



STRATEGIC PLAN 2012 ACCOMPLISHMENTS

THEMES

MOVE 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

INCREASE ORGANIZATIONAL AGILITY

- Partner internally and externally
- Improve preparedness and response

LOWER OPERATION SPENDING

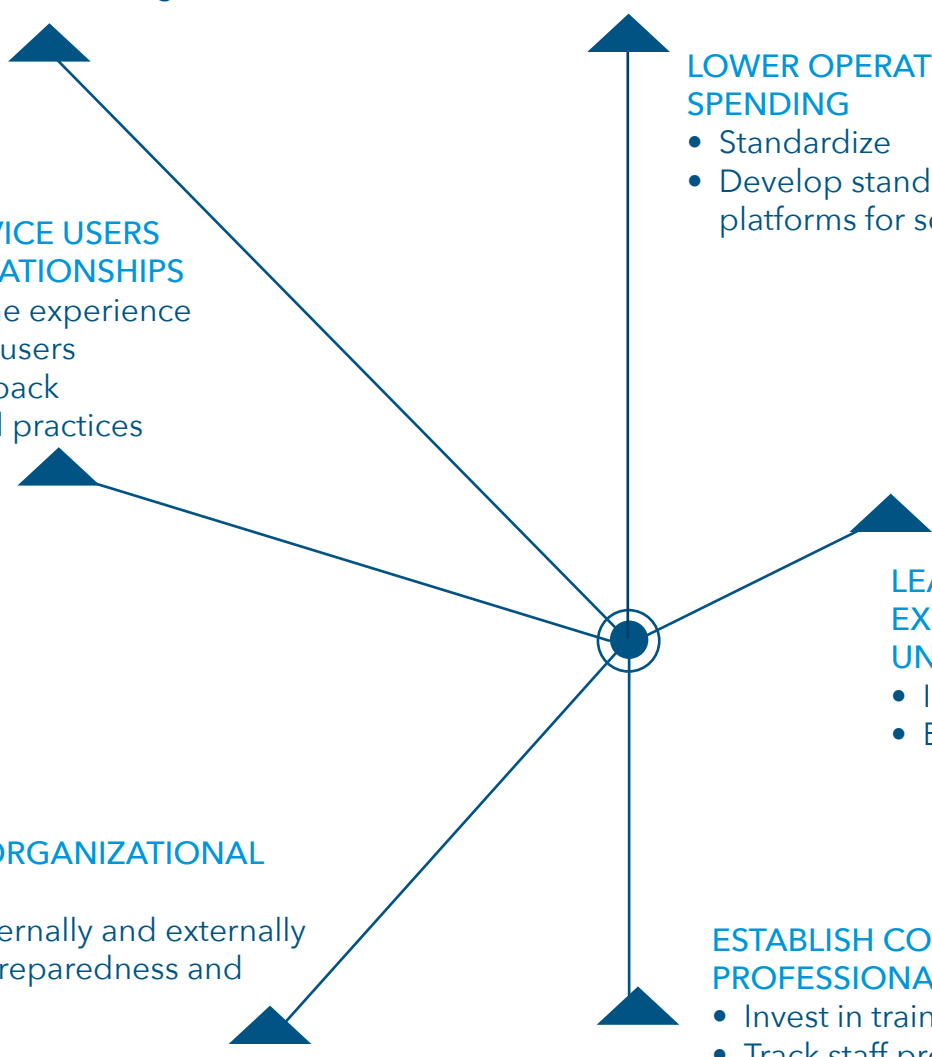
- Standardize
- Develop standardized platforms for services

LEAD THE MOBILITY EXPECTATIONS FOR THE UNIVERSITY

- Improve mobile access
- Engage in outreach

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*

2

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*

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*

5

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*

6

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*