DIVISION OF INFORMATION TECHNOLOGY

STRATEGIC PLAN 2012

ACCOMPLISHMENTS

THEMES

MOOVE TOWARD BEING A SERVICE ORGANIZATION
• Define and promote our services
• Improve training and outreach

LISTEN TO SERVICE USERS AND BUILD RELATIONSHIPS
• Understand the experience of our service users
• Improve feedback processes and practices

LOWER OPERATION SPENDING
• Standardize
• Develop standardized platforms for services

LEAD THE MOBILITY EXPECTATIONS FOR THE UNIVERSITY
• Improve mobile access
• Engage in outreach

INCREASE ORGANIZATIONAL AGILITY
• Partner internally and externally
• Improve preparedness and response

ESTABLISH CONTINUOUS PROFESSIONAL DEVELOPMENT
• Invest in training and growth
• Track staff progress and accomplishment
• Improve recognition and advancement programs
LISTEN TO SERVICE USERS AND BUILD RELATIONSHIPS

COMPLETED INITIATIVES

- Administered Division of IT Customer Satisfaction Survey and developed optimization plan
- Developed customer interaction guide
- Developed a framework for a Division of IT Operating/Engagement Model
- Created new Division of IT website
- Created the GWiz knowledge base
- Enhanced services at Colonial Inauguration through techKNOW LIVE
- Established working group for demand management
- Established regular portfolio meetings with key customers
- Developed new project execution methodology with opportunities for more frequent feedback
- Aligned with enrollment management to assist with data management and automation efforts
- Partnered with the Computational Biology Institute and the Office of the Vice President for Research leadership on institute support and high performance computing
- Provided initial support for the George Washington University Museum and the Textile Museum
- Provided effective data for decision support; created various dashboards and decision centers
- Leveraged partner innovation through digital signage services, the GW mobile app, the Enterprise Active Directory and GW Drupal
- Launched the Capital Area Advanced Research and Education Network (CAAREN) and established a partnership with DC-Net
- Hosted the 22nd GENI Engineering Conference and US Ignite Application Summit
- Established partnerships with IT School Directors and Local Support Partners
- Held TECHexpo in Kogan Plaza to showcase Division of IT services to the GW community
- Coordinated information security with GW Hospital and GW Medical Faculty Associates
- Established wireless support for classroom technology, including machine to machine communications
- Provided support for the award tracking portal
- Initiated the Information Technology Initiatives Committee focused on governance and prioritization
- Localized tech support*

THE DIVISION OF IT PROVIDED THE FOLLOWING SUPPORT TO THE UNIVERSITY FOR STUDENTS:

- Connection Fair
- techKNOW LIVE at Colonial Inauguration sessions
- Tech Commons
- Wireless Upgrades
- TECHexpo
- 4Ride
- GWPal

*in progress
ACCOMPLISHMENTS

MOVE TOWARDS BEING A SERVICE ORGANIZATION

COMPLETED INITIATIVES

- Enhanced the service portfolio with tool selection and simplified reference points
- Integrated the service portfolio with the Configuration Management Database and IT Service Management
- Implemented Information Technology Service Management suite
- Created service categorizations
- Created a methodology for service listings within the IT Service Management suite
- Updated business service descriptions listed on the Division of IT website
- Established next generation incident and crisis planning to include on call schedules, duty officers and updated procedures
- Completed Business Impact Assessments
- Created service cost models for research
- Created service cost models for file sharing, data networking, hosting and more
- Added service descriptions and plans to the Division of IT website
- Created alphabetical service directory on the Division of IT website
- Developing marketing plan for promotion of our services*

THE DIVISION OF IT PROVIDED THE FOLLOWING SUPPORT TO THE UNIVERSITY COMMUNITY:

- Expanded InCommon Federation Services for single sign-on access for the GW community
- Increased bandwidth
- Guest wireless access
- Partnership with The George Washington University Museum and The Textile Museum
- DC-Net partnership
- National Gallery of the Arts partnership for IT services
- Code4Life Volunteer Opportunity

*in progress
ACCOMPLISHMENTS

3 LOWER OPERATION SPENDING TO INCREASE ENHANCEMENTS AND UPGRADES

COMPLETED INITIATIVES

• Assessed and improved model for effort tracking for the Division
• Completed Business Impact Assessments
• Leveraged more of the foundation for Microsoft’s data platform
• Migrated from Novell eDirectory to a centralized, authenticated service through Microsoft Directory and file sharing services
• Simplified workstation image
• Assigned a standard subject-matter expert for every project
• Established service cost models for research
• Established service cost models for file sharing, data networking, hosting and unified communications
• Continued progress to migrate off of old platforms
• Decommissioned traditional network security services and centralized services within the Next Generation Network Security Architecture
• Standardized problem management and the outage reporting process
• Standardized After Action Reports tracking and status
• Converting our applications from Sun to Linux platform*
• Operational reporting by service and customer*
• Better resource management, capacity planning and resource projections*
• Establish cost baselines*

THE DIVISION OF IT PROVIDED THE FOLLOWING SUPPORT TO THE UNIVERSITY ADMINISTRATION:

• Mobile payment solutions for treasury
• Kronos migration to the Cloud
• iSupply GW (supplier registration for existing suppliers and enhancements)
• AP invoice approval automation
• New budget model
• Chart of Accounts cleanup and synchronization
• Graduate award application
• Tuition remission automation
• Sunapsis Phase 2 and 3
• Decision support and analytics
• GWPD Dispatch
• Alumni outreach and insight support
• Migration from Novell eDirectory to Windows directory and file-sharing service
• Approval Routing

*in progress
4 INCREASE ORGANIZATIONAL AGILITY

COMPLETED INITIATIVES

- Established new network security architecture
- Established enhanced connectivity for the Virginia Science and Technology Campus (Phase 1)
- Created Intranet and TeamSites (collaboration sites)
- Division of IT staff reorganization
- Created the Approval Routing workflow process
- Continue to improve intake and prioritization process
- Prepared for IPv6 readiness for key services to ensure online resources can be accessed by all users; IPv6 is the next generation Internet Protocol replacing the current IPv4 to widen the available address space
- Established agreements with Internet2
- Data governance
- Anticipated needs of the GW research community through a partnership with the Office of the Vice President for Research and external partners to bring enhanced systems supporting researchers’ data and analysis needs
- Established new interactive and featured theme for Alumni Relations campaign
- Began offering infrastructure as a service, including a research and education infrastructure through the Capital Area Advanced Research and Education Network*
- Establish record retention schedule and data purging*

THE DIVISION OF IT PROVIDED THE FOLLOWING SUPPORT TO THE UNIVERSITY FOR RESEARCH:

- Built an environment to support research, including network infrastructure, organizational alignment, high performance computing and service cost models for research
- Award tracking portal
- Stipend Management Application PI Approval Enhancements
- Summer Research Hire Automation

*in progress
ESTABLISH CONTINUOUS PROFESSIONAL DEVELOPMENT

COMPLETED INITIATIVES

- Established common Division of IT curriculum for all employees
- Developed a SkillPort roadmap in partnership with organizational development and effectiveness
- Continued proactive three-year staff development plans
- Continued information sharing in higher education through presentations, consortia and conferences
- Reinvested in staff for certain areas, including SharePoint, Groovy on Grails and Java
- Developed Division of IT Training TeamSite and poster to market available training opportunities
- Developed Division of IT Training Feedback Survey to determine how best to allocate training resources
- Added additional training resources through Pluralsight, Microsoft Academy, lynda.com and Global Knowledge
- Assure that all professional development plans in performance reviews are outcome-based*
- Continuously invest in skills for LINUX, data integration, cloud brokerage, business analysis and architecture*
- Active support of management mentorship for those seeking it*

THE DIVISION OF IT PROVIDED THE FOLLOWING SUPPORT TO THE UNIVERSITY FOR TEACHING AND LEARNING:

- Wireless in classrooms
- Localized tech support
- Broker of software and cloud resources, including SkillPort, lynda.com, Creative Cloud, BlackBoard Collaborate, Adobe Acrobat, Cisco WebEx
- Colonial Printing
- Faculty workstation initiative

*in progress
LEAD THE MOBILITY EXPECTATIONS OF THE UNIVERSITY

COMPLETED INITIATIVES

• Migrated to a new network security architecture
• Automated process for adding members to groups to access websites and applications
• Expanded InCommon federation services, which allows the GW community to access third-party websites without maintaining separate credentials
• Performed wireless upgrades
• Established mobile governance
• Deployed mobile device management
• Implemented mobile payment solution
• Established guest access to services
• Implement a scalable, device-agnostic app interface and profile delivery*
• Establish Colonial Connect, a unified communications solution, university-wide*

*in progress