





IT SUPPORT CENTER

Your one-stop shop for all of your technology needs at GW.

THE IT SUPPORT CENTER OFFERS SUPPORT FOR FIVE TECHNICAL AREAS:

GW Account Central

Email

Voice, Data and Cable

Hardware

Enterprise Applications

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



GWireless • myGW • GWMail • Digital Cable • GWid • NetID • Listserv • Laptop • Desktop



techKNOW

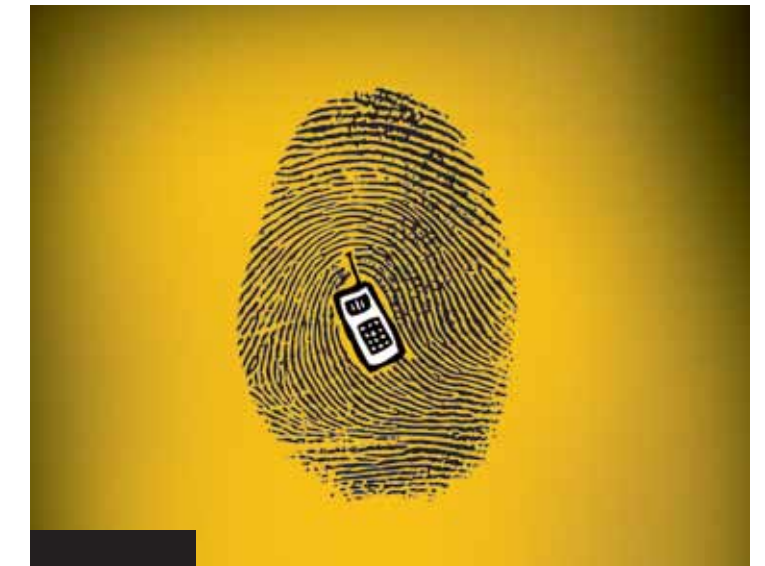
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GW's Division of Information Technology works with students, faculty, staff and departments across the University to provide advanced technology. From internet and phone connections in offices and residence halls to software that supports admissions, 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
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Director, Systems Engineering Services
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Director, Technology Architecture & Research Services

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Message from David Steinour

Dear Students,

Welcome back to campus! For those new to GW, we welcome you to our community and to the range of excellent 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 ensure your academic success and to create a highly enriching and supportive experience here at The George Washington University.

The Division of Information Technology is committed to supporting your technology needs while on campus.

The Division of Information Technology is committed to supporting your technology needs while on campus. From wireless connectivity problems to 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. Better yet, it's open 24/7. The Center will be in operation around the clock 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 or fill out an online service ticket at <http://my.gwu.edu/mod/helpdesk>.

We'll be by your side to help resolve your issue every step of the way.

In addition to supporting your technology needs, the Division of IT is dedicated to providing a secure technology environment for our students. A critical component of ensuring safe computing at GW 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 policies in place to ensure your security by reviewing the *ResNet Code of Conduct*, the *Code of Conduct for Users of Computing Systems and Services* and the *Network Access Control (NAC)* in residence halls. Your role in this partnership is to operate within GW policies, which are designed to protect us all from mistakes and misjudgments made by others.

Thank you for taking the time to review our policies and service offerings. Please feel free to contact us with any questions or concerns. We wish you the best of luck this year. Study hard, explore the city and don't forget to have some fun along the way!

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 by 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 arriving at the University about five years ago?

STEINOUR: My experience so far has been phenomenal. GW is a place where academics and service meet head-on to produce a unique experience for students, staff and faculty alike. When I first arrived on campus 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. GW's students are one of a kind. Their academic credentials and excitement to take advantage of the opportunities that this city offers is extremely hard to find elsewhere. Their passion is also infectious—I know that I come to work every day looking to match it.

Can you discuss how motivation from the students translates to the services that the Division of IT provides and that students interact with on a daily basis?

MARTIN: At GW, we provide a range of important services that support students in the classroom, in their residence halls and around campus. The first of these services is GWireless, which provides students with a wireless internet connection so they can have more freedom in the ways they study and connect with their friends, classmates and professors on campus. The Division has made mobility a priority, and for good reason. Seamless mobility is central to supporting a modern college campus, and GW's implementation of GWireless is a prime example. We plan to continue to simplify and expand this service and others related to it going forward. Another service that adds value to the student experience is GWMail, an email platform implemented specifically with our students' needs and preferences in mind. As a result, students now benefit from an enhanced Google Mail platform that they can access as undergraduates and keep forever as alumni.

What role will the new IT Support Center play in resolving GW students' 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. Students will receive support similar to what they have received with Student Technology Services and 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 the GW community.

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.

In short, we're here to support you in making the best of your experience at GW.

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...

LEARN

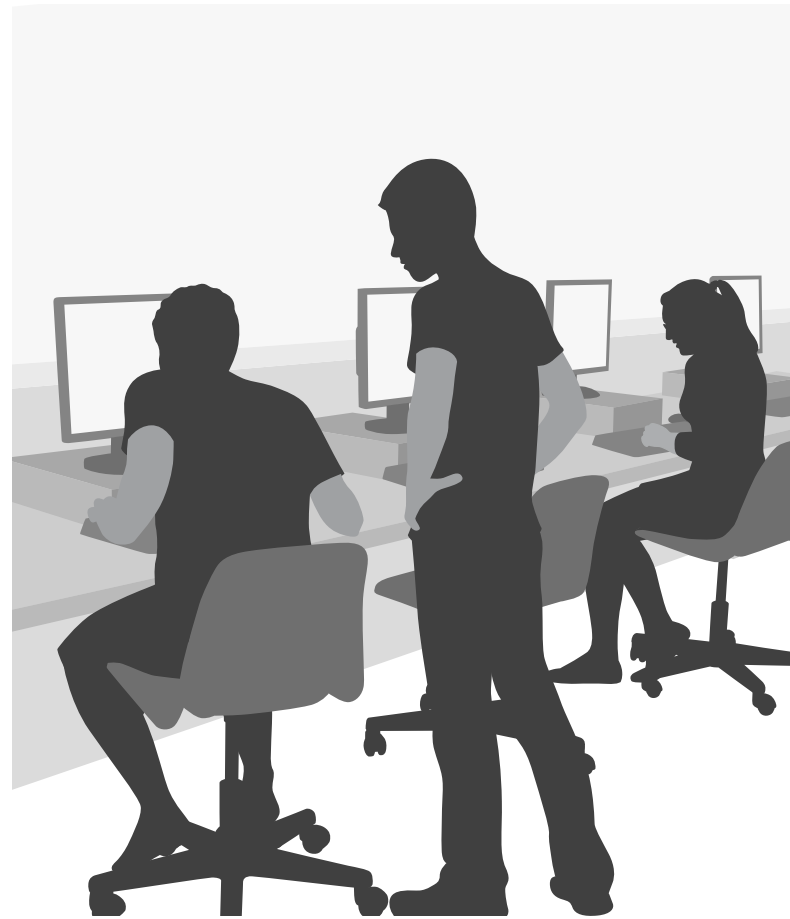
Course Registration, myGW, Student Account Management

LIVE

Housing Registration, Digital Cable, GWorld

CONNECT

GWireless, GWMail, Listservs



TAKE YOUR CAREER TO THE **NEXT LEVEL**

SUCCEED WITH SKILLPORT.

GW students 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 get acquainted with introductory business concepts or become the Excel whiz you've always dreamed of being.

The possibilities are endless!

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

24/7
SERVICE HOURS

IT SUPPORT CENTER OFFERINGS

The Division of IT is pleased to introduce students 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. Students also have access to walk up support in City Hall 114, 950 24th St. NW, Washington, DC 20052. »

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

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

Students come to campus with a lot on their minds and much on their plates. A major issue that all students face relates to how they will gain access to the GW network and important systems at the University. The GW Account Center transforms the multiple steps required to achieve full access into a seamless and expedited process.

So go ahead and study at Gelman or grab a snack at J Street—and, please, leave the details to us.

GWid

Your personal identification number to help you securely access important information and complete tasks around campus. You'll need your GWid to register for courses, add cash to your GWorld Card and utilize services in Gelman Library. All students have PIN numbers associated with their GWids that they can use to log into Banner 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 GWMail. Your NetID will be the portion of your GW email address that precedes the "@" symbol. Once assigned, your NetID may not be changed. The Account Center provides assistance with creating your NetID, resetting your password and creating specialized NetID accounts.

Virtual Private Network (VPN)

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

At GW, students don't need to look far to find a wealth of opportunities at their fingertips. Whether they're in the classroom, at an internship or planning events with an on-campus organization, students lead busy lives and need technology solutions to help connect, interact and learn in a complex world.

That's where we step in. Here are a handful of services designed to help students communicate with friends, classmates and professors at the University.

GWMail

GWMail provides students with the ultimate email experience. Students have access to loads of storage space, easy navigation controls, other helpful Web-based applications, a calendar and the complete features of Google Mail. In addition, you can continue to use your GWMail account after you graduate. Do you have questions? Allow us to walk you through the setup process.

Wireless Internet Access

GW students can access wireless internet in a number of ways.

GWireless

GWireless is a secure wireless network that stretches across the Foggy Bottom, Mount Vernon and Virginia Science and Technology campuses. In order to access GWireless, you will need to have GW's Virtual Private Network installed on your computer. Are you having a hard time finding a connection? Let us be your guide through the sign-in process and help you 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

Student organizations need effective ways to organize and communicate. GW offers all registered organizations the option to do so with a Listserv, also known as an electronic mailing list. Academic departments and student organizations frequently use Listservs for distributing announcements and holding discussions. Is your organization experiencing technical difficulties? Give us a call, and we'll be glad to put you on your way to management and communication excellence!

Digital Cable

High-quality digital cable is a must these days. That's why GW teamed up with RCN to provide students with HD/DVR converters, premium channels and international channels in the comfort of their own room. So, flip on the television and go watch your favorite show on CNN or PBS. OK, fine, or Jersey Shore. We promise not to tell.

Landline Phones

Believe it or not, cell phone networks can actually fail in times of very high use. It is highly recommended that each residence hall room install a landline phone to ensure that students will be able to make calls during emergencies and communicate with their fellow students, friends and families. We hope you take your communication as seriously as we do. Give us a call, and we'll help you establish a landline connection today.

HARDWARE [operate]



We've all been there. It's 11:00pm. You're making final edits to an important paper and are up against a tight deadline. Then, it happens: you suddenly cannot connect to GWireless or turn your paper in on Blackboard. What do you do?

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

The Information Technology Support Center offers technical assistance for just about any technology problem you'll encounter while at GW. Whether you need hardware repairs or troubleshooting for connectivity issues, our experts are here to support you throughout your stay 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, the iPad and Android devices? Well, we do, and it's called GW1X. It's designed to make your life a whole lot easier. All you have to do is sign in once, and you'll be automatically signed in from that point forward. Yep, we said it, forever!

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. Many students recognize this effort when they are faced with technology problems that need immediate assistance. We're glad to help, but in reality our top priority is to solve these problems before they occur in the first place!

The IT Support Center works to maintain and improve dozens of programs on a daily basis. If we could just name a few...

Banner Systems

Banner is an administrative software application that maintains student, alumni, financial aid and human resources data. Students can use Banner to view important information such as their transcripts and financial aid data, register for classes and update their contact information.

GWorld

GWorld is more than just an electronic keycard to your residence hall. It's also your debit card, library pass and most trusted form of identification around campus. The IT Support Center ensures that all of these functions act in unison to provide students with the mobility and ease that they deserve.

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>.

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. Download this application today to make sure that your stay at GW is a safe one.

myGW

The myGW Portal provides students with personal information, GW updates, news and a variety of quick links to help you navigate our campuses. There is a tremendous amount of data to store and manage. Good thing we're organized!

RMS—Housing

The University houses thousands of students every year on campus, and the Division of IT manages the housing registration system. You can use this system to preference your housing choices for the academic year, and if you choose to live in DC over the summer, you'll find great housing options here.

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

TIPS FOR SAFE USE OF MOBILE DEVICES:

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.

- 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

