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
- E-mail
- Voice, Data and Cable
- Hardware
- Enterprise Applications

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

ANOTHER REASON to spend more time
AT THE LIBRARY

NOW OPEN: Walk-up Support in Gelman!
Starting this fall, the Division of IT’s walk-up support services will be housed in the heart of campus in Gelman Library, room B03.

Division of IT Support Hours .................................................. Monday–Thursday, 9 a.m.–10 p.m., Friday 9 a.m.–7 p.m., and Sunday, 2–8 p.m.

Academic Technologies Support Hours ......................... Saturday and Sunday, 12–4 p.m.

Services:
RESIDENCE HALL TECHNOLOGY SUPPORT
- ResNet/Internet connections
- Cable TV (provided in conjunction with RCN)
- Telephone services, including voicemail/call waiting setup

COMPUTER SUPPORT
- Windows and Apple operating systems
- Symantec antivirus/antimalware
- Malware removal/cleaning
- Anti-spyware/software
- Dell warranty support
- Apple warranty support
*Charges may apply. First-time virus cleaning is free; fees may apply for repeat work.

TECHNOLOGY SUPPORT
- GWireless and GW1X
- Gelman wireless support
- Microsoft Office support
- Blackboard support
- NetID account setup and password reset
- GWMail, GWemail and alternate mail clients and web browsers
- GWMobile information technology support, GWid support and Banner PIN resets (students only)
- ACAD web page support
GW’s Division of Information Technology works with students, faculty, staff and departments across the university to provide advanced technology solutions. 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
Mark Albert
Director, University Web Services
Stella Apekey
Finance Director
Rachel Blevins
Marketing and Communications Manager
Carolyn Chase
Managing Director, Customer Support Services
Dennis Devlin
Assistant Vice President, Information Security & Compliance Services
Brian Ensor
Assistant Vice President, Technology Architecture & Research Services
Jessica Gentine
HR Client Partner
Mark Harris
Director, Systems Engineering Services
Jeffrey Heinbaugh
Director, Communications Engineering Services
Charles Spann
Assistant Vice President, Business Process Management

You’ve Got More to Prepare for Than Just Exams

GWIRELESS is Getting an Upgrade

Don’t Have a Computer Security Nightmare

Compute Green

Mark Your Calendar for the Division of IT’s Town Hall!
Thursday, Sept. 27, 2012
Marvin Center

Learn about the Division of IT and our technology support offerings, ask questions and get answers about technology at GW.
Dear students, faculty and staff,

The 2012-2013 academic year has arrived! I hope that you all had great summers and are excited to take advantage of all of the opportunities that await you in our nation’s capital. I have been working with my team over the past several months to prepare for this year, and we look forward to collaborating with each of you to support your technology needs at the university and create a successful, memorable experience here at the George Washington University. This magazine is intended to help familiarize you with our services and the progress that the Division of Information Technology (IT) has made to provide the best-possible technology support to the instruction, administration, development and research at the university.

The Division of IT is committed to providing important resources and support to all students, faculty and staff on campus. Whether you are having difficulty connecting to the Internet or using new software, our team is here to ensure your experience is as seamless as possible. That’s why we are proud to offer 24/7 technical support for the GW community at the IT Support Center, a one-stop shop for all of your technology needs. If you have any technology questions or concerns, simply call 202-994-GWIT (4948), e-mail ithelp@gwu.edu or visit our website at http://itsupport.gwu.edu to submit a help ticket or browse the self-help topics. Our support analysts will work with you to resolve your issues every step of the way.

In addition to assisting you with your technology needs, the Division of IT is committed to providing secure access and connection for our students, faculty and staff. One of the most important aspects of ensuring safe computing at the university is entering a partnership with you to protect your digital assets, which include passwords, personal information, documents, files and other data stored on your computer and mobile devices. Please review the Code of Conduct for Users of Computing Systems and Services, the ResNet Code of Conduct and the Network Access Control (NAC) to familiarize yourself with the policies that are in place to protect your information and ensure your security at GW. It is critical to operate within GW policies to ensure that all GW community members are protected from mistakes and oversights made by others.

Please take some time to review the Division of IT’s many service offerings. If you have any questions or concerns, feel free to contact us at any time.

Sincerely,

David Steinour
Chief Information Officer

Technology serves as your connection to campus and your gateway to Washington, DC.

We live in a world that is deeply intertwined with technology, and we depend on our devices and networks to safely, securely and efficiently connect and collaborate with others.

The Division of Information Technology works with students, staff, faculty and departments across the university to provide advanced technology solutions. We provide innovative and collaborative services that advance teaching, learning, research and support for administrative operations at the George Washington University, and we’re here to help our students, faculty and staff to optimize their experiences at GW.

(202) 994-GWIT (4948) • ithelp@gwu.edu • http://it.gwu.edu • @GWIT
INTERVIEW
WITH THE CIO, DAVID STEINOUR, AND DEPUTY CIO, EDWARD MARTIN

David Steinour is an accomplished IT professional with more than 29 years of IT experience in a variety of positions and organizations. In his current position as chief information officer for the George Washington University, 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 successfully managing and deploying IT strategies. He has received a number of IT awards, including Washington SmartCEO’s SmartCIO Award, Computerworld’s Premier 100 IT Leaders award and CIO.com’s CIO 100 Award, and he is a member of a number of user groups, councils and committees.

Edward Martin is a seasoned IT executive with more than 19 years of experience in technology administration. He has a background in customer support, network operations, telecommunications, system engineering, 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 IT. In this role, he is charged with managing more than 25,000 users on three major campuses, in more than 120 buildings and from two major data centers. In 2012, Mr. Martin was honored by Computerworld as a recipient of the magazine’s Premier 100 IT Leaders Award.

How would you describe your experience at GW thus far, and how does the Division of IT contribute to the experience GW students, faculty and staff have on campus?

MARTIN: Our top priority in the Division of IT is to help make accessing information and connecting with people inside and outside the university as easy as possible, and as a result my colleagues and I work to adapt to technological changes occurring outside the university and any issues that students, faculty and staff face when utilizing new features and services. Making technology decisions is always challenging due to the fact that technology is ever-changing, and the GW community is quick to adopt the latest technologies. It is important to find a balance between anytime, anyplace, any-device access and the security of our data, infrastructure and network. The Division of IT works to bridge these gaps while providing GW community members with the tools they need to be successful educators, researchers and future leaders.

What are some of the most important initiatives the division is working on now?

STEINOUR: We recently drafted the division’s strategic plan, which is available to all students, faculty and staff and provides the division and the university with a forward-focused, aspirational roadmap for the university’s technology future over the next three to five years. The strategic planning process was designed to ensure that the Division of IT continues to provide high-quality, robust services and support to meet the university’s needs. The strategic plan addresses the current technology trends of consumerization and the need for standardization and establishes themes on which to build the university’s technology future. These themes include building relationships with GW faculty, staff, students and stakeholders, becoming a stronger service organization and leading the university’s mobility expectations, and they will help us to better partner with faculty and staff around the university to enhance GW’s academics and research initiatives.

What’s your favorite new technology trend or innovation?

STEINOUR: I think the direction that technology is taking is my favorite. The era of mobility, although challenging, is creating a new wave of how we use technology in our daily lives. It has freed us from our desks and, in some cases, our offices. These are very exciting times we are living in, and technology has made significant advancements in our personal and professional lives.

MARTIN: My favorite new technology trend is the integration of home entertainment systems and screens with service and content access on the Internet. It is offering the potential to merge your use cases on fewer screens. However, it is also changing the way we think about traditional television service. How long until HBO is all on-demand streaming rather than fixed, scheduled programming?
STAY SAFE
AND BE PREPARED
AT GW!

Program these GW Police Department numbers in your devices for quick and easy access to GW’s safety and security services.

FOGGY BOTTOM CAMPUS:
Emergency (202) 994-6111
Non-emergency (202) 994-6110

MOUNT VERNON CAMPUS:
Emergency (202) 242-6111
Non-emergency (202) 242-6110
Being prepared for emergencies means making a plan, building a kit and staying informed. Taking these steps ensures your ability to deal with incidents as they arise and provides you a proven personal preparedness program.
In many aspects of life, repeating actions helps us to remember and adjust to doing them. The same goes for personal preparedness: the more times you train on what you should do during a emergency, the more likely it will become second nature should an emergency occur. Be sure to include all members of your family or plan when training.

Training can be as simple as sitting with the other members of your plan and reviewing each person’s roles and responsibilities during an emergency. Ask questions to ensure that all participants know the designated meeting places, important contact information and general safety rules, such as how and when to disable your house’s water, gas and electricity.

Remember that each person’s abilities during an emergency are only as good as the knowledge and training they have received.

The GW Police Department, EMeRG, and the Office of Health and Safety offer several training opportunities. Please contact the offices for a schedule of courses and information on how to register.

A preparedness plan is only as good as your testing of it; testing allows you to identify those things that work well and those that may need some improvement. Testing can involve such activities as fire drills and practicing meeting at agreed-upon locations. You should also test your fire alarms to ensure that they will work properly if and when you need them.

**Every six months, do the following:**
- Update and refresh your emergency supply kit
- Review your disaster plan with the entire family

**Once a year, do the following:**
- Practice your personal preparedness plan
- Update your emergency contact card
- Test and/or recharge your fire extinguisher

As part of testing your plan, you should test your ability to recover or restore files from your backed-up offsite location. Take a file or series of files and attempt to recover or restore them to either the original device or an alternate device.

Your ability to recover from an emergency greatly depends on how current your plan and its procedures are. As a result, it is extremely important to update your plan when any life events, such as the ones below, occur:
- You move to a new residence
- You get married/divorced
- You have a new child
- You get a new pet
- You lose a loved one or pet
Should emergencies strike, you may need to survive on your own afterwards, which means it’s important to have enough non-perishable food, water and other supplies to last for at least three days. Additionally, since you may not know where you will be when emergency strikes, prepare kits for your home, work and vehicles. Your kit may additionally include fewer or more items than those listed below depending on your needs and area—ultimately, you will need to decide what is best to place in your kit.

- First aid kit supplies
- Flashlight and extra batteries
- Important legal documents
- Mobile device charger
- Complete change of clothing
- Household chlorine bleach and medicine dropper
- Fire extinguisher
- Matches in a waterproof container
- Feminine supplies and personal hygiene items
- Paper cups, plates and plastic utensils and paper towels
- Paper and pencil
- Books, games, puzzles or other activities for children
- Necessary medications
- Non-perishable pet food and supplies

Always remember that the purpose of building a kit is to be able to survive with these items in the event of an emergency. Therefore, the items in your kit should be items you would typically use (e.g., food you typically eat).

Additionally, conduct a complete backup of your critical data. This can be done via CD, DVD, flash drive or cloud service. You may not be able to take your laptop, iPad or other mobile devices with you in the event of an emergency, and it may not be necessary to take multiple units if you use a cloud-based service that can be accessed from any device.

GW Alert is an emergency communication system that will send important notifications, alerts and updates directly to your e-mail address and mobile devices. Students, faculty and staff are automatically registered to receive e-mail alerts through their GW e-mail addresses. To update your contact information and add your mobile devices, log in to Banner (https://banweb.gwu.edu).

Campus Advisories (campusadvisories.gwu.edu) is the principal method used by the Office of Emergency Management and the university leadership to communicate incident-related information to the GW community. Students, faculty and staff use this website to stay informed about changes in university status, adverse weather conditions, important issues concerning safety and anything else that may disrupt normal operations.

Additional resources are available for the creation of personal preparedness plans. Visit the links below to learn more and create your own plan:

  http://www.ready.gov/are-you-ready-guide
- Ready.gov, Ready America
  www.ready.gov
The Division of IT is working to upgrade the wireless service on GW’s campuses. The wireless access points in each of the buildings on the map are currently being upgraded. This project is scheduled to be completed over the summer or during the fall 2012 semester.
We didn’t forget buildings on the Virginia Science and Technology Campus or other remote buildings. The following locations are also getting an upgrade:

- Alexandria building
- Enterprise Hall
- Innovation Hall
- Research Place
- GSEHD
- Museum Studies building
- Graduate Education Center
In today’s mobile world, your information no longer stays in one place—rather, technologies such as e-mail and text messages allow information to be transferred in a fraction of a second. Once you send something over the Internet, you no longer have control over that information, meaning it can potentially be found and misused by others. Your role in keeping your devices and the university safe is a critical one, and the following tips can help you protect yourself, your information and the security of the GW community.
SECURE YOUR MOBILE DEVICES

• Place identifiers on or with your devices, such as stickers or business cards with your name and contact information for GW’s Police Department or another lost and found to which they can be returned.
• Enable remote location and wiping services so that if your devices are stolen, you can remove the data from them to prevent them from being used by criminals.
• Only download, install or open applications or messages that come from reliable sources.
• Avoid storing confidential data on your portable devices.
• Enable automatic locking on your devices, and use strong passcodes that are at least six characters long if possible.

SECURE YOUR DATA

• Be aware of which information is sensitive information (examples are files that contain medical, financial and personal information as well as intellectual property).
• Avoid using public wireless networks when possible. The university has two secure wireless networks—GWireless and GW1X—that you can use while on campus.
• Look for “https” in the URL or a lock at the top of your browser when entering sensitive information online.
• Create strong passwords and security questions and answers.
• Share data and access on a strictly need-to-know basis.

SECURE YOUR COMPUTER

• Know the serial or tag number of your desktop or laptop and place an identifier, such as a sticker or label, on it. This identifier should bear your name and contact information for the GW Police Department or another lost and found to which the device can be returned.
• Ensure that you encrypt all of your confidential files when storing them or sending them via e-mail.
• Always keep your software up to date.
• Install antivirus software, and enable firewalls for your systems.
• When traveling with a laptop, stow it in a location that is out of sight.

SECURE YOUR IDENTITY

• When asked to provide your Social Security number or other sensitive information online, question why it is necessary.
• Take advantage of the free credit report available to you and your family members each year.
• Do not accept social media friend requests or messages from unfamiliar people, and avoid posting information on these sites that you do not want others to see.

Your data is the key to hackers’ ability to take advantage of you, and you are the key to protecting it. By taking these simple measures, you can help protect yourself and the rest of the university community from security threats.
The George Washington University is committed to promoting the best practices of sustainability across its three campuses. This commitment requires the entire university to consider new ways of learning, teaching, living and researching that minimize detrimental effects on our environment. The Division of IT sees this calling as both a challenge and an opportunity to leverage technology to promote sustainability and serve the GW community. Here are some sustainable study and work tips.
POWER DOWN

• The Division of IT recommends that you configure your monitor and computer to go into power save mode during short breaks. Setting your computer to automatically go to sleep when you’re not using it can cut energy use by 70 percent. Visit http://helpdesk.gwu.edu/energysettings for more information on power and energy saving options for your Mac or PC.

• Turn off your computer, printer and other devices and unplug adapters like your cell phone charger and MP3 player when you leave your residence hall or office for the day.

• Avoid using overhead or desk lamps when you are in areas with plenty of natural sunlight.

USE GREEN MATERIALS

• Consider energy-efficient computer systems and monitors when you replace systems on your computer. Using an ENERGY STAR computer can save you more than $50 each year. Additionally, flat-screen monitors use 50 to 70 percent less energy than other monitors.

• Use ENERGY STAR qualified compact fluorescent light (CFL) bulbs instead of regular light bulbs; these bulbs use 75 percent less energy than regular bulbs and last ten times longer.

• When buying office paper or notebooks, choose recycled products.

• Avoid printing documents when possible. Use alternative methods of keeping track of your information, such as keeping electronic copies of important files by saving them as PDFs and storing them on your computer. Additionally, make use of e-mail and document sharing tools instead of printing and handing out course syllabi, meeting agendas and flyers.

• Use double-sided printing features when you must print documents to save paper.

• Recycle old items like electronic equipment, office paper, batteries and toner cartridges, and encourage friends and coworkers to do the same.

• Before you buy new office supplies, see if you have items that can be repurposed or if your office or coworkers have stashes of extra supplies you can use.

• When possible, if meeting with groups in other buildings or campuses, use video or telephone conferencing to reduce emissions and save time.

• Use your own mugs or reusable bottles in the office instead of wasting Styrofoam, paper or plastic cups.
GWWireless and GW1X are GW’s secure wireless Internet connections for faculty, staff, and students. Log in to these networks to access the information, applications, and communication tools you need in our hotspots on the Foggy Bottom, Mount Vernon, and Virginia campuses.

Learn more at http://it.gwu.edu/wireless-access

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To learn more about GW Housing, visit http://living.gwu.edu.

Presenting lectures and special events to the general public.

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http://itunes.gwu.edu (202) 994-7900

Available on GW Mobile for Apple iOS.

GW on iTunes U
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