

STATE OF DIVISION OF INFORMATION TECHNOLOGY

THE GEORGE
WASHINGTON
UNIVERSITY
WASHINGTON DC



A MESSAGE FROM THE CIO...



Dear Staff,

As the 2011 fiscal year begins to wind down, it is time to review your individual and team goals to ensure the Division of IT reaches our collective goals. *To the right of this message you will see a list of the collective Division of IT goals with a brief update on where each goal currently stands.*

This year has been a great one for the Division of IT. I want to thank all of you and ask that all members of the Division continue to work together to overcome challenges, break down silos and maximize our potential. I look forward to working with you to achieve the Division's goals, become a stronger team and take our work to the next level.

Thank you,
Dave



A MESSAGE FROM THE DEPUTY CIO...



Greetings colleagues,

During the months of March and April, the Division of IT worked with a consulting firm to improve the effort and status reporting capabilities in our Project Portfolio Management (PPM) system. This system's reliability for effort and status reporting will only be as reliable as the quality of the data submitted. It is important that we are able to present the status of our sanctioned initiative portfolio for a number of reasons, including:

- At any point in time, the University needs to see the spectrum of current projects.
- We need to categorize our investments, both in money and time, to show our value creation for the University and to show improvements in our CIO-directed initiative about lowering operational costs over the next two years.
- We need improved awareness of our initiatives, to show the value they bring to the University, how resources are allocated and our collective priorities.

The Division of IT is classifying any non-recurring initiative that is estimated at over 40 hours of effort as a project that needs to be tracked in PPM. Every project has a Project Manager (PM) assigned to it through the PMO or designated from a functional unit. The data accuracy responsibilities in PPM for both types of PM are similar. Not keeping accurate data adds to confusion across the Division and will have amplified effects as we attempt to share our portfolio status with our customers.

Thank you to those who contributed in the reporting requirements sessions and to everyone for recognizing the benefits and actively supporting our current portfolio status tracking initiative.

Best regards,
Ed



FY11 GOALS

1. Provide high quality, reliable and sophisticated services to support students, staff and faculty.
 - Faculty and Staff Email Conversion to Google Mail – December 2011
IN PROCESS & ON TRACK
 - Support Windows 7 – Begin support on GW owned work stations in Fall 2010
COMPLETED
 - Web for Parent – Support the timeline and deliver on milestones
IN PROCESS & ON TRACK
 - Degree Audit – Support the timeline and provide the technology infrastructure for implementation
IN PROCESS & ON TRACK
 - Identity Management Ph 1 – February 2011
IN PROCESS, NEW GO-LIVE DATE: SEPTEMBER 2011
2. Implement key initiatives to upgrade and maintain GW's technology infrastructure and enterprise systems.
 - EAS Upgrade – February 2011
COMPLETED
 - Banner Database Upgrade – Support the timeline and deliver on milestones
IN PROCESS & ON TRACK
 - Storage Refresh – Spring 2011
COMPLETED
3. Improve internal Division of IT efficiencies to enhance morale, expand productivity and increase effectiveness.
 - Complete reorganization of senior management team by October 2010
COMPLETED
 - Initiate one project per quarter using the PMLC process
COMPLETED
4. Position the Division of IT into a University leadership role.
 - Assess needs, build requirements and partner with the research and academic divisions of the University to meet requirements and consolidate redundant systems
IN PROGRESS & ON TRACK
 - Monitor federal regulation and compliance to build requirements and provide services to meet these needs
IN PROGRESS & ON TRACK
5. Continue to bolster GW's web presence and implement portal plan.
 - Support the Portal plan timeline and deliver on milestones
ON HOLD, NEW CMS IMPLEMENTATION
6. Enhance and modernize the Continuity of Operations Plan
 - Assess the Division of IT's exposure to internal/external threats and provide a plan for continuity and recovery – Test two service recoveries by July 2011
COMPLETED



COMMUNICATIONS AND MARKETING

Laureate Award in Honors Program

The Division of IT was named a Laureate in the 2011 *Computerworld* Honors Program. The program, founded in 1988, recognizes organizations and individuals who have used information technology to promote and advance public welfare, benefit society and change the world for the better. The Division of IT case study, Green-IT, joins 254 others from 23 countries as Laureates in this year's program. It was especially competitive this year because the program received more than 1,000 nominations. All were reviewed for their benefit to society and the results of the technology applied. All Laureate case studies were inducted into the program's International Archives online and featured online at www.cwhonors.org.



OFFICE OF BUSINESS PROCESS MANAGEMENT

Space Update

Over the upcoming months and into the summer, Division of IT staff office space in Academic Center B205 and B204 will be renovated with new paint, carpet and cubicles. We are excited to provide better work space to the staff assigned to these areas. The new layout will also provide additional 'hotel' cubicles in B205 for visitors. Additional office space will be created in B203. In order to make these renovations possible, staff in B205 and B204 will need to be temporarily relocated to the B1 level of the Academic Center. This will allow staff to work while the construction is going forward. In addition, hotel space will be available on a limited basis in the Academic Center until the renovations are complete. We appreciate your patience with your temporary workspace as we seek to improve the overall quality of the Division's space.

All Division of IT staff are encouraged to take a critical look at their surroundings and de-clutter their workspace. All paper documents must be disposed of in *Cintas* secure recycling bins located throughout IT workspace. All obsolete electronics must be disposed of following the e-cycling procedures. Visit www.gwu.edu/~ecycling for details.

The Division of Operations is working on renovating space in 2100 M Street, for use by the Division of IT staff. Once this is completed, this space will be utilized by staff from the Office of the CIO, Business Process Management, Systems Engineering Services, Communications Engineering Services and Customer Support Services. This project is in the planning phase – information will be provided as we go further.

Additionally, we are in negotiations with the Division of Operations regarding our ability to renovate space in the northwest corner of Enterprise Hall on the Virginia Science and Technology Campus. Details on these improvements will be available in the future.

All space planning is being coordinated by Charlie Spann. If you have any questions, contact him at cspann@gwu.edu, 4-0102 or 6-4101.



OFFICE OF INFORMATION TECHNOLOGY SECURITY

Open DNS Pilot

The Division of IT pilot for Open DNS was successful. We are planning a university-wide deployment. Stay tuned for more information.

SANS Security Classes

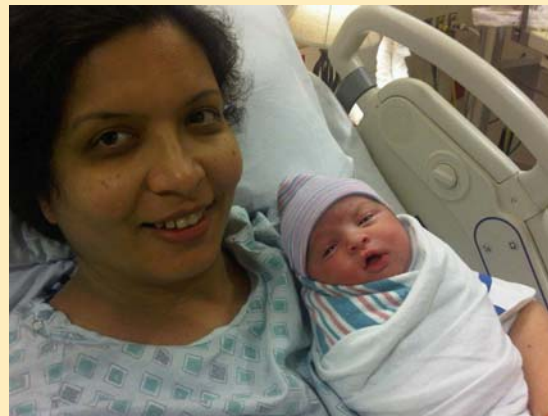
The Division of IT has training credits for SANS security classes. Please contact Mike Vavrik, mvavrik@gwu.edu or 6-3534, for more information.

Annual Security Awareness Training for the Division of IT

The Risk and Compliance team has launched a new security awareness training program developed by SANS and endorsed by Educause called "Securing the Human." The training program contains several brief modules on key security awareness topics including regulatory compliance, such as FERPA, HIPAA and PCI. The goal of the security awareness program is to provide you with core knowledge of security best practices and to make you aware of current threats and regulatory requirements. The training program can be found on SkillPort at: https://gwu.skillport.com/skillportfe/assetSummaryPage.action?assetid=scorm_gwu_iscs_sans_aware; log on with your NetID credentials. The target completion date for all Division of IT members is June 30, 2011. To successfully complete the program, a 75% or higher must be scored on the short quiz. If you have any questions, please contact George Guzman at gguzman@gwu.edu or 6-4412.

Congratulations!

- **Noor Aarohi** and her family, husband Dean Bliss and their daughter Kaya Bliss, welcomed baby Neo Bliss, 7lbs and 8ounces, at 5:46 pm on Tuesday, April 26, 2011



- **Pramodh Adi** received the PMP certification
- **Travis Barker** received the VMWare Certified Professional VCP4 certification
- **Alex Nimmannit** received the VMWare Certified Professional VCP4 certification
- **Nora Whitt** retired after 37 years of service to the University
- **Naveed Yousaf** received the Certified Citrix Administrator and CCA XenApp 5 certifications



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...



OFFICE OF CUSTOMER SUPPORT SERVICES

IT Support Center Update

The much awaited IT Support Center has gathered full momentum and was launched to the Division of IT on May 1, 2011. This exciting new endeavor has been initiated to extend availability of technology support services to the GW community 24 hours a day, seven days a week. The IT Support Center is based out of the Virginia Science and Technology Campus and provides a 'one-stop-shop' for tier 1 technology support for the GW Community. It consolidates staff, faculty, student, alumni and affiliate tier 1 technology support under one roof and through one single request inlet while maintaining current Data Center monitoring capabilities. The month of May will be used to complete the cross training for the staff, plan for future enhancements and pilot the IT Support Center entranceways to the Division of IT, GW Police Department and Facilities prior to announcing this new service offering to the GW community on June 1, 2011. Please help us by directing your thoughts and suggestions to suggest@gwu.edu.

Online Directory Changes

Did you know that you can update your own information in the online directory? Keeping your information current allows faculty and staff to effectively locate your telephone number and address. The telephone number information is also automatically uploaded into the Speech Directory System, which is used when an external caller dials 202-994-1000 or an internal caller dials '0.' If a telephone number is not included, your name will not be found in this directory.

To update your information:

- Go to the website: <http://my.gwu.edu>.
- Click on the GWeb Info System link at the top left of the myGW page.
- Log in using your GWID and PIN. Be sure to include the "G." If you don't know your PIN, click on the Forgot Pin button and follow the instructions given. If you need additional help, please contact the IT Help Desk/IT Service Center at x4-4948.
- Click on the Personal Information Menu.
- Click on Update Address(es) and Phone(s).
- Select Type of Address to Insert and choose Campus office from the scroll bar.
- Click on the word Current located next to your campus office information. This is the link to update your information.
- Scroll down and correct your address or telephone number as needed.
- When finished, click on the Submit button.

Once the changes have been saved, your corrected information will be reflected in both the online and Speech Enabled Directory systems the day after you submit it.



OFFICE OF ENTERPRISE INFORMATION SERVICES

Google Voice and Video Chat

As a part of extending more services to the GW community, the Division of IT has enabled Google Voice and Video Chat as a Division of IT pilot. These services will allow users to expand the usage of Google Talk beyond text instant messages. Piloting this service will end May 16, 2011, and then a decision will be made for when to enable it for the rest of the GW community. While the users within the Division of IT are allowed and encouraged to develop familiarity with the service, the Novell Instant Messenger remains the official instant messenger for the Division of IT.

Software Configuration Management (SCM)

Software changes for the Division of IT's ERP applications are daily occurrences. How to manage these changes and keep our applications compliant is a true science. SCM and Change Management are the branches of IT responsible for making it all happen. The Division of IT's DBAs and Analysts track and control the complete software cycles in a 'from soup-to-nuts' approach, utilizing a variety of tools and techniques to ensure the best product possible. The benefits of a robust SCM process are immeasurable, but the main focus is on standardization, efficiency, accountability and customer satisfaction.



STAY INFORMED

New Staff

Kara Wright

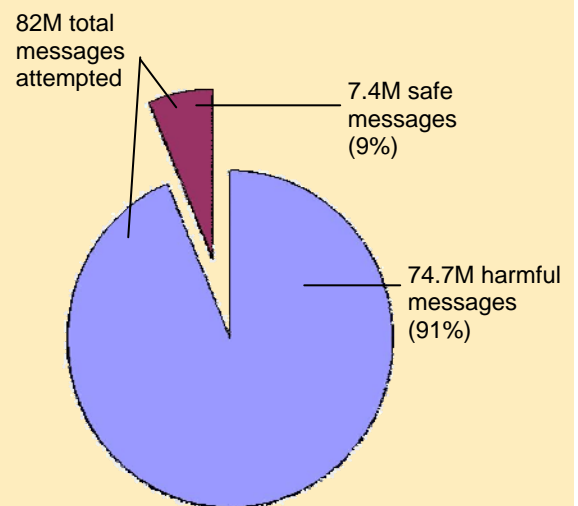
Technical Writer

Kara comes to GW from National Geographic, where she worked as a production assistant for the National Geographic Channel. She started on April 28, and she will be creating technical documents and assisting with communications and marketing efforts for the Division. Kara is located on the Foggy Bottom campus and can be reached at wrightk@gwu.edu or 4-1470.

Fun Division of IT Facts

• April Email Statistics

Throughout April 2011, 82,000,000 emails were sent to GW email addresses. Of these, Division of IT filters quarantined 74,700,000 harmful messages, only allowing 7,400,000 safe messages to be delivered.



• March 2011 Voice Statistics

Voice System Users:

Foggy Bottom:	11,475
Virginia Science and Technology:	876
Total:	12,351

Voice System Users:

Foggy Bottom:	5,517
Virginia Science and Technology:	876
Total:	6,393

Total Inbound Calls: 384,592

Total Outbound Calls: 495,713

Total Calls: 880,305



UPDATES FROM...



OFFICE OF UNIVERSITY WEB SERVICES

Drupal...Drupal...Drupal...

Now that we know we are working to implement Drupal as the Content Management System (CMS) for the University, we are starting to meet with members of the University to discuss the overall plan. The mission of the Division of IT and UWS is to have a pilot-ready system by July 1, 2011. What this means is that the offices selected to participate in the pilot portion of the implementation will be able to begin entering content and working on getting their sites completed. The timeline for sites to actually be live in Drupal is the end of August 2011. As UWS and External Relations work on the implementation, we will be putting together a more comprehensive timeline for the CMS through the summer, remainder of 2011 and into 2012.



OFFICE OF TECH OPS AND ENGINEERING

Virtualization

In 2008, Enterprise Systems set a goal to reach an 80/20 virtualization ratio by 2012. As of April 26, 2011 (last month's totals):

Managed Services:

- 251 out of 313 Windows servers are virtual: 80% virtual (218 out of 278; 78%)
- 45 out of 90 Novell servers are virtual: 50% virtual (46 out of 91; 51%)
- Overall, the managed services are 73% virtual (71%)

Unix Services:

- There are 60 standalone Solaris servers (61)
- There are two M8000 hosts with 16 zones (no change)
- There are 49 Solaris Zone hosts with 153 zones (50 hosts and 143 zones)
- There are 38 Unix Virtual Machines (no change)
- There are 10 Ironports (no change)

Enterprise Backup System Metrics

March 2011 Metrics: (previous month's metrics)

- Total number of backup jobs attempted: 155,754 (142,125)
- Successful backup jobs: 154,162 (141,113)
- Failed backup jobs: 1,595 (1,012)
- Active backup jobs: 595 (186)
- Backup jobs success rate: 98.9% (99.2%)
- Total amount of data backed up: 208.165TB (192TB)
- Total number of restore jobs attempted: 1,096 (251)
- Successful restore jobs: 1,036 (244)
- Failed restore jobs: 60 (7)
- Total amount of data restored: 140BG (1.2TB)
- Average backup size per client: 10GB (11GB)
- Average backup file count per client: 37,338 (39,789)
- Average backup duration: 1 hr and 43 min (1 hr and 52 min)
- Average recovery distance: 7 days (19 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 server. From January 2010 to March 2011, 1,053 patches were released and applied to the Division of IT managed Windows servers. In March 2011, eight patches were applied to all the servers:

- 5 important
- 3 other low risk



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 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.

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.

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>