

STATE OF
**DIVISION OF
INFORMATION
TECHNOLOGY**

**THE GEORGE
WASHINGTON
UNIVERSITY**
WASHINGTON DC

December 2011



A MESSAGE FROM THE CIO...



Dear Staff,

It is hard to believe how quickly the new year is approaching. I would like to thank you for another triumphant year in the Division of IT. I appreciate your patience as we transitioned our senior team, and though it took a full year to get the senior team to full staff, I believe we have the right people in the right positions at the senior level.

The draft for the strategic plan has been made available to all Division of IT staff, and I welcome and encourage your feedback. The plan lays out the organizational path for the next two to three years, and this is your opportunity to participate in the planning process and provide your input regarding the direction of the division. Please send your comments to Rachel Blevins at rachel_k@gwu.edu by Dec. 30, 2011. After your input is gathered, the senior staff will meet again to discuss the feedback and finalize the plan for a January 2012 publishing date.

As previously announced, we recently launched the Proud to Be GW: Division of IT engagement program, a culture-building initiative designed to support the division's mission and vision by strengthening our sense of community and improving teamwork and relationships among our staff. Your active involvement in this culture-building initiative will unite our team and help build our sense of pride in our work and our role at GW. I hope you will join the kick-off of the program on Dec. 12, which will provide an opportunity to serve students at GW's Midnight Breakfast. The second event will take place on Dec. 15, during GW's basketball game versus Bradley. The event is open to staff and their family members and will include a pre-game meet-and-greet with GW's deputy athletic director, Chris Boyer, who will discuss the vision of the athletics program and the future direction of the program. For more information on these events and to RSVP, visit <http://it.gwu.edu/vnav/ITStaff/ProudtoBeIT>. More events will be announced as they are finalized.

I am also excited about the launch of the Division of IT Recognition Program, which is designed to honor employees and teams for their contributions in initiative, teamwork, leadership and customer service. Awards will be presented at the next all-staff meeting in early February 2012. Nominations are being accepted now through Jan. 6, and I encourage you to nominate a colleague or team within the Division of IT for an award. Please visit <http://it.gwu.edu/vnav/ITStaff/RecognitionProgram> for more information on each of the awards and the nomination process.

As always, I would like to thank you for all of your hard work this semester—it has been successful so far due to the teamwork and efforts of all staff members. I hope you have a wonderful and safe holiday season.

Thank you,
Dave Steinour



A MESSAGE FROM THE DEPUTY CIO...



Greetings colleagues,

With the winter holidays coming, there will also be days of inclement weather. I wanted to send out a short note about the Division of IT's expectations regarding weather-related university closings. For updates on the university's operating status, please monitor the GW main status line, (202) 994-5050. When the university has closed, we are all still eligible for pay, and the Division of IT is expected to keep university IT operations available and, where possible, keep projects on track. The IT Support Center will still work during university closings, although this may be in a reduced or augmented capacity, as some staff and management may be working as telecommuters.

In the event of a university closing, please coordinate your status and your ability to work on projects and operations with your managers. We recognize that weather situations can sometimes lead to environmental and connectivity constraints and that the ability to work may be difficult or near impossible. The expectation is that you and your managers will plan ahead to accomplish project workloads and address critical task coverage. Staff who have been provided laptops are expected to be able to work from home and should test their equipment in advance of inclement weather. In addition, staff should plan ahead when inclement weather is expected and bring their equipment home. As previously noted, staff working remotely are also expected to be available through our instant messaging tools, Google Talk and Novell Messenger.

Happy holidays and happy 2012 to you and your families!

Best,
Ed Martin



Zero-Day Work Recognized In the Media

System engineer Brandon Dixon received recognition in two security publications, Threat Post and SC Magazine, for his work on combating a recent zero-day attack. A zero-day attack is a computer threat that targets computer application vulnerabilities that are unknown to users and software developers, and when these attacks occur it is crucial to identify these vulnerabilities as quickly as possible. Brandon played an instrumental role in a recent attack on an Adobe Reader zero-day vulnerability. Click [here](#) for the SC Magazine article and [here](#) for the Threat Post article to read more about Brandon's work.

A New Year's Resolution for Division of IT Professionals

As we approach another new year, it is appropriate to begin thinking about resolutions for 2012. As IT professionals, we need to be role models that others can look to for IT expertise, particularly when it comes to information security and privacy.

Please make a New Year's resolution to strengthen your own information security and privacy expertise in 2012. The following are questions to ask yourself and ways you can improve your security practices at home:

- Have you kept your operating systems and applications up-to-date on all devices you own? If not, learn how.
- Do you have properly configured firewalls running on your home router and computers? If not, learn how.
- Are you using WPA2-PSK encryption to protect your home wireless network? If not, learn how.
- Are you running current anti-virus software on every computer you own? If not, as a GW employee you can get it free at <http://helpdesk.gwu.edu/software/download.html>.
- Are all of your personal computers, smartphones and digital devices password-protected?
- Have you created an account without administrative privileges that you use for your normal work? Doing this ensures that if your account is ever compromised, attackers do not automatically get full administrative access to your computer. This is the way we should operate on GW computers as well!
- If you do store your confidential personal information on a portable computer, use whole-disk encryption. This is the standard we use at GW. In the event your portable computer is lost or stolen, you will not need to worry about your identity or accounts falling into the wrong hands.
- Have you ever scanned your home computer to identify confidential information that you may not know is there? You can download a tool called Identity Finder, which is free for home use, at <http://www.identityfinder.com/>.
- Have you ever checked your credit reports? You can check your information once a year for free by going to <https://www.annualcreditreport.com/>.
- Have you ever searched for yourself online to see what information is available about you? You can find out a lot about yourself on the internet at <http://www.pipl.com>.
- When you dispose of a computer, do you know how to wipe or destroy the hard drive so that no confidential information is lost? If not, learn how.

These ideas are just a start. If you have more questions, please contact the IT Support Center or any member of the Information Security and Compliance Services team. We want to do everything we can to make 2012 the safest year yet when it comes to information security, both for GW and you. Happy New Year!



University Re-Branding Effort

GW is in the planning stages of a university-wide re-branding effort that will involve implementing a new logo, additions to our color scheme and stricter requirements for design, publications and documentation. As plans are finalized, more information will be made available regarding the new requirements and features of this project.

Artwork on the Virginia Campus

The artwork installed this fall in the Division of IT's Virginia campus suite is scheduled to be re-installed on Dec. 19. The pieces, which feature campus scenes and images of students, research and the university's values, will be placed in the two main hallways of the suite as well as in the conference room and the kitchen.

Proud to Be GW: Division of IT Engagement Program Upcoming Events

Remember to RSVP for our upcoming Proud to Be GW: Division of IT events!

<http://it.gwu.edu/vnav/ITStaff/ProudtobeIT/>

- Monday, Dec. 12, 12-2 p.m.
VSTC holiday potluck lunch
- Monday, Dec. 12, 10:30 p.m.
Serving at the Midnight Breakfast for students
- Tuesday, Dec. 13, 12-2 p.m.
Foggy Bottom holiday potluck lunch
- Thursday, Dec. 15, 7 p.m.
GW basketball game vs. Bradley
- Wednesday, Jan. 25, 5-8 p.m.
Community service event at DC Central Kitchen

Division of IT Recognition Program

Nominations are now being accepted for the recently launched Division of IT Recognition Program. Visit <http://it.gwu.edu/vnav/ITStaff/RecognitionProgram> for information on the program, descriptions of the award categories and the nomination form. **The deadline for submitting nominations is Jan. 6, 2012.**

- *Customer Service Award:* This individual's actions consistently reflect a positive light upon the Division of IT and individual units in the customers' eyes. The recipient brings customer advocacy to almost all activities and puts a strong emphasis on timely, customer-focused communications.
- *Initiative Award:* This individual is self-motivated, accepts responsibility and work easily, does not avoid work and moves the organization forward through voluntary individual effort and energy.
- *Leader By Example Award:* This individual's commitment to professionalism and to GW depicts the suite of characteristics that most of us should aspire to exemplify ourselves. This includes consistently enlarging others through actions, striving to improve knowledge levels, dependability, effort and ultimately organizational value through encouragement, sharing, discussion, fair-mindedness and exemplary commitment to quality. The recipient of this award depicts humility, accountability to others, accountability to timelines, responsibility, self-awareness, patience, creativity and self-regulation.
- *Teamwork Award:* Division of IT staff may nominate individuals who encourage collaboration in order to meet goals and produce a sense of shared responsibility, as well as departments and units that pull together and approach everything with a spirit of teamwork.



UPDATES FROM...



OFFICE OF CUSTOMER SUPPORT SERVICES

Communication Services—What are We Working On?

Communication Services is currently working on the following projects:

- **Centrex Site Review:** This project is intended to determine the feasibility of bringing our off-campus sites onto the GW VOIP network. A recommendation for each site will be submitted for review, and, if approved, the implementation will occur in 2012.
- **Medical Center Relocation:** We are in the process of relocating several departments from the Warwick Building in preparation for the building demolition in January and the construction of a new School of Public Health and Health Services building. The first departments to move are GWish and Cancer Research, who will be located on the fourth floor in Ross Hall. Another Medical Center department will also be relocating to the fifth floor of 2100 Penn West. Public Health and Epidemiology & Biostatistics are currently located on the eighth floor of that building.
- **University Writing Program Move:** The University Writing department is relocating from the fifth floor of the Academic Center to the newly constructed Ames Hall on the Mount Vernon campus.
- **Third-Party Billing:** We are working on bringing our third-party billing (Verizon, AT&T, Paetec, etc.) into the Pinnacle system. Once this is completed, it will allow our users to view all of their telephone bills in one place.

We have also recently completed several large billing inquiries and reorganizations and moved the External Relations team to the newly renovated seventh floor of 2033 K Street.

ITSC Help Desk Institute Analyst Training

The IT Support Center (ITSC) will be hosting the Help Desk Institute Support Center Analyst training on the Virginia Science and Technology Campus. The 2-day training focuses on strategies for effective customer service, emphasizing problem-solving and troubleshooting skills, call-handling procedures, incident management, communication skills and an introduction to ITIL processes. The ITSC analysts will be attending this training in two separate groups. The first group attended from Nov. 30 to Dec. 1, and the second group will attend Dec. 14-15.

We are very excited about the opportunity to further enhance our understanding of industry best practices in call handling and customer service skills within the IT Support Center.



OFFICE OF ENTERPRISE INFORMATION SERVICES

Just Google It!

The Division of IT has partnered with Google Inc. to introduce Google Groups, Google Docs and Google Sites, also known as the Google Domain, into the division's service catalog. These popular Google applications will be made available to all GW faculty and staff. Google Groups, a service that supports discussion groups, is designed to enable group members to communicate, collaborate and share more easily. Google Docs is a suite of online productivity software similar to Microsoft Office, and its collection of applications are used to produce the kinds of files commonly used in corporate environments, such as documents, spreadsheets, presentations, forms and drawings. The Division of IT has already successfully implemented these Google applications in the student domain.

PPM 9.12 Upgrade Completed

The PPM upgrade team, including Ben Heily, Bill Zeledon, Saravanan Subraman, Chris Mattern, Anoush Dadgar and John Perry, completed the upgrade from PPM 7.5 to PPM 9.12, moved the application to a virtual Linux platform and upgraded the Oracle database from 10g to 11g. Special thanks to Kavi Masood, who stepped in to assist with the Apache web configuration. The new version includes some additional project management and reporting capabilities that we will be using in the near future. After the server has been running for a few weeks, we will use statistics that we are collecting to perform some additional tuning. Although the navigation on the latest version has changed, all of the forms and functionality we are accustomed to remain the same. To view a brief video that highlights the differences in the new version, visit http://www.gwu.edu/~set/PPM/ppm_update_91_movie/ppm_update_91_movie.htm. If you experience any issues with the latest version, please contact the IT Support Center or submit a web ticket so that we can document and resolve any problems.



STAY INFORMED

New Staff

Sweth Chandramouli

Network Security Engineer

Sweth comes to GW from a position at Ethical Homes. He started on Oct. 10, and he will be responsible for coordinating between the Office of Information Security and Compliance Services and the Division of IT and assisting with forensics and incident response. Sweth is located on both the Virginia Science and Technology Campus (VA-330X) and the Foggy Bottom campus (Academic Center B203) and can be reached at sweth@gwu.edu or (202) 505-4782.

Jeffrey Heinbaugh

Director of Communications Engineer Systems

Jeffrey comes to us from Hanger Orthopedic Group in Bethesda, MD. where he served as Director of Technical Infrastructure and prior to that he was at the American Chemical Society where he served as Director of Technical Services. He holds a MS in Computer Science from Virginia Tech University, a BS in Information Systems Management from UMUC and a BA in Biology from Western Maryland College. Jeffrey is located on the Foggy Bottom campus in Academic Center B148C and can be reached at 4-8564 or jheinbaugh@gwu.edu.

Tatiana Leneva

Network Security Engineer

Tatiana comes to GW from the Center for Strategic and International Studies. She started on Nov. 14, and she will be providing threat analysis, forensics and IDS assistance in the Office of Information Security and Compliance Services. Tatiana is located on the Foggy Bottom campus in Academic Center B203 and can be reached at 4-7937 or tbl@gwu.edu.



Congratulations!

- **Thomas Cancellari** was nominated for the Help Desk Institute (HDI) Support Analyst of the Year Award
- **Jonathan Dixon** received his Global Information Assurance Certification – Intrusion Detection Analyst certification
- **Faye Hairston-Brown** received the ITIL v3 Foundations certification
- **Mark Harris** received the ITIL v3 Foundations certification
- **Brian Mislavsky** was promoted to senior information coordinator engineer
- **Ralph Kytte** received the GIAC Certified Windows Security Administrator certification

**OFFICE OF UNIVERSITY WEB SERVICES****What Are We Working On?**

University Web Services (UWS) recently picked up two positions from External Relations to help better align responsibilities regarding GW's public web presence. The technical components of External Relations, provided by Darren Culbreath and Chris Cooper, were transferred to UWS in November, as External Relations is focusing its efforts on design, brand, content and customer service relating to the university web presence. UWS will now handle the technical elements of the web. Darren and Chris have taken leave of the university to pursue their careers, and we appreciate all of their hard work and wish them the best of luck.

In addition to working with Drupal, UWS has been hard at work upgrading GWired/SASstastic, preparing for the next round of Colonial Inauguration, summer housing, undergraduate admissions work and a host of other projects.

**OFFICE OF TECHNOLOGY ARCHITECTURE AND RESEARCH SERVICES****What Are We Working On?**

The Office of Technology Architecture and Research Services (TARS) has completed its revised charter, and your feedback has been welcome and appreciated. The current completion of our goal agreements in line with the Division of IT strategic goal cascade has allowed us to share both our overall strategic remit and more tangible one-year results. For more information on these agreements, feel free to ask any TARS team member!

As a reminder, we have three domains of responsibility, which were shared in the October 2011 newsletter. These domains are technology architecture, research services and external initiatives. Over the next year, we will be working within the division to document the existing technology architecture and create a 2-year technology architecture plan which, in addition to simplifying our existing architecture, incorporates our evolving understanding of requirements in both the research services and external initiatives domains. This process will not be successful without participation from all teams within the Division of IT, and we appreciate you contributing your time, effort and vision to this goal.

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 GW's growing research community, we welcome your ideas and suggestions. Please contact Brian Ensor at 6-8580 or ensor@gwu.edu with any feedback.

**OFFICE OF COMMUNICATIONS ENGINEERING SERVICES****Voice Systems Users**

Foggy Bottom: 14,105
Virginia: 1,480

Total Inbound Calls: 549,599
Total Outbound Calls: 428,391
Total Calls: 974,990

Voicemail Users

Foggy Bottom: 5,655
Virginia: 729

Modular Messaging

Foggy Bottom Modular Messaging
Total Incoming Calls: 202,448
Total Messages Processed: 49,185
Percent of Incoming Calls Resulting in Messages: 24.3 %

Virginia Modular Messaging
Total Incoming Calls: 28,405
Total Messages Processed: 6,755
Percent of Incoming Calls Resulting in Messages: 23.78 %

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.

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/empref/> for more information and to see the current eligible postings.

The Division of IT HR office is here for you.

For comments, questions or concerns, please contact the team:

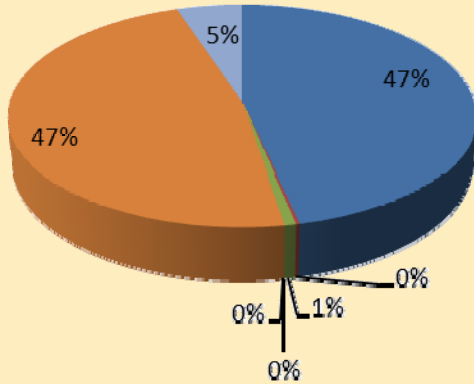
- Christine Swankoski, Senior HR Client Partner, cswankos@gwu.edu, 6-4155
- Jessica Gentine, HR Client Partner, jgentine@gwu.edu, 6-4142
- Che'ree Campbell, Finance and HR Coordinator, ccambe2@gwu.edu, 6-8550

OFFICE OF SYSTEMS ENGINEERING SERVICES

Fun Division of IT Facts

November E-mail Statistics

Throughout November 2011, 30,400,000 e-mails were sent to GW e-mail addresses. Of these, Division of IT filters quarantined 27,400,000 harmful messages, only allowing 3,000,000 safe messages to be delivered.



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 Nov. 30, 2011 : Managed Services: (last month's totals)

- 292 out of 360 Windows servers are virtual: 81% virtual (285 out of 353, 82%)
- 50 out of 89 Novell servers are virtual: 56% virtual (52 out of 97, 54%)
- Overall, the managed services are about 76% virtual (no change)

Unix Services:

- There are 87 stand-alone Solaris servers (53 stand-alone Solaris servers)
- There are two M800 with 17 zones (no change)
- There are 45 Solaris Zone hosts hosting 160 zones (no change)
- There are 85 Unix (Solaris and Linux) virtual machines (69)
- There are 7 appliances (Ironports, Axway) (10 appliances)

Enterprise Backup System Metrics

November 2011 metrics: (September 2011's metrics)

- Total number of backup jobs attempted: 160,316 (180,526)
- Successful backup jobs: 158,649 (174,714)
- Failed backup jobs: 1,667 (5,812)
- Active backup jobs: 9 (22)
- Backup jobs success rate: 98.9% (96.78%)
- Total amount of data backed up: 302.869 TB (247.834 TB)
- Total number of restore jobs attempted: 343 (56)
- Successful restore jobs: 338 (52)
- Failed restore jobs: 5 (4)
- Total number of data restored: 4.558 TB (1.35 TB)
- Average recovery distance: 1 week (3 weeks)

Data Domain Storage Array

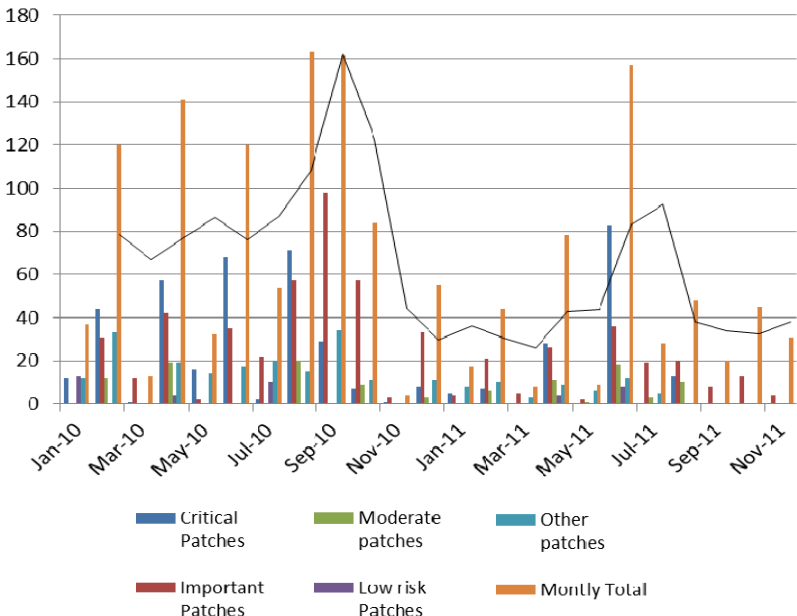
As of November 2011:

	Total amount of Data stored on disk (GB)	Space utilized by data on disk (GB)	Compression
Total	835,897	57,028	93%

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 November 2011, 1,469 patches were released and applied to the Division of IT managed Windows servers. In November 2011, 31 patches were applied to all the servers:

- 3 critical patches
- 4 important patches
- 3 moderate patches
- 3 other low-risk patches
- 18 unspecified patches



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 4-2138 or rachel_k@gwu.edu.

<http://IT.gwu.edu>