GW’s Information Systems and Services (ISS) division 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, ISS keeps GW connected.

**ISS LEADERSHIP TEAM**

David Steinour  
*Interim Chief Information Officer*

Guy Jones  
*Chief Technology Officer*

Alexandra Kim  
*Executive Director, University Web Services*

Tom Breslin  
*Managing Director, Enterprise Resource Planning Systems*

Bret Jones  
*Managing Director, Technology Operations and Engineering*

Jonathan Piersol  
*Managing Director, Strategic Planning*

Charles Spann  
*Managing Director, Business Process Management*

Carolyn Chase  
*Managing Director, Technology Services*
Faculty and Staff Members,

It is with great pleasure that I welcome you back to campus for the 2009-2010 academic year. GW has many valuable technology services that are an important component of a successful integration between technology, curriculum, development, and research. This magazine was created to help guide you through some of our most exciting technology advances since the spring semester and to remind you of the resources available at your fingertips.

The ISS Help Desk provides extensive support services, has convenient email options, and hotline hours in order to be there when you need assistance – even late at night. High-speed Internet connections throughout the campuses and convenient GWiRes wireless hotspots around campus give GW faculty and staff access to many online resources. These wireless hotspots are already located throughout the Mount Vernon and Virginia campuses and have been dramatically expanded on the Foggy Bottom campus. Look for the GWiRes logo and take advantage of that spot to grade papers, post grades, work remotely, or browse the Internet.

Currently, ISS is searching for a new email solution for faculty and staff to help increase productivity and improve the ease of daily communications. The current email system, Colonial Mail (CMail), is being phased out because of the high costs associated with on-site email storage. ISS is evaluating several alternative solutions, which include Google Mail, GroupWise, and Microsoft’s Hosted Exchange. The selected system will act as a collaborative tool that has email and calendar integration, improved calendar features, and increased mobility support. We are seeking to work in partnership with faculty and staff to select this new system. A committee, with faculty representation, has been formed to evaluate the alternative solutions. Stay tuned for more information.

ISS supports the University’s sustainability initiatives. As such, please remember to limit your printing and set your computer, monitor, printer, and other equipment to power down to save energy when not in use. Browse these and other green recommendations on pages 4 and 5.

Please take some time to read through this information. We have informational websites and staff ready to assist you in accessing GW technology services.

Thank you and enjoy the year.

Sincerely,

David Steinour
Interim Chief Information Officer
GW’s Information Systems and Services (ISS) division works with students, staff, faculty, and departments across the University to provide advanced, robust, and customer-focused technology solutions that empower and foster creative and collaborative learning, innovative teaching, and scientific research. From Internet, video, and phone connections in offices and residence halls to innovative software that supports admissions, online registration, and other aspects of daily business, ISS keeps GW connected and on the cutting-edge of higher education technology.

The Information Security Office provides computer security services to protect the GW community from threats. The office is responsible for safeguarding University mission critical systems, communicating security policies to stakeholders inside and outside of GW, and implementing technologies that protect the University’s information and network. The Information Security Office maintains the integrity and sustainability of GW-owned systems with a strong defense against online intrusion.

The Office of University Web Services supports GW’s strategic web initiatives and webmaster community. The office promotes GW’s unified web presence, develops and manages online applications, and collaborates with University departments to promote GW’s mission through their online presence.

The Office of Technology Operations and Engineering designs and operates the University’s technology infrastructures on the Foggy Bottom, Mount Vernon, and Virginia campuses. The office is responsible for the engineering and installation of technology systems, conducting strategic and capital planning, and business development. From wireless access to cable television, the Office of Technology Operations and Engineering connects students, staff, and faculty to one another and the outside world.

The Office of Enterprise Resource Planning Systems manages how students, staff, and faculty utilize the GW software and administrative application process. This office maintains and implements the University’s enterprise resource planning systems and is responsible for the management, analysis, and solution design, as well as the operations of enterprise software data.
The Office of Technology Services provides technology support, training, and service delivery to the GW community, including communication services, software education and training, and computer integration management and support. The office ensures that all members of the GW community have the necessary support to connect and excel across all reaches of the University.

The Office of Strategic Planning forms technology strategy to align the goals of ISS and GW. The office oversees all IT governance matters, strategic initiatives, capital budgeting, and program development within ISS. Additionally, the office works with stakeholders throughout the University to provide leadership and gain strategic alignment between departments and ISS for technology initiatives.

The Office of Business Process Management develops, improves, and documents efficient processes and solutions within ISS. The office works with many of the cross functional teams and offices within ISS to maximize the impact of technology resources, to manage system-wide change, and to identify new opportunities for business growth in the most efficient ways possible.
GW’s Information Systems and Services (ISS) has gone green.

GW staff and faculty share a rich history of promoting environmental consciousness, cleaner living, and the best practices of sustainability. ISS supports GW’s commitment to sustainability through the implementation of its green initiatives, which are designed to decrease energy use, save resources, and improve customer service.

“ISS embraces its role as a leader in the higher education information technology community and its duty to act as a responsible citizen of the world,” said David Steinour, Interim Chief Information Officer. “The resource and environmental gains these savings will bestow upon the University is a pathway for the future generations of GW community members.”

One of ISS’ primary goals is to reduce energy use through virtualization and equipment upgrades, two industry best practices for sustainability. Virtualization is technology that leverages hardware and software to allow multiple computer systems to run on a single server. The retirement of unused and outdated server equipment reduces energy use and improves customer service. Currently, ISS has virtualized approximately 38 percent of its total server environment, saving more than 700,000 kilowatt-hours, which translates to taking 60 cars off the road. With a goal of 80 percent virtualized to 20 percent non-virtualized servers, ISS plans to significantly reduce its energy use by the equivalent of more than 120 cars off the road.

ISS has also implemented Lifecycle Refresh and GWdocuments, which are designed to lower energy costs and improve efficiency across the University. Lifecycle Refresh replaces older servers and data center systems with new energy-efficient machines. One new machine can replace three to four old machines with no loss in performance, decreasing energy use by nearly 60 percent. GWdocuments reduces the number of physical servers by consolidating electronic administrative documents into a central storage area, decreasing energy use while increasing the accessibility of all documents.

Through various student, faculty, and staff publications, as well as stated University computing policy, ISS is also encouraging the GW community to turn off and/or power down computing equipment when it is not in use. In addition, the department ensures that all equipment given to staff and faculty are already configured to minimize energy consumption. Along with these initiatives, ISS will launch a new data center in early 2010 that will employ a variety of energy efficient strategies.

As GW’s technology provider, ISS looks forward to working with staff and faculty in creating a greener University and community.

Visit http://helpdesk.gwu.edu/energysettings for more energy saving information.

When you leave your office for the day, make sure you power down all of your devices, including your printer. Although your printer will go into power save mode after your computer is shut down, you can save additional energy by turning off the printer as well.

ISS recommends that you configure your computer to go into power save mode after one hour of inactivity. To turn the computer on after a standby due to inactivity, simply click the on/off button on the front of the PC. If you have been leaving your PC on to receive patches and updates, rest assured that these will be deployed the next time you turn your computer on. The installation of updates will not impact the use of your computer, and if an update requires a reboot, you can delay that restart until your next break.

ISS recommends that you configure your monitor to go into power save mode after one hour of inactivity. To turn the monitor on after a shut down due to inactivity, simply move the mouse.
You can configure your computer and computing equipment to minimize its energy use.

If every student, faculty and staff member ran their computer 24 hours a day, 7 days a week, 365 days a year without sleep mode or powering off, it would result in 16.3 million pounds of greenhouse gas emissions. Turning those computers off or into a low power standby state for 1/2 of that time could save us:

- **$1.3 million in utility bills**
- **8.2 million pounds of CO₂**
- That's like taking 700 cars off the road!

The Truth about ‘Greening’ your Computer

**MYTH:** Turning your computer off and on is bad for the computer.

**TRUTH:** Today’s computers are designed to handle 40,000 on-off cycles before failure, so turning them on and off is not bad for your computer.

**MYTH:** Screen savers save energy.

**TRUTH:** Screen savers do not save energy. Certain graphic-intensive screen savers can cause the computer to burn twice as much energy, and may even prevent the computer from entering sleep mode.

Tips for Living and Working Green

GW supports and encourages the following practices to reduce energy and water usage:

### Electricity Conservation

**IN THE KITCHEN:**
- Match the size of the pan to the heating element. Using a 6” pan on an 8” burner wastes more than 40 percent of the burner’s heat.
- Use a slightly curved cooking pan, which distributes heat more evenly than a flat bottomed pan. Copper bottomed pans heat faster than conventional cookware.
- Turn your refrigerator temperature down (while retaining a healthy level). Most refrigerators are set at a temperature that is unnecessarily cold, resulting in accidentally, almost-frozen food.
- Keep the cooling coil on the back of your refrigerator free of dust to allow it to operate more efficiently.

**LIGHTING:**
- Turn off the lights when you leave the room.
- Use compact fluorescent light bulbs (CFLs) instead of incandescent light bulbs.
- During the daytime, use natural lighting when possible – open your blinds to brighten up the room. During the night, close your blinds or curtains to keep heat in your room.

**APPLIANCES:**
- Turn off your stereo, TV, and other appliances when not in use.
- Unplug adapters (like your cell phone charger and MP3 player) when not in use, as the charger will use energy 24/7, even when your item is not charging.
- Use a power strip for items (like an entertainment system) and turn the power strip off when it is not in use.
- Consider energy-efficient computer systems and monitors when you replace a system. Flat-screen monitors use 50-70 percent less energy.
- Buy ENERGY STAR®-qualified products.

**IN THE LAUNDRY ROOM:**
- Consider using a clothing rack or hangers to air-dry your laundry instead of using the dryer. This will help your clothing last longer and the extra humidity from the drying clothes can also make your room feel warmer!

**HEATING AND AIR CONDITIONING:**
- Set the AC and heat to reasonable temperatures (68° in the winter and 78° in the summer).

### Water Conservation

**IN THE KITCHEN:**
- Fill the dishwasher before running it. Running machines half-full uses as much water as a full load.

**IN THE LAUNDRY ROOM:**
- Use cold water for the wash cycle (instead of hot) when you do your laundry, and always rinse in cold water. Colder water also ensures your fabric colors will not run.
- Fill the washing machine before running it. Running machines half-full uses as much water as a full load.

**IN THE BATHROOM:**
- Turn off the faucet while you are brushing your teeth. Water that runs straight to the drain is 100 percent waste.
- Take shorter showers and don’t leave the water running when you’re not using it.
- Report leaks through Fix-IT! (http://my.gwu.edu/mod/fixit)
Online Risks

Everyone has heard or can share his or her own horror stories of a computer meltdown caused by a virus, worm, hacker, or spyware/adware. Year in and year out, these problems trouble individuals, major organizations, and cost billions of dollars in damages. In order to prevent these problems from turning into catastrophes, it is important to understand how they work so that you can eliminate them from the get-go.

1 A VIRUS is a nasty program that causes serious problems on an infected computer. Some viruses exist only to spread themselves from computer to computer via email and can later be used by spammers to distribute millions of spam emails; while others can delete important system files, causing the infected computer to become inoperable. For example, a Trojan Horse virus can grant unauthorized access to a computer, which allows a hacker to use the computer and gives the hacker access to sensitive financial or personal data stored on the computer’s hard drive. Regardless of the type, a virus must be installed by the user of the computer. Opening suspicious email attachments is the most common way that computers become infected. If the sender or the filename is not familiar, the email attachment should not be opened. Viruses can also be embedded in files found on the Internet as well. Be especially wary of files with multiple extensions, such as picture.gif.exe.

2 A WORM is similar to a virus in that it is a program designed to spread itself to other network computers to cause damage. However, unlike the virus, a worm does not require an action to inflict the damage. A worm uses a security hole in the operating system on a computer or in any program that connects to the Internet. These holes are frequently patched by the software vendors, so the best way to prevent infection is to keep the computer’s operating system up-to-date. Every computer user shares responsibility to keep the GW network worm free – it only takes one infected computer to spread a worm among vulnerable computers inside the network.

3 SPYWARE or ADWARE is a type of software designed to monitor a computer user’s activities online and then report them back to the software distributor. Examples of this type of software are Gator/Claria, WebHancer, and Bonzi Buddy. These companies use the data collected to target pop-up advertising and spam email. This invasion of privacy alone is enough reason to remove it from your computer. However, spyware also causes computer problems:

- Inability to use the computer because spyware is using all available processing power
- Disruption of Internet connection due to corrupted or deleted system files
- Possible display of offensive content in pop-up windows
- Increased vulnerability to viruses and/or worms
- System crash or total system failure

Removing spyware from your computer is a good way to maintain a safe computing environment – and you’ll likely notice a vast improvement in system performance. Some signs your computer has spyware are:

- Large amounts of pop-up advertising
- Noticeable degradation in computer performance
- Altered home page/browser settings

Spyware requires permission prior to installation, which makes the program and its activities legal – it is frequently bundled with ‘freeware’ programs, such as Weatherbug. To avoid inadvertently installing spyware, read everything before agreeing to software installation.

4 PHISHING SCAMS sometime circulate through email disguised as official correspondence from The George Washington University. These types of scams can be very subtle. You should NEVER reply to email messages asking for personal information, even if the message claims to be security or email account related. No such email will EVER come from GW or the ISS Help Desk asking users to reply with information such as NetID, password, birth date, social security number, GWid number, etc. If you accidentally respond to a phishing message, or you believe that your account has been compromised, please contact the ISS Help Desk immediately.
Preventative Measures

- Keep up to date with all GW online security policies.
- Keep your system updated.
- Install the provided antivirus software.
- Use a firewall to prevent access to your computer.
- Always be cautious about opening unknown or strange email attachments, installing free “helper” software, and downloading anything from an unknown source.

If you do encounter problems, the ISS Help Desk provides virus removal software and other tools to help protect your privacy. ISS Help Desk can be reached at **202-994-5530** or [http://helpdesk.gwu.edu](http://helpdesk.gwu.edu) and is open Monday through Friday from 7am to 10pm.

Passwords

Passwords act as the gatekeepers of our most private information. Think about it – all of your educational, financial, personal, and health information is protected by passwords that you create and manage. Imagine if someone discovered your password and gained full access to all aspects of your life. What if they could use or manipulate your financial statements, email address, health records, and other sensitive information? These are fears common to all.

Strong passwords can protect you and those you care about from online intrusion. If you take a pro-active responsibility to protect your passwords, you can be rest assured that your online community is safe. Take a few minutes to review and apply the best practices of password creation and management to your online accounts:

**Do:**
- Make your password at least 8 characters long.
- Use both upper and lower case characters (a, b, c, D, E, F, etc.).
- Incorporate digit and punctuation characters, as well as letters (1, 2, 3, !, %, etc.).
- Change your password periodically, every two to four months.
- Choose a password that is easily remembered by you and ONLY YOU.

**Don't:**
- Reveal a password over the phone, email, BBM, or text messaging. You never know who that information is seen or heard by and where it is being saved.
- Use the same password for various login accounts. Maintaining different passwords for all of your accounts prevents potential hackers from accessing all of your information.
- Include your email or name in the password. Always avoid the obvious.

**Examples of Strong Passwords:**
- Mbis5!Yold (My brother is 5 years old)
- lhliCf5yn (I have lived in California for 5 years now)
GWireless, GW’s secured Wireless network, is now fully operational throughout the Foggy Bottom, Mount Vernon, and Virginia campuses. All GW community members can now access a reliable, constant, and uninterrupted wireless signal across all reaches of the University. Look for GWireless hotspot logos around all three campuses to identify the best places to grade papers, conduct meetings, or to spend your lunch break.

“The extension of GWireless to all three campuses will support the academic and administrative experiences of GW’s faculty and staff members,” said David Steinour, interim Chief Information Officer. “GWireless offers an accessible and secure Internet service to all members of the GW community. In doing so, we have created a network that transforms how GW community members learn, instruct, and work collaboratively.”

Over the past three years, ISS technicians have installed over 2,200 wireless access points (WAPs) across all three campuses. The WAPs are placed in strategic locations throughout buildings and open spaces to create an uninterrupted signal, offering full roaming capabilities and free movement from hot spot to hot spot. Take advantage of what the Foggy Bottom, Mount Vernon, and Virginia campuses have to offer by moving work locations, grabbing a cup of coffee, or relaxing outside without losing your wireless signal.

GWireless is similar to other secure public wireless networks, where verified users login to access the Internet. All GW community members can log in by using their GW NetID and password.

Do you have a question or want more information about GWireless? If so, please contact the ISS Help Desk at 202-994-5530 or ITHelp@gwu.edu.
IS IT TIME TO ENERGIZE YOUR CAREER?

GW staff and faculty have access to a wide range of job-improvement online courses, 24-hours a day, and 7 days a week via SkillPort.

Course topics include beginner-level to expert-level courses in consulting, business management, effective interviewing, strategic planning, Microsoft Excel, PowerPoint, and many more selections.

Are you ready to energize your career?
Learn how to sign up for SkillPort at http://iss.gwu.edu/training.

GW SPEECH DIRECTORY

Your Connection To & Around Campus

THE GW SPEECH DIRECTORY IS NOW ACTIVE.

WHEN CALLING 202-994-1000 AN AUTOMATED OPERATOR WILL PROVIDE DIRECTORY ASSISTANCE TO AND AROUND GW.
Information Systems and Services

...keeping GW connected.