Dear staff,

It’s hard to believe the end of the semester and the end of the fiscal year are coming to a close! As we prepare to enter FY15, please review the key year-end dates, which were emailed to the division and are also located on page 6 of this newsletter.

Additionally, all staff and their managers should have completed their performance check-ins and updated their Goal Agreements. Please refer to this updated agreement as we finish out the fiscal year and prepare to begin a new one. As you plan for next year, please continue to think about your accomplishments to date and the individual and team priorities that need to be emphasized in the coming months.

Thank you for your dedication and hard work during these final weeks of FY14, and, as always, your commitment to providing the best-possible technology services and support to the GW community.

Sincerely,
Dave Steinour, CIO

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**Communications and Marketing Updates**

The communications and marketing team has been working to finalize the content and layout for the new Division of IT website, which will be launching in the coming weeks. Division of IT staff are invited to check out the new site at [http://cmssite11.gwu.edu](http://cmssite11.gwu.edu) before its official launch; if you have any feedback, please send it to Rachel Blevins at rachel_k@email.gwu.edu. Additionally, we have received the results of the recent customer service survey, which was distributed to GW students, faculty and staff. We are in the process of analyzing these results with the assistance of the Office of Survey Research and Analysis.

**Division of IT Support at the IMF Spring Meetings**

The International Monetary Fund (IMF) held its spring meetings at GW April 9-13; these meetings included seminars, panel discussions and programs on global economic issues and policy. Division of IT staff spanning several teams worked to support this event, providing IT services to the journalists, scholars and policy makers in attendance. Thank you to the following Division of IT staff for their assistance in supporting this event:

- **Office of Service Delivery and Communications**: Andy Stewart, John Mai, Chris Peacor, Jim Whetzel, Andy Moskowitz, Amjad Ghadieh, Michelle Bouchard, Pat Zajdel, Isra Elmahdi, Jonni Aldrich, Suleyman Anadol, Jordan Capizola, Michael Jorisch, Mohammad Mohtasebzadah, Natalie Petruch
- **Office of Communications Engineering Services**: John Zonderwyk, Mike Heflin, Larry Thom, Sweth Chandramouli, Luc Prepetit, Chris Weisenburg, Paul Riebel, Jeff Reinsch, Christopher Best
- **Office of Information Security and Compliance Services**: Amy Butler
- **Office of Planning and Strategic Initiatives**: Andy Davis

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[http://IT.gwu.edu](http://IT.gwu.edu)
Office of Service Delivery and Communications (Continued)

**IT Support Center Services Onboarding**
In our continuing effort to provide exceptional customer-oriented technology support to the GW community, the IT Support Center (ITSC) is reaching out to service owners to expand our onboarded services. We will use the information collected to improve our ticket handling procedures and escalation process.

Get your request started by emailing ITscmgmt@gwu.edu. When the request is received, the ITSC staff will send you a service request questionnaire. Simply fill it out and return it. Once we receive your initial description of the service(s) to be supported, ITSC management will set up a meeting to finish gathering requirements. Furthermore, we will populate the information collected in GW’s knowledge management tool, GWiz, as internal solutions so it is available to all members of the Division of IT.

Office of Business Intelligence Services

**Recent Release Products and Features**
To provide transparency into the progress of the GW business intelligence (BI) roadmap, we used one of our BI tools, Tableau, to create the release dashboard. You can use the dashboard’s drill-down capabilities to access details about functional area dashboards and the data released on April 14. A screenshot of the dashboard is shown below.

This dashboard is also accessible at https://it.gwu.edu/releases.

**BI Presentation Update**
Division of IT staff gave two presentations at last month’s Higher Education Data Warehousing (HEDW) conference in Philadelphia. Both presentations (“Agile Business Intelligence: Increasing Adoption and Delivering Value, 10 Days at a Time” and “Data Governance Technology – A Game Changer”) were very well received at the conference. For more information about these sessions, please refer to our article in the April newsletter.
Security and Compliance Updates
Below are a few quick updates from the Office of Information Security and Compliance Services (ISCS):

- Perimeter firewalls are now installed around the Foggy Bottom and Virginia campuses!
- Thank you for your quick help in remediating the effects of the Heartbleed vulnerability! Division of IT staff and local support partners (LSPs) worked quickly to communicate the issue, patch servers and install new certificates. Change your NetID password now at https://identity.gwu.edu if you have not yet done so.

What Are We Working On?
The Office of University Web Services (UWS) has been working with Planet Technologies to review the SharePoint architecture. As a result of our review, some adjustments are being made, and others are being evaluated for implementation. These changes will impact the timeline for the SharePoint service, and the adjustments to the timeline will be shared once we have a better understanding of the actual dates.

As summer heads our way, UWS is working with a number of areas across the university on projects, including work with Facilities Services to make enhancements to the FixIt application and work with Safety and Security on the deployment of the Blue Light app for mobile devices. We are also working with Development and Alumni Relations on the website for the Capital Campaign, which is scheduled to launch in early summer.

We are also working on the digital signage project; more than 30 signs will go live across campus this month, and many more are in the planning stages; several offices have inquired about this service. Additionally, we are working with External Relations to improve the accessibility of the university website for those with visual impairment – part of a larger effort to help the university better align with Section 508 of the Americans with Disabilities Act.

Change Management Updates
The change management team held two open-forum discussions in April. The purpose of these sessions was to gather feedback and answer questions on the change management policy and processes. The feedback we received will help us to refine and continually improve the change management policy and processes. The change management policy and processes can all be found on the Division of IT intranet.

Do you feel like you are constantly “Feuding over Change Management”? Join us for a friendly competition with your Division of IT colleagues in a contest to name the best responses to change management policy and procedure questions and earn some fun prizes in the process. Please see the schedule below for game dates, times and locations.

- Virginia Campus: Thursday, May 22, 11-11:50 a.m., Enterprise Hall 382
- Foggy Bottom Campus: Friday, June 6, 10:30-11:20 a.m., Academic Center B208

Please RSVP to cabem@gwu.edu.

How to Close a Change in Remedy ITSM
You’ve implemented your change, now what? This is probably one of the most important and most easily overlooked steps in the lifecycle of a change.

Continued on page 4…
Continued from page 3...

Once all of the tasks related to a change are complete, the change coordinator is responsible for conducting a post-implementation review and closing the change request in Remedy ITSM. The post-implementation review ensures that the change was completed as planned, as scheduled, and is functioning post-change. It’s also an important part of making sure the change is thoroughly documented for future change planning efforts. When the change coordinator closes the change it is the opportunity to document if there were any issues during the implementation, if the change had to be rolled back or failed or if the change was implemented successfully.

The steps the change coordinator follows to close a change is as follows:
1. Select the Tasks tab.
2. Validate and verify that all tasks are closed.
3. Click on Approve.
4. Set the status to Closed. Then select the appropriate status reason (Successful, Successful with Issues, Unsuccessful or Backed Out) and add any additional information.
5. Select Next Stage. The ticket should now show as closed.

The Change Advisory Board (CAB) also performs a post-change review each week at the regular Tuesday CAB Meeting of all normal, expedited and emergency class changes.

If you have any questions regarding change management, please contact Valerie Johnson at vjohnsons@email.gwu.edu or Dana Alexy at dmaley@email.gwu.edu.

Contract Review and Approval Process, Part 3: External Reviews (Outside the Division of IT)

When the Division of IT needs to purchase goods and/or services from a vendor and there is an agreement with signature lines and/or terms and conditions, the agreement needs to be processed through the contract administration group. External reviews, outside of the Division of IT, are required for certain contracts.

Which GW departments review contracts?
- GW Office of General Counsel (OGC) review is required for a contract that has signature lines for both parties or a contract that requires a signoff by the executive vice president and treasurer (EVP&T).
- GW Office of Risk Management (Risk) review may be needed for a contract includes insurance language to ensure the language satisfies GW insurance requirements. Risk review is primarily requested by OGC.
- If applicable, other GW departments may be asked to review an agreement for any issues or concerns that are specific to their area of expertise (e.g., Facilities Services, Real Estate).

Who should contact the appropriate GW departments to review a contract?
The Division of IT contract administration group will secure all reviews and approvals from OGC, Risk and other relevant GW departments, if required to process a contract.

Whom should I contact if I have questions?
Questions should be directed to Punitha Kelly at ptkelly@gwu.edu or 4-9914 or Lori Tait at ltait@gwu.edu or 6-4492.

IT Service Management – Service Portfolio Update

The Office of Service and Contract Management (SCM) is pleased to announce the release of the service portfolio in the ITSM tool, Remedy. All new updates will be completed in the ITSM tool. As a part of the division’s goal to update the service portfolio, service description updates for service offerings are continuing and being entered in Remedy and configuration items (ITS) as they are made.

Continued on page 5...
**OFFICE OF SERVICE AND CONTRACT MANAGEMENT (CONTINUED)**

**Continued from page 4...**

To access the service descriptions in Remedy, log in to itsm.it.gwu.edu and, from the Applications sidebar, select Quick Links, then AR System Report Console. From this window, under the Report Name heading, double-click Service Portfolio. You will then be presented with a listing of services and their related service offerings (screenshot below).

Each service offering presented in the listing is selectable and will have at a minimum a completed service description attached. Some benefits of moving the portfolio to Remedy and listing the service offerings as CIs are that relationships to these offerings will also be apparent and that we will quickly be able to attach or relate information like service-level agreements (SLAs) and customer and technical contacts. These relationships will include infrastructure dependencies such as related servers, switches, databases and any other related CIs.

Once these relationships are fully developed, it will be possible to view a service offering and see how it relates to the IT infrastructure by seeing which server is hosting and in which data center the server is located. If a server or the data center as a whole experienced degradation in service, one would be able to see what related service offerings are also affected, allowing for the Division of IT to send targeted communications to our customers more quickly. The invaluable knowledge of these relationships will assist the Division of IT in decision making and providing reliable services to our customers. For questions or more information please contact Greg Wilson at gregwilson@email.gwu.edu.

**Remedy ITSM Update – Work Order Capabilities**

As part of the continued ITSM tool maturity efforts, the SCM team has released the Work Order (WO) module for operational use. The WO module is accessible from Applications/Service Request Management/Work Order Console/New Work Order/Search Work Order. If you are unable to access this module, please have an incident ticket created to report the issue. The WO module is suited toward more operational activity that needs tracing and some control but does not require the level of coordination, multiple levels of authorization or validation after implementation; this will allow the division to streamline operational activities that need to be tracked in the ITSM tool. If a template is being migrated from standard change, the standard change template will remain available during a transition period to be determined by the team responsible for the template.

We have held two information sessions providing an overview of the WO capability and a WO template lab in which participants were able to develop their own templates. An additional workshop will be held in Foggy Bottom; stay tuned for details. Please note that the unified service request project (PPM #77901) will be the official project to define service requests and the supporting work orders for the majority of request types. This project will also strive to outline other tools and processes and develop a plan for how these will complement and be integrated with our unified request goals. Several request types will be migrated to the ITSM system as part of this project, while others will be integrated in various ways with ITSM. Please stay tuned for more information on this project and the formalization of request intake and fulfillment planning activities related to it. For questions or more information, please contact Greg Wilson at gregwilson@email.gwu.edu.

**New Staff Continued...**

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He is located on the Foggy Bottom Campus and can be reached at 4-0810 or bcm@email.gwu.edu.

Tareq Tahboub

Security Engineer, Office of Information Security and Compliance Services

Tareq joined the Division of IT on May 5, coming to GW from the International Monetary Fund where he delivered information security risk assessments, assisted with developing risk mitigation strategies and worked on a number of other risk-related projects and tasks. In his current role, he will be responsible for performing security assessments and evaluating the security posture for new deployments. He will be working on both the Foggy Bottom and Virginia campuses and can be reached at ttahboub@email.gwu.edu.

**Congratulations!**

- **Joseph Amimo** was promoted to virtualization systems administrator in the Office of Systems Engineering Services
- **Anoush Dadgar** received the ITIL intermediate certificate in operational support and analysis
- **Andre’ DiMino** was nominated to the Technical Advisory Group for the Research and Education Network Information Sharing Network (REN-ISAC)
- **James Tran** was promoted to IAM systems administrator in the Office of Identity and Access Management

**Online Morale Survey**

The morale survey, which was distributed to Division of IT staff in 2012, is still open on the Division of IT website. All Division of IT staff are invited to complete the anonymous form at https://it.gwu.edu/staff-feedback-and-suggestions with their feedback and suggestions for the division. We will continue to review these suggestions and implement them where possible.

**Remember that the Division of IT HR office is here for you.** For comments, questions or concerns, please contact the team:

- **Yolanda Christmas, Sr. HR Client Partner**, ychristmas@gwu.edu, 3-4142
- **Jon Lantz, Jr. HR Client Partner**, jmlantz@gwu.edu, 3-0142
Endowment Tracking System Update
According to the National Association of College and University Business Officers (NACUBO) 2013 report, GW is one of the nation’s higher education institutions with endowments greater than $1 billion. GW’s Investment Office has overseen the endowment investments in the past, but these investments will soon be managed by experts outside the university. The Office of the Comptroller and the Office of Treasury Management track and monitor about 1,175 endowment funds using a highly customized application build on Microsoft Navision called the Endowment Tracking System (ETS). ETS allows processing and tracking investment activity for individual endowment funds, including gifts, transfers, reinvestments, investment gains and losses, administration fees and spending.

The ETS application (version 3.7) was implemented in 2004, and it has six active users and 25 total users. ETS connects with several systems to receive and send endowment-related information through an interface or a flat file. Additionally, it receives gifts daily from GW’s Advance system (used by Development and Alumni Relations), receives scholarships and tuition awards from the Banner system (used for tracking student accounts) and sends summarized data for financial reconciliation to the Enterprise Accounting System (EAS), the system of financial record.

ETS is undergoing a major overhaul to add new custom features and a total system upgrade to make it current on MS Navision 2013. These enhancements are intended to eliminate 15 to 20 percent of the tedious manual work, provide new features and minimize human errors during data entry and outside-ETS calculations.

The ETS enhancement and upgrade effort includes a database upgrade to Microsoft SQL 2008 R2 and two brand new state-of-the-art virtual servers, one each for the test and live environments. This upgrade, which began in April 2013, is sponsored by the Office of Finance and the Division of IT and led by the EAS team in conjunction with the platform services (Windows), IDM (Active Directory) and ERP operations teams and the vendor. The new upgraded ETS will be available to authorized users via the gwoffice portal using a Citrix XenApp client v5.0. The switch from v3.7 to the upgraded NAV2013 will occur over Memorial Day weekend. ETS is supported internally by the enterprise application systems (EAS) team.

FY14 Year-End Key Dates
The following is a list of key dates and notes regarding FY14 year-end closing. It is imperative that we maintain strict adherence to these dates so that transactions can be recorded properly and on time in the appropriate fiscal year. The Division of IT financial services team thanks you in advance for helping us close out FY14.

• All requisitions, including iBuy and P-card purchases, for FY14 should be completed by Friday, June 6. Contact the financial services team if you have an emergency purchase after June 6. For all travel expenses after June 6, please contact your department assistant/coordinate for travel advance arrangements.
• All P-card transactions should be allocated and expense reports completed and approved by Friday, June 13. Please be sure all supporting documentation has been attached.
• All encumbered items should be received and invoiced by Friday, June 20.
• All travel advances should be settled with AP by Friday, June 27. Please note expenses must be submitted within 30 days of completion of the travel or date of initial billing or receipt. Original detailed receipts are required, and hotel receipts must be itemized.

Please contact Regina Mays at ramays@email.gwu.edu or 6-4408 if you have any questions.

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 visit http://it.gwu.edu/employee-referral-program for more information and to see the current eligible postings.

GW Participates in the Campus Champions Program
Funded by the National Science Foundation, the Extreme Science and Engineering Discovery Environment (XSEDE) is the most advanced, powerful and robust collection of integrated advanced digital resources and services in the world. It is a single virtual system that scientists can use to interactively share computing resources, data and expertise. XSEDE supports 16 supercomputers and high-end visualization and data analysis resources across the country, and it integrates these resources and services, makes them easier to use and helps more people use them.

XSEDE’s Campus Champions program supports campus representatives as local sources of knowledge about high-performance and high-throughput computing and other digital services, opportunities and resources. This knowledge empowers campus researchers, educators and students to advance scientific discovery. Through the Campus Champions program, each campus will have direct access to XSEDE and input on its staff, resource allocations for the use of campus researchers and assistance in using these resources.

GW has been a part of the Campus Champions program since 2013; Dr. Adam Wong from the Division of IT, Dr. Glen MacLachlan from the Columbian College of Arts and Sciences’ Office of Technology Services and Prof. Hanning Chen from the Department of Chemistry are GW’s current campus champions.

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In their roles, they receive enhanced training on and access to XSEDE’s resources and will be engaged in activities to assist local researchers, educators, students and staff with accessing XSEDE resources and services.

For more information, please visit http://www.xsede.org or contact one of the campus champions.

PMO Update: Project Lessons Learned Survey Improvements and Usage

How have you used the collection of past lessons learned data? Most organizations ask themselves this question, and we do, too. In order to improve on the usage of the collected data, the Project Management Office (PMO) is researching ideas on how to gather information from past lessons learned for easy use on new projects. Additionally, the PMO is planning to improve the lessons learned survey questions. Part of the improvements planned will include how to make the lessons learned response more actionable so that they can be applied to future projects. We will share a draft of the new questions with Division of IT staff for comments and suggestions before they are finalized. Meanwhile, if you have any suggestions, please send them to Leke Adetunji at adetunji@email.gwu.edu.

The new lessons learned survey questions will be ready for use beginning in FY15 (Tuesday, July 1).

Business Analysis and Advisory Services: Please Share What’s Working Well!

We would really appreciate your sharing of examples, large or small, of what “good” looks like.

- Where are you seeing good close working relations between the Division of IT and a customer group, partner or other group within the division?
- Is a process or activity that you have made repeatable or streamlined saving you time?
- What is an example of something you see us doing that is working exceptionally well?
- Where do you see positive change?

We want to capture examples of where we are being successful and repeat that success; we are doing many things well, and we want to recognize and build upon them. Please reach out to Leslie Margolis at margolislj@email.gwu.edu or 3-0143 with what you are seeing around you. Thank you!

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, decommissioning and new applications increase. As of May 1:

Managed services: (last month’s totals)

- 433 out of 493 Windows servers are virtual: 90% (no change)
- 49 out of 79 Novell servers are virtual: 62% (no change)
  - The Novell infrastructure environment is planned for decommissioning by January 2015, due to the extensive efforts to amplify the migration of the authentication and file sharing services to the Enterprise Active Directory platform
- Overall, the managed services are about 85% virtual (no change)
Continued from page 6...

Unix services: (last month’s totals)
- There are 29 stand-alone Solaris servers (no change)
- There are two M8000 with 17 zones (no change)
- There are 252 Unix (Solaris and Linux) virtual machines (248)
- There are seven appliances (IronPorts, Axway) (no change)

Virtual Machine Totals by Quarter

Data Domain Storage Array
In spring 2010, the Division of IT purchased two data domain storage arrays to replace the university backup storage. The decision to move the enterprise backup solution to data domain storage arrays was made in order to use smarter storage instead of continuously increasing our storage. The data domain storage arrays are leading the industry with their data de-duplication technology. This allows for more data to be stored on less storage. As of May 1, we have stored about 1.5 PB of data on 93 GB of storage.
- Total amount of data stored on disk: 1,707,524 GB
- Space used by data on disk: 105,935 GB
- Compression: 94%

Windows Servers Patching Update
The Division of IT manages more than 400 Microsoft Windows servers. Every month, Microsoft releases several patches that are applied to every single server. From January 2010 to May 2014, 2,521 patches were released and applied to the Division of IT-managed Windows servers.

In April 2014, 32 patches were applied to all servers: 20 security/other updates and 12 critical updates.

The State of the Division of IT newsletter has been distributed by the Division of IT’s marketing and communications team. 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@email.gwu.edu.