



THE DIVISION OF
INFORMATION TECHNOLOGY
IS PLEASED TO ANNOUNCE THE

IT SUPPORT CENTER

WHICH FEATURES EXPANDED
TECHNOLOGY SUPPORT SERVICES.

*Support analysts are now
available 24 hours a day to
assist GW students, faculty and
staff with their technology needs.*

*The IT Support Center, located
on the Virginia Science and
Technology Campus, will
provide GW students, faculty
and staff with a one-stop shop
for general technology support,
such as managing repair tickets
and basic troubleshooting.*

*Please view pages 7-11
to see a sampling of support
services offered.*



techKNOW

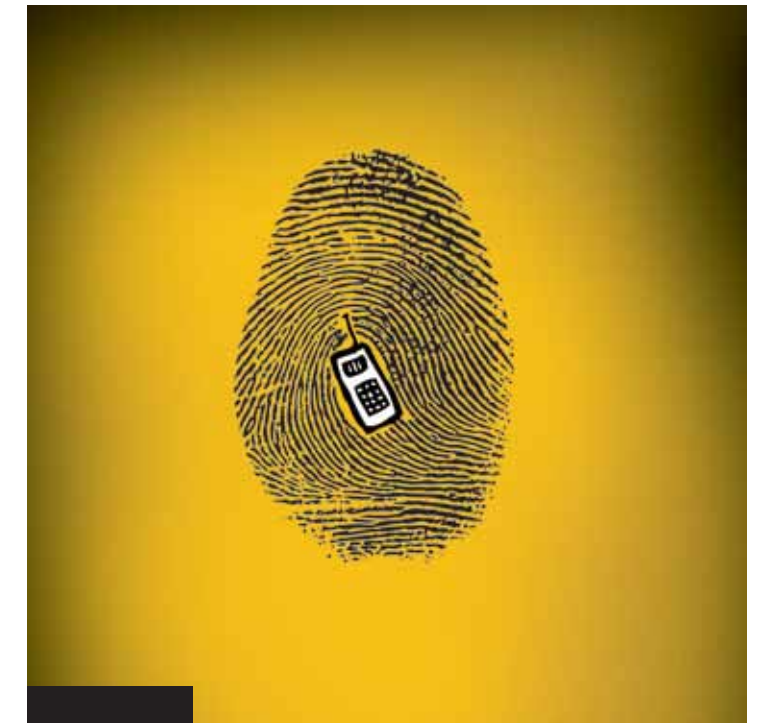
Rachel Blevins
Marketing and Communications Manager, Division of IT
Production and design support
by Marketing and Creative Services

GW's Division of Information Technology works with students, faculty, staff and departments across the University to provide advanced technology. From internet and phone connections in offices and residence halls to software that supports admissions, online registration and other aspects of day-to-day business, the Division of IT keeps GW connected.

DIVISION OF IT LEADERSHIP TEAM

David Steinour
Chief Information Officer
Edward Martin
Deputy Chief Information Officer
Charles Spann
Assistant Vice President, Business Process Management
Dennis Devlin
Assistant Vice President, Information Security & Compliance Services
Carolyn Chase
Managing Director, Customer Support Services
Tom Breslin
Managing Director, Enterprise Information Services
Mark Albert
Director, University Web Services
Mark Harris
Director, Systems Engineering Services
Brian Ensor
Director, Technology Architecture & Research Services

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Message from David Steinour

Dear Staff and Faculty,

It is with great pleasure that I introduce the exciting opportunities that await you in our nation's capital. My staff and I have been working all summer to prepare for the 2011-2012 academic year. We look forward to partnering with each of you to provide technology services that add value to the instruction, administration, development and research taking place across the University. This magazine is intended to help guide you through the progress that the Division of Information Technology (IT) has made to better support your

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The Division of IT is committed to supporting your technology needs on campus. Whether you're having wireless connectivity problems or installing a new firewall tool, our experts are here to make your technology experience as seamless as possible.

That's why our Division is proud to announce that our new and improved IT Support Center is now open for business. The Center will be open 24 hours a day to serve as a one-stop shop for all of your technology needs. When experiencing an issue, simply call 202-994-GWIT (4948), email ithelp@gwu.edu, fill out an online service ticket at <http://my.gwu.edu/mod/helpdesk> or browse through the self-help topics at <http://itsupport.gwu.edu>.

The Division of IT will be by your side to help resolve your issue every step of the way.

The Division of IT also recognizes that access to a reliable, secure, high-speed email platform is a critical component of our staff and faculty's technology experience here at GW. To fulfill this need, we teamed up with Google to create GWemail, a platform designed specifically for the GW community. Our Division reached out to staff and faculty members throughout the spring and summer to make the transition to GWemail as seamless as possible. Staff and faculty members have been enjoying access to increased storage space, easier navigation controls, helpful web applications and the complete features of Google Mail. In the future, we look forward to improving your experience with GWemail and helping resolve any issues you may face along the way.

In addition to supporting technical issues and crafting new solutions to meet your technology needs, the Division of IT is dedicated to providing a secure technology environment for the GW community. An integral part of ensuring safe computing across the University is the partnership we enter into with you to protect your digital assets - not only passwords and personal information, but also the documents and files on your computer. Please familiarize yourself with the *Code of Conduct for Users of Computing Systems and Services*. Your role in this partnership is to operate within GW's policies, which are designed to protect us all from mistakes and misjudgments made by others.

Thank you for taking the time to review our new service offerings and policies. Please feel free to contact us with questions or concerns.

Sincerely,



David Steinour
Chief Information Officer



Interview with the CIO, David Steinour, and Deputy CIO, Edward Martin

David Steinour is an accomplished IT professional with over 28 years of IT experience in a variety of positions and organizations. In his current position as GW's Chief Information Officer, he is responsible for implementing a range of strategic technology initiatives and for building a shared vision for the University's IT future. Mr. Steinour manages by mentoring and motivating employees, envisioning innovative solutions to business challenges and effectively managing and executing IT strategies. He received the **CIO 100 Award in 2007** and the **Premier 100 CIOs Award in 2011**, and is a member of a number of user groups, committees and councils.

Edward Martin is a seasoned IT executive with over 18 years of experience in technology administration. He has a background in customer support, network operations, project management, business operations, strategic planning and human capital development. In his current position as GW's Deputy Chief Information Officer, he is responsible for administering the day-to-day operations of the Division of Information Technology. In this role, Mr. Martin is charged with managing information technology services to over 25,000 users on three major campuses, in over 120 buildings and from two major data centers.

How would you describe your experience at GW since you arrived at the University?

STEINOUR: When I first arrived on campus in 2008 and began making my home at GW, I was intrigued by the University's motto, "something happens here." Very quickly, I began to see how true this statement is. GW has a transformational impact on everyone and anyone who spends time here. The location, students, staff and faculty all combine to create an institutional culture that supports genuine intrigue and serious inquiry into the world around us. As CIO, I work with staff, faculty and other stakeholders across GW to provide a high quality technology environment that supports and enhances the academics and everyday life here at the University. We have made progress in achieving these goals thus far, and I am excited to develop more partnerships throughout the University and seek new ways to improve our services.

What role does the Division of IT play in the experience that staff and faculty have while on campus?

MARTIN: We live in a world that is deeply intertwined with technology. How we think, communicate and plan our lives increasingly depends on what technologies are available for us to do these things. The same principle applies at GW, and faculty and staff are able to communicate more effectively with their peers, students and outside connections due to advancements in information and communications technologies. Our top priority at the Division of IT is to make the processes of securely accessing information and connecting with others as seamless as possible. As a result, we need to adapt to technological changes occurring outside the University and any issues that staff and faculty members face when utilizing new features and services. We know we are doing our job as technology professionals when we can see our work adding value to staff and faculty members' experiences at GW, and the Division is currently doing this job successfully. However, we know that technology is ever changing, and we are also constantly looking for ways to extend and improve our services to the GW community, focusing on alignment with the University's strategic direction and business needs.

What role will the new IT Support Center play in resolving GW faculty and staff members' technology issues?

STEINOUR: We have consolidated many of our operations into one IT Support Center in order to provide the GW community with a central place to receive technical support. Staff and faculty members will receive support similar to what they have received with the Division of IT Help Desk; however, they will now be able to receive this support 24 hours a day and seven days a week. This expansion of hours was an important step in continuing to meet and exceed the needs of both staff and faculty. Since Mr. Martin joined the Division of IT, he has played a crucial role in this process, and we are excited to work with the GW community to integrate the IT Support Center into our campus culture.

INFORMATION TECHNOLOGY SERVES AS YOUR CONNECTION TO CAMPUS AND YOUR GATEWAY TO OUR NATION'S CAPITAL.

From maintaining a wireless network that stretches across city blocks to protecting vital personal information on the web, we depend on information technology to create and collaborate in a secure fashion.

The Division of Information Technology works with students, staff, faculty and departments across the University to provide advanced technology solutions. The Division provides innovative and collaborative technology solutions that advance teaching, learning, research and support for administrative operations at The George Washington University.

Contact the Division of IT

IT Support Center

202-994-GWIT (4948)

ithelp@gwu.edu

<http://itsupport.gwu.edu>

The Division of IT Helps You...

IN YOUR OFFICE

GWemail, Desktop and Computer Support, Internet Security

AROUND CAMPUS

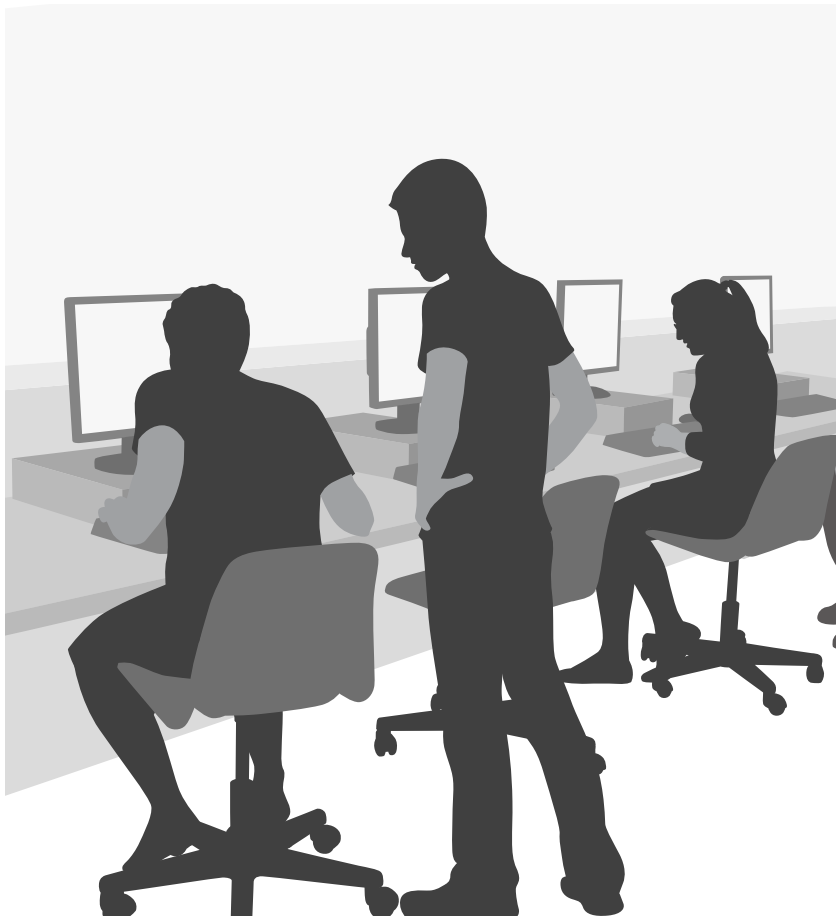
GWireless, Mass Emails, Web Development and Support

FROM HOME

NetID—access core GW systems anywhere, anytime

Virtual Private Network (VPN)—for remote access

IT Support Center—seek support for your technology problems in the office or at home



TAKE YOUR CAREER TO THE **NEXT LEVEL**

SUCCEED WITH SKILLPORT.

GW staff and faculty have access to online skill enhancement courses, 24 hours a day and seven days a week.

A wide range of course topics allows you to customize your curriculum. Feel free to become acquainted with introductory business concepts or brush up on Excel.

The possibilities are endless!

Learn how to sign up for SkillPort at <http://it.gwu.edu/training>.

BE A PREPARED COLONIAL!

PROGRAM THESE GWPD NUMBERS INTO YOUR PHONE FOR QUICK AND EASY ACCESS:

**FOGGY BOTTOM
CAMPUS**

EMERGENCY
202-994-6111

NON-EMERGENCY
202-994-6110

**MOUNT VERNON
CAMPUS**

EMERGENCY
202-242-6111

NON-EMERGENCY
202-242-6110

24/7
SERVICE HOURS

IT SUPPORT CENTER OFFERINGS

The Division of IT is pleased to introduce faculty and staff to its newly expanded technology support services. The IT Support Center, located on the Virginia Science and Technology Campus, provides GW students, faculty and staff with a one-stop shop for general technology support such as managing repair tickets and basic troubleshooting. Support analysts will now be available 24 hours a day to assist members of the GW community with their technical needs. »

<http://itsupport.gwu.edu> | 202-994-GWIT (4948) | ithelp@gwu.edu

Staff and faculty fulfill meaningful roles while on campus, whether they are leading lectures or providing counseling services to GW students. One topic important to staff and faculty is access to the GW network and other important systems at the University.

The GW Account Center now consolidates the multiple steps required to achieve full access into an expedited process.

GWid

Your personal identification number to help you securely access important information and complete tasks around campus. You'll need your GWid to check employment information, access important forms and utilize services in GW's libraries. All faculty and staff members have PIN numbers associated with their GWids that they can use to log in to the myGW Portal and other important systems. If you forget your PIN, the Account Center can help you reset it.

NetID

A single username with a corresponding password that provides access to important GW systems, like myGW, GWireless and GWemail. Your NetID is the portion of your GWemail address that precedes the "@" symbol. Once assigned, your NetID may not be changed. The Account Center provides assistance with creating a NetID, resetting your password and creating specialized NetID accounts.

Virtual Private Network (VPN)

An encryption that provides a secure electronic gateway for staff and faculty to access the GW network from their computers or mobile devices.

Miscellaneous and Administrative Accounts

GW Account Central provides assistance with accessing the Banner system, the BlackBerry Enterprise Server, the Enterprise Accounting System, GroupWise and Novell accounts and listerv mailing lists and accounts.

It's well known that GW staff and faculty are more than just administrators and academics. We're civic leaders, innovators in research and lifelong mentors to the students who study on campus. Whether it's providing pro bono consulting services to a nonprofit in need, partnering with students to perform cutting-edge research or facilitating a classroom discussion, technology solutions are needed to support our work on a daily basis.

That's where the Division of IT steps in. Here are a handful of services designed to help staff and faculty collaborate with students, peers and partners outside the University.

GWemail

GWemail equips staff and faculty with the ultimate email experience, providing access to loads of storage space, easy navigation controls, helpful web applications, a shared calendar and the complete features of Google Mail. Faculty and staff can use configuration settings to access GWemail through applications such as Outlook and Pegasus as well as on their mobile devices. Do you have questions? Allow us to walk you through the system.

GroupWise Email

GroupWise accounts are used for specific GW administrative offices and the GW Medical Center. The IT Support Center can help you access your account and answer any questions you may have.

GWireless

GWireless is a secure wireless network that stretches across the Foggy Bottom, Mount Vernon and Virginia Science and Technology campuses. Are you having a hard time finding a connection? Let us help you through the sign-in process and locate one of many of our convenient hotspots.

GW1X

GW1X is a wireless network that uses an authentication method that works with a variety of mobile devices. This means that many smartphones and devices such as the iPad can connect to the internet using a secure wireless link on campus. Having trouble connecting? Call the IT Support Center and we'll walk you through the process.

Listservs

Administrative and academic departments need effective ways to organize and communicate. GW offers the ability to do so with a Listserv, also known as an electronic mailing list. Listservs are frequently used for distributing announcements and holding discussions. Is your department experiencing technical difficulties? Give us a call, and we'll be by your side to work through the problem.

Digital Cable

High-quality digital cable is in demand these days. That's why GW teamed up with RCN to provide staff, faculty and departments with the option to acquire HD/DVR converters, premium channels and international channels across GW campuses. Contact the IT Support Center to request or disconnect service or to repair an existing cable service.

Landline Phones

All staff and faculty members have access to landline connections in their offices. This access provides us with another means to communicate with those important to us, like students, colleagues and family. Are you experiencing trouble making a connection or placing a call? Give us a ring, and we'll work to clear it up for you.

HARDWARE [operate]



Imagine that it's one hour before an important meeting or lecture. You're making final edits to a document and you suddenly cannot print on your department's printer. What do you do?

First of all, don't panic. We're here to help.

The IT Support Center offers technical assistance for just about any technology problem you'll encounter at GW. From hardware repairs to troubleshooting connectivity issues, our experts are here to support you throughout your time on campus.

The Division of IT provides support for desktops and laptops using Windows XP, Windows 7 and Windows Vista, as well as computers using Apple OS X 10.4 and higher. In addition, we support mobile devices such as the iPhone and iPad, Android phones and BlackBerry devices.

Here are a few of the most common issues we support day in, day out:

Password Reset

Wireless Connectivity

Security Patches and Updates

Support for Mobile Devices...

Did you know that GW supports a wireless network specifically for the iPhone, iPad and Android devices? We do—it's called GW1X, and it's designed to make your mobility connections a lot easier. All you have to do is sign in once, and you'll be automatically signed in from that point forward.

ENTERPRISE APPLICATIONS [integrate]



The Division of IT maintains a highly integrated technology environment that aims to make your experience at GW as seamless as possible.

The IT Support Center works to maintain and improve dozens of programs on a daily basis, including:

GW Alert

GW Alert is a desktop application that keeps the community aware of a range of threats, from weather warnings to crime on campus. Review this application today to make sure that your time at GW is a safe one.

myGW

The myGW Portal provides staff and faculty with personal information, GW updates, news and a variety of quick links to help you navigate our campuses.

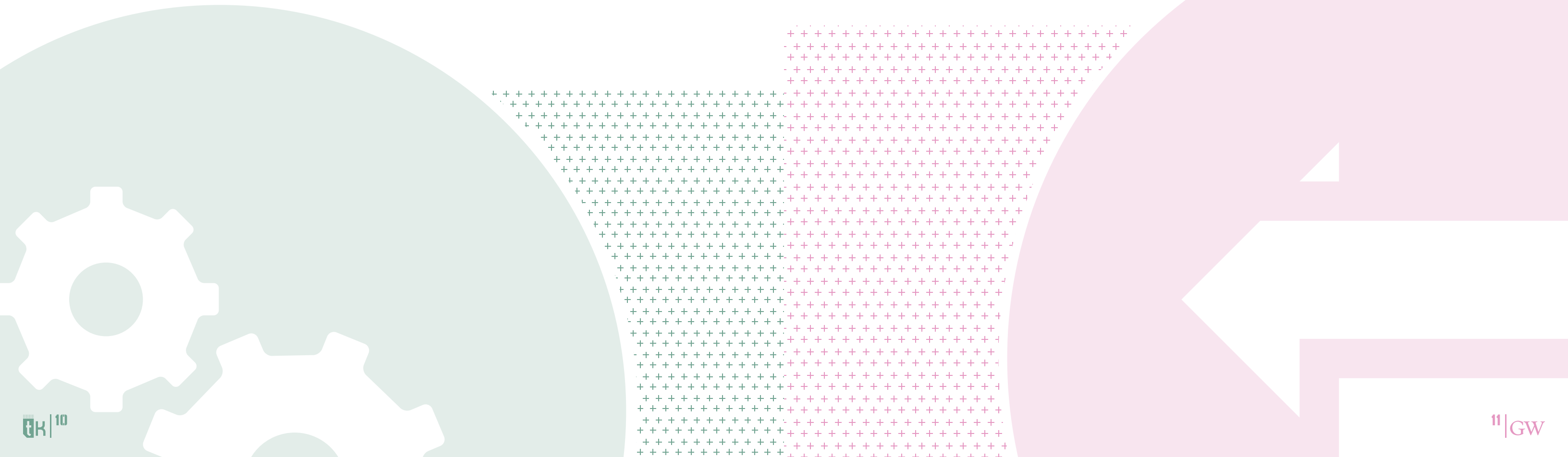
Time Reporting System/Kronos

Many GW employees clock in and out every day, and Kronos keeps track of their hours each week. You can access Kronos to view your time cards and ensure your time is being correctly reported.

GWorld

Your GWorld card is a multifaceted tool. It acts as an electronic keycard, a debit card, a library pass and a trusted form of identification around campus. The IT Support Center ensures that all of these functions act in unison to provide staff and faculty with the mobility they need on a daily basis.

These are just a few of the many systems and services that are monitored by the Division of IT—to learn more, visit the IT Support Center at <http://itsupport.gwu.edu>.





SECURITY IN A MOBILE WORLD

MOBILE DEVICES and the explosive growth in mobile applications have enabled students, faculty and staff to have countless applications in the palm of their hands. With the thousands of apps available for free or at a minimal cost, the possibilities are virtually endless. Along with these powerful features, however, comes the risk of exposing your personal data, sensitive University information and the spread of malware and viruses. In addition, the popularity and accessibility of social networks such as Facebook and Twitter has increased exponentially over the past few years, and with this growth comes a number of privacy and identity threats.

WITH THE INCREASED POPULARITY OF MOBILE DEVICES LIKE SMARTPHONES AND TABLETS, as well as increased access to social media programs, it is important to remember to stay secure. The following information will help you protect yourself and other members of the GW community from threats.

THE TOP 5 WAYS USERS GET COMPROMISED:

- Trojans (network software applications that can access users' personal data) that are hidden in games, videos and programs
- Worms (self-replicating malware programs that can send copies of themselves to other computers on a network) on social networking sites that lead to malicious websites
- Phishing attacks through social networking sites and email
- Malicious ad providers
- File-sharing websites

TIPS FOR SAFE USE OF SOCIAL MEDIA:

- Read the privacy statement on every social network you use to ensure that each has features you can enable to minimize your exposure, and if the site's privacy settings are weak or nonexistent, consider using another application instead
 - A good test is to search for yourself on Google or another commercial search engine to see what information others can access
 - Some sites such as Facebook have been known to change their privacy settings and statements on occasion, so make sure that your settings are up-to-date and that you regularly check sites' privacy policies
- Do not accept links or invitations from unknown individuals—accepting could provide them with access to your personal information and communications
- Enable the privacy features available on social networking sites such as Facebook and Twitter, and habitually check to make sure these controls are still in effect
- Avoid sharing confidential work information and overly personal information on social networking sites—once you share something online, you can't take it back, and many businesses search social media sites to check on their employees and potential new hires

TIPS FOR AVOIDING INFECTION ONLINE AND ON YOUR COMPUTER:

- Always install updates for your installed software
- Avoid clicking on any suspicious links or files
- Be cautious of any suspicious emails, friend requests, social network messages or websites, even if they appear to be from a trusted source
- Avoid using administrator privileges when they are not needed
- Read the warnings and pop-ups that appear when you use applications
- Install antivirus software and firewalls on your system
- Avoid using public wireless networks
 - If you must use a public network, use SSL encryption for email login and transfer

TIPS FOR AVOIDING DATA LEAKAGE:

- Avoid using public networks to browse sensitive data
- Use a strong password for each important service you use, and make passwords different from one another
- Avoid answering security questions with easy answers, or write your own questions
- Always clear out the browser cache and history before you leave a location
- Look for "https" or a lock at the top of the browser when entering sensitive data on a website
- When asked to provide your social security number or other sensitive information, question why it is necessary





JUST LIKE COMPUTERS, CELL PHONES AND TABLETS STORE A LOT OF SENSITIVE INFORMATION, so keep this in mind—if someone were to steal your phone, what would he or she be able to access? In addition, some features on mobile devices can track your whereabouts, so be mindful when using applications and other tools.

TIPS FOR SAFE USE OF MOBILE DEVICES:

- Enable automatic locking, and choose a hard-to-guess lock code or password for your mobile device
- Enable inactivity timeouts for apps and the internet
- Install an antivirus app to protect against any viruses that might come from a phishing attack or infected application
- Disable GPS, Bluetooth and data tracking when not in use to decrease the chance of criminals or competitors accessing your data and using it to their advantage
- Get your apps from reliable sources
 - Applications from the App Store and Android markets, for example, are usually trustworthy, and the more recognizable the brand name, the better
 - Avoid installing free applications, or check what these apps are doing—free apps still make money by pulling personal information from users' devices and selling it to ad providers
- Enable remote wiping so that if your device is lost or stolen, you can remove all its data from your home computer or after someone enters wrong passwords multiple times
- Avoid using applications that link to personal accounts
- Avoid saving your passwords on apps and mobile websites
- Only install apps that you need, and be wary of apps without many reviews or community support
 - Look at who published an app before you download it
- Avoid using mobile applications that require sensitive data, such as your banking or credit card information
- Be aware of the rights you grant to each app you install, and question whether each app needs all of the information it asks for
 - For example, does a weather app really need to access your contacts and other personal information?
- Physically protect your device—leaving it visible or out in the open is an invitation for someone to steal it



GWireless

Your **secure** and **reliable** wireless internet connection around GW's Foggy Bottom, Mount Vernon and Virginia Science and Technology campuses.

With hotspots **nearly everywhere**, we're in the business of keeping you connected.



<http://it.gwu.edu/GWireless>

DIVISION OF IT

AT A GLANCE

60-70

major projects worked on by the Division of IT at any one time

116,400,000

emails sent last year

954,000,000

emails received last year

4.6TB

downloaded on the GW data network per day

868,000,000

harmful emails quarantined last year

1.5TB

transmitted on the GW data network per day

15,360 GB

network traffic analyzed by the security team per day

3,400

phone calls received for technology support per month

10,300 MILES

of fiber installed and maintained by the Division of IT—longer than the distance between Washington, DC, and Sydney, Australia

The Division of IT provided over

20,000

wired data connections

7,100

wireless data connections

12,000

voice connections

4,300

cable TV connections

500

servers

