort, as it is designed to both enhance IT security and offer improved services to our community.

I hope that you all had great summers and are gearing up for a dynamic new school year. As always, thank you for all of your efforts in making the Division of IT a thriving organization and a great place to work every day.

Thank you,
Dave Steinour
CIO



A MESSAGE FROM THE DEPUTY CIO...



Greetings Team,

I wanted to take a moment to remind everyone of a very important Division of IT directive: ensuring we set the example that all of our own desktops and laptops are in fact managed. We are asking the rest of campus to participate in this service as well. We need to demonstrate for them that we support it and that it makes sense. This means all Division of IT team members participating in our update and patch distribution service, centrally managed data encryption

service and central inventory configuration management service. If you are unsure if you are participating, please reach out to the IT Support Center to request verification and/or installation on your desktop or laptop. We are also looking at platforms for a similar service for mobile devices (smartphones, tablets, iPads, etc.). Once a platform is selected and implemented, we will be expecting a similar practice and verification from Division of IT team members as well. Please let me know if you have any questions.

Best regards,
Ed Martin
Deputy CIO



UPDATES FROM...



OFFICE OF UNIVERSITY WEB SERVICES

What are we Working On?

UWS successfully launched the first website using the new Drupal CMS. Drupal is an open source CMS used by many universities, including Arizona State University, the University of Arizona, MIT and now GW. Usage of the system is expected to grow tremendously once we are able to operationalize the initiative this fall.



STAY INFORMED

Benefits Open Enrollment 2011

Open enrollment for benefits will take place October 10-28, 2011.

Save the date for the following Benefit Fairs:

- October 10, 10am-4pm - Foggy Bottom
- October 19, 10am-2pm - Virginia Science and Technology Campus
- October 24, 10am-4pm - Foggy Bottom (in conjunction with the Colonial Community/ Work Life Fair)

More information will be coming soon.

Service Excellence Staff Choice Award Nominations

Nominations for the 2011 Service Excellence Staff Choice Award are now being accepted. Take a few minutes out of your day to recognize GW community members for service excellence. To submit nominations, review the award criteria and learn more, visit:

<http://service.gwu.edu/celebration/06/nominate/>

Submit nominations for any of the following categories:

- Faculty, Student, Parent and Alumni Choice Awards
- Student Staff Award
- Departmental Award
- Collaboration Award
- Sustainability Award



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



COMMUNICATIONS AND MARKETING

techKNOW Magazines

The 2011 *techKNOW* magazines were distributed to all faculty and staff mailboxes and to all student residence hall mailboxes. The magazine included messages from and interviews with the CIO and Deputy CIO, a feature on the IT Support Center's many offerings, security tips for mobile devices and social media and a look at the Division of IT's metrics and services.

Artwork on the Virginia Campus

The Division of IT recently installed artwork in the suite on the Virginia Science and Technology campus. The pieces, which feature campus scenes and images of students, research and the University's values, can be found in the two main hallways of the suite as well as in the conference room and the kitchen. The artwork was installed to further connect the Virginia and Foggy Bottom campuses.



OFFICE OF BUSINESS PROCESS MANAGEMENT

PMLC Brown Bags

Please mark your calendars for the next several PMLC brown bags, which will occur on Thursday, October 6, Thursday, November 3rd and Thursday, December 1. All brown bags are held via VTC in conference rooms B149 (Foggy Bottom) and 382 (Virginia Science and Technology Campus).

Announcing the BPM Contracts and Agreements Cabinet

As one of our commitments to identifying additional ways to distribute information, the BPM team has developed a GWdocuments cabinet for all known agreements, contracts and SLAs. These and additional types of documents will be stored in one central Division of IT depository, GWdocuments: BPM Contracts and Agreements Cabinet. All agreements, contracts and SLAs on the Novell Share have been uploaded and indexed into GWdocuments - an effort that amounted to approximately 600 documents being uploaded. The second phase of this effort has begun, and paper-based agreements will be sorted, scanned and uploaded as well.

Once access is granted to the BPM cabinet, please follow the steps below to access the items:

1. Log in at gwdocuments.gwu.edu with your NetID and password
2. Select the BPM Contracts and Agreements Cabinet from the dropdown menu on the top right-hand corner
3. To search by folder:
 - Type in the vendor name
 To search all Documents in the Division of IT:
 - Select IT from the Division dropdown menu, then select "Document Search"
 To narrow search results:
 - Select IT from the Division dropdown menu
 - Enter additional criteria and then select "Document Search"



OFFICE OF TECHNOLOGY ARCHITECTURE AND RESEARCH SERVICES

New Office, New Goals

A review is underway to ensure the alignment of TARS within the Division of IT and the University. As part of this process, and to help establish clear priorities for the next year, we are seeking input on how this team can evolve to help the Division meet the ongoing challenges and establish a strong base for providing support to the growing research community at GW. To share ideas and suggestions, please contact Brian Ensor at 6-8580 or ensor@gwu.edu.

'Peering' with Other Networks

July marked the first year of GW "peering" with other networks. Peering is when two networks agree to directly connect and trade traffic. Peering is generally completed among service providers to reduce cost and improve network performance and availability. GW is fairly unique among educational institutions, as there appear to be only three other higher ed institutions with public peering. In the first year, we established relationships with over 81 other networks, many of which represent key pedagogical resources (Blackboard), key infrastructure services (root name services), or large sources of inbound traffic (Facebook, Google, etc). This means that we are directly connected to networks that provide 40% of GW traffic, rather than going through other service providers.

Greater DC Heart Walk

The Start! Heart Walk is the American Heart Association's premier event for raising funds to save lives from the nation's No. 1 and No. 3 killers—heart disease and stroke. Designed to promote physical activity and heart-healthy living, the Start! Heart Walk creates an environment that's fun and rewarding for the entire family. Colonial Community is proud to partner with the American Heart Association for this great event and recently became a Start! Fit Friendly Company (www.startwalkingnow.org/start_workplace.jsp).

GW is competing against other universities in the College Cup Championship. Help us beat out the other local universities while raising money for a great cause!

- Every team captain who recruits at least five members will receive a GW hat
- The team that raises the most money will receive GW t-shirts
- The individual who raises the most money will receive a GW sweatshirt

When:
November 5, 2011
8:30–11 am

Where:
Nationals Park
For directions, visit:
mlb.mlb.com/was/ballpark/directions/index.jsp
A meeting spot will be announced closer to the event

Registration:
[Click here](#) to register or donate!

For more information, visit <http://www.gwu.edu/hr/colonialcommunity/health/HeartWalk.htm>.

New Staff

Brian Ensor

Director, Technology Architecture and Research Services



Brian started on August 15, 2011, coming to GW from the National University of Ireland, Galway, where he was Head of Research/ Architecture Solutions and worked with the Digital Enterprise Research Institute. Brian is located on the Virginia Science and Technology Campus (340F) and can be reached at ensor@gwu.edu, 6-8580 or (c) 202-322-9079.



UPDATES FROM...



OFFICE OF CUSTOMER SUPPORT SERVICES

Student Move-In Support

STS managed 1,729 walk-in support requests during move-in, August 15-September 3. Of these walk-ins, 97% were resolved on the spot. This high level of in-person resolution could not have been accomplished without the support of the Division of IT staff from other areas who volunteered to work alongside STS. Many thanks to all of those who assisted.

Training for the Telework Initiative

More than 80 staff members from Finance and the Division of IT attended four Telework Tools training sessions in the month of August. Topics discussed included Avaya 1x, Elluminate, Novell Messenger and audio tools and options. Attendees included those participating in the teleworking pilot, as well as their managers and other interested staff. SET continues to build the telework resource folder, available on SkillPort. Additional Telework Tools training will be held in September via Elluminate.

IT Support Center Information Sessions

As part of our endeavor to reach out to the GW community, the IT Support Center is now offering 45-minute in-person sessions to help familiarize end users with the various tools and resources available to achieve the best efficiencies from their IT support environment. Each 45-minute session provides a resource sheet and shares information about self-service options. The first of these sessions was conducted for the Marvin Center employees on August 15, and the IT Support Center staff discussed the transition to becoming a 24/7 operation as well as self-service options. To request a session for your team or customers, or to invite us to a team meeting, please send an email to suggest@gwu.edu.

Communication Services—Did You Know?

The Division of IT offers a telephone feature called EC500. This service allows calls to be automatically forwarded from your office phone to a designated local number cell phone. The benefits include the ability to receive calls from any location as if you were sitting in your office, so important calls won't be missed and the flexibility to activate or deactivate this service remotely. For more information regarding this feature, please call Communication Services at 4-5100. You can also order this feature anytime by submitting a request to itorder@gwu.edu along with your extension, local cell phone number and Banner code.



OFFICE OF ENTERPRISE INFORMATION SERVICES

Remedy Upgrade Project

The kick-off meeting for the Remedy Upgrade project was held in August, and work has begun on implementing a new architecture and installation of the latest BMC AR System 7.6.04 software. The schedule for the upgrade targets user acceptance testing in the November/December timeframe with a cutover the first weekend in January 2012. To support the 24/7 requirements of the IT Support Center, the production environment will be load-balanced across two web and two application servers, which will provide scalability to support the increasing use of Remedy applications. The upgrade will not affect the look and feel of the current Remedy applications but will allow us to implement an ITIL-compliant ITSM solution in a second phase, and there will be web functionality for staff who prefer not to use the PC client. As the project proceeds, some staff will be asked to participate in the testing to make this transition as smooth as possible.

DBA Early Bird

The ERP Operations team keeps most of the applications up and running 24/7. How do we do that? Not only do we put extraordinary effort to maintain and monitor the availability and performance of our business-critical applications at all times, but every morning we also proactively check the status of these applications to make sure that everything is running smoothly. Our dedicated staff manually checks the condition of mission-critical applications every morning by logging in and performing various tasks to make sure that these applications are functioning properly. To automate this process, we have developed an in-house application, ERP Application Status Tracking, which allows us to track if a particular application is up or if it is experiencing issues. If errors are detected, notifications are sent to all affected parties. Then we are able to take corrective actions before customers are affected.



STAY INFORMED

Congratulations!

- **Leke Adetunji** received the ITIL v3 Foundations certification
- **Graham Barker** received the PMP certification
- **Theo Chaojareon** and his wife Jenna recently welcomed baby Ernest Daniel Chaojareon. Ernest was born at 2:46 am on August 24 and weighed 7 pounds and 12 ounces
- **Michael Favis** received the ITIL v3 Foundations certification
- **Kristin Gabriel** received the ITIL v3 Service Offerings and Agreements Intermediate certification
- **Fred Gillis** received the ITIL v3 Foundations certification
- **Mark Heily** received the Certified Oracle Solaris 10 System Administrator certification
- **Basil Jackson** received the ITIL v3 Foundations certification
- **Punitha Kelly** received the ITIL v3 Foundations certification
- **Bill Koffenberger** received the Service Operations, Service Design, Service Transition and Service Strategy ITIL v3 Intermediate certifications
- **Kimberly Kohlenbush** Wilson received the ITIL v3 Foundations certification
- **Larissa Kougblenou-Siebens** received the ITIL v3 Service Offerings and Agreements Intermediate certification
- **James Lee** received the ITIL v3 Foundations certification
- **John Meehan** received the VCP 4 and ECM Cloud Architect certifications
- **Brian Mislavsky** received the VMWare Certified Advanced Professional certification
- **Kathleen O'Siadhail** received the ITIL v3 Foundations certification
- **Glenn Whetstine** received the ITIL v3 Foundations certification and the Microsoft MCITP: Enterprise Administrator certification for Windows Server 2008
- **Nadeem Yousaf** received the ITIL v3 Foundations certification



UPDATES FROM...



OFFICE OF SYSTEMS ENGINEERING SERVICES

Data Center Update

The Virginia Science and Technology campus data center expansion and upgrade project will be happening this fall. Design is complete, and the general contractor and commissioning agent are being selected. The projected completion date is November 15, 2011. This project will increase the reliability of the cooling system supporting the data center and reduce the impact of power outages to Enterprise Hall.

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

- 307 out of 375 Windows servers are virtual: 82% virtual (283 out of 353, 80%)
- 52 out of 97 Novell servers are virtual: 54% virtual (45 out of 90, 50%)
- Overall, the managed services are 76% virtual (74%)

Unix Services:

- There are 56 stand-alone Solaris servers (59)
- There are two M8000 with 16 zones (no change)
- There are 48 Solaris Zone hosts hosting 157 zones (50 hosts)
- There are 59 Unix (Solaris and Linux) Virtual Machines (46)
- There are 10 appliances (Ironports and Axway) (no change)

Enterprise Backup System Metrics

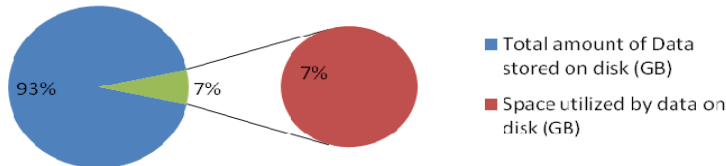
July 2011 Metrics: (previous month's metrics)

- Total number of backup jobs attempted: 180, 998 (155,547)
- Successful backup jobs: 178,398 (152,609)
- Failed backup jobs: 2,600 (2,938)
- Active backup jobs: 7 (477)
- Backup jobs success rate: 98.56% (98.11%)
- Total amount of data backed up: 297.011TB (232.026TB)
- Total number of restore jobs attempted: 149 (121)
- Successful restore jobs: 143 (120)
- Failed restore jobs: 6 (1)
- Total amount of data restored: 1.314TB (163GB)
- Average recovery distance: 30 days (no change)

Data Domain Storage Array

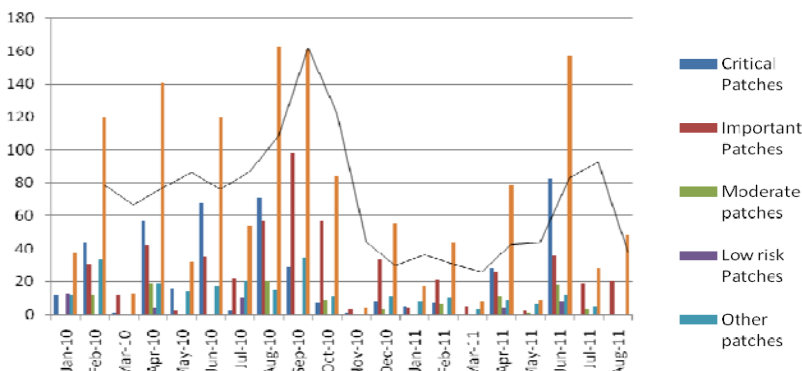
As of August 2011 (previous month's metrics):

	Total amount of data stored on disk (GB)	Space utilized by data on disk (GB)	Compression
Total	1,153,105 (1,253,220)	86,202 (79,392)	93% (94%)



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 August 2011, 1,373 patches were released and applied to the Division of IT managed Windows servers. In August 2011, 48 patches were applied to all the servers: 13 critical, 20 important, 10 moderate and 5 unspecified patches.



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.

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>