Same great service, NEW TELEPHONE NUMBER!

The Division of Information Technology has a new telephone number for all of your technology support needs: 202-994-GWIT (4948)

For any emergency, immediately call the GW Police Department at 202-994-6111 (4-6111 from a campus phone). As always, you may call 911 to speak with DC-wide dispatchers for any emergency you may have.

Program these GWPD phone numbers into your cell phone for quick and easy access:

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

MOUNT VERNON CAMPUS
Emergency Number: 202-242-6111
Non-emergency Number: 202-242-6110
GW’s Division of Information Technology 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, the Division of IT keeps GW connected.

DIVISION OF IT LEADERSHIP TEAM

David Steinour
Chief Information Officer

Edward Martin
Deputy Chief Information Officer

Guy Jones
Chief Technology Officer

Mark Albert
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
Staff and Faculty Members,

It is with great pleasure that I welcome you back to campus for the 2010–2011 academic year. GW has many valuable technology services that support instruction, administration, development and research. This magazine is intended to help guide you through several technology advances and to familiarize you with the many technology resources available at your fingertips.

The Division of Information Technology provides a range of services to help you connect with students, one another and contacts across the University and world. The Division of IT has begun to implement GWemail as the new email system for staff and faculty. The new email system will utilize the Google Mail platform and allows for greater storage space, integrated calendars and provides users with a vast array of useful applications. IT staff is working diligently to make the transition from Colonial Mail to GWemail as seamless and easy as possible. See page 13 for more information. Additionally, GW faculty and staff members have access to online information across GW’s three campuses. GWWireless, the University’s wireless internet network, provides high-speed internet connections in residence halls and convenient wireless hot spots in classrooms and around campus. These wireless hotspots facilitate a strong community and give you access to all that the Foggy Bottom, Mount Vernon and Virginia Science and Technology campuses have to offer.

The GW community maintains a long-standing tradition of environmental consciousness. As such, the Division of Information Technology is committed to promoting the University’s sustainability campaign. We have implemented a range of technology initiatives intended to cut carbon emissions, lower utility charges and improve services for GW students, staff and faculty. The University goal to become a carbon-neutral institution requires that we all have a part in the solution. For more information on the Division of IT’s sustainability initiatives and for technology related recommendations, please review pages 9-12.

Please remember that GW faculty and staff can seek technology support from the Division of IT Help Desk. The Help Desk provides convenient email options and hotline hours so you get support when you most need it. Please visit http://IT.gwu.edu for more information about the Division of IT and the University’s technology services.

Thank you and enjoy the year.

Sincerely,

David Steinour
Chief Information Officer
Information technology is a central component to one’s professional, social and academic life.

From phone and cable connections in classrooms and offices to servers that store research and other data, we depend on information technology to help us create, collaborate and explore the world around us.

The Division of Information Technology works with students, faculty, staff and departments across the University to provide advanced technology solutions. The Division evaluates and delivers innovative and collaborative technology solutions that promote and advance teaching, learning, research and support for administrative operations at The George Washington University. The Division of IT exists to help maximize the GW experience.

THE DIVISION OF IT HELPS YOU WORK...

IN YOUR OFFICE...
- Individual and Group Phone Services
- Internet Security
- Email Storage
- Desktop and Computer Support

AROUND CAMPUS...
- GWiWireless
- Mass Emails
- Web Development and Support

FROM HOME...
- NetID – access core GW systems anywhere, anytime
- Virtual Private Network (VPN) for Remote Access
- IT Help Desk – seek support from the office or at home

CONTACT THE DIVISION OF IT...

TO INQUIRE ABOUT SERVICES OR TO SEEK SUPPORT
IT Help Desk
Phone: (202) 994-GWIT (4948)
Email: ithelp@gwu.edu
Web: http://IT.gwu.edu
SAFE COMPUTING
IN DANGEROUS WATERS

Don’t be another statistic. Take precautions to protect your work and sensitive information from online intruders. The following information will help to protect yourself and the GW community from online threats. « http://IT.gwu.edu/Security »

**Virus**

A nasty program that copies itself and infects a computer, thereby causing innumerable problems to your information and programs. All viruses are installed by the user.

*Download anti-virus software and run scans and updates regularly. Do NOT open suspicious email attachments, random files on the internet or files with multiple extensions, for example picture.gif.exe.*

**Worm**

A malicious program that attacks network computers by exploiting security holes in an operating system. Unlike viruses, worms do not have to be installed by the user.

*Keep your computer’s operating system updated through the regular use of security patches developed by GW or your software provider.*

**Spyware**

A type of software that monitors a computer user’s activities online and then reports the activities back to the software distributor for pop-up advertising and spam email. A user must grant permission prior to these installations.

*Download anti-spyware or anti-adware software and keep your system updated. Be careful what “free” services you sign up for online. Read the fine print if you value your privacy.*

**Phishing**

Bogus solicitations often disguised as requests from trustful organizations, like your bank or The George Washington University. These emails will ask for very sensitive information, such as your social security number, NetID, passwords, etc.

*REMEMBER! GW will NEVER ask users to reply to an email with sensitive information. If this occurs, please contact the IT Help Desk immediately at 202–994–GWIT (4948).*
To Enhance the George Washington University Emergency Communications, a new GW Alert desktop application is being launched this fall. GW Alert is a desktop application that will inform you if there is an imminent threat to the University. It will scroll a message across the bottom of your computer screen, directing you to the Campus Advisories website for additional information.

All GW faculty and staff should visit Campus Advisories to uninstall the old version and install the new version of GW Alert.

As of September 13th, 2010, the old version of GW Alert will no longer be used. The new application is smaller, requires less memory and is compatible with Macs. Complete your upgrade so that you will continue to receive important emergency notices from the University.

If you need assistance in uninstalling or installing GW Alert, contact the Division of Information Technology at 202-994-GWIT (4948). Assistance is available Monday through Friday from 7am to 10pm.

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://IT.gwu.edu/Training.
SAFETY
TECHNOLOGY
=SUSTAINABILITY
To date, the Division of Information Technology has saved thousands of dollars in utility costs and reduced carbon emissions while still providing high-quality services to the GW community. The Division’s sustainability initiatives combine to provide GW community members with a solid foundation to realize future environmental and financial gains.

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. In partnership with the Office of Sustainability, the Division of IT has discovered new ways of engineering and implementing technology solutions that reduce energy use, cut down costs and decrease the University’s carbon footprint.
**VIRTUALIZATION**

Last January, the Division of IT completed its move into the new Foggy Bottom data center in the Support Building. This move freed up academic space in the old data center. Additionally, the new data center employs environmentally friendly systems and products that operate more efficiently and use less power, the most notable being virtualization. Virtualization is technology that leverages hardware and software to allow multiple computer systems to run on a single server.

**LIFECYCLE REFRESH**

LifeCycle Refresh replaces old servers and data center systems with new energy-efficient machines. One machine can replace three or four old machines with no loss in performance and decreases energy use by nearly 60%.

**GWDOCUMENTS AND GWSCAN**

GWdocuments and GWscan are the University-wide document imaging and scan applications. They consolidate electronic administrative documents into a central storage area, which reduces the number of printouts, saves paper from actually having files on hand and reduces the footprint of physical space needed to store the physical documents.

**SAVINGS**

Virtualization, LifeCycle Refresh, GWdocuments and GWscan substantially reduces GW’s carbon footprint. Currently, the Division of IT has saved more than 800,000 kilowatt-hours, which translates to taking 80 cars off the road. With a goal equivalent to more than 120 cars off the road, these energy savings will save the University more than 1.4 million kilowatt-hours, which translates to over $1.7 million over the next five years.

**WHAT YOU CAN DO**

**TURN IT DOWN**

Your PC can be configured to minimize its energy use. The Division of IT recommends that you configure your monitor and computer to go into power save mode after one hour of inactivity. Please visit [http://helpdesk.gwu.edu/energysettings](http://helpdesk.gwu.edu/energysettings) for energy saving steps if you are a Mac user. To change your power settings in Windows XP, follow these steps:

1. From the Start menu, select Settings » Control Panel » Power Options.
2. In the window that appears, select the Power Schemes tab.
3. Adjust your settings by clicking on the drop down menus:
   - Turn off monitor: after 1 hour*
   - Turn off hard disk: never
   - System standby: after 1 hour**
4. Click OK to apply these new settings.
5. You can select, create, modify or delete multiple power schemes. The following default schemes are available: Home/Office Desk, Portable/Laptop, Presentation, Always On, Minimal Power Management and Max Battery.

* To turn the monitor on after a shut down due to inactivity, simply move the mouse.
** To turn the computer on after a standby due to inactivity, simply click the on/off button on the front of the PC.

**TURN IT OFF**

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 PC is shut down, you can save additional energy by turning it off as well. If you have been leaving your PC on to receive patches and updates, these will be deployed when you turn your PC on in the morning. The installation of updates will not impact the use of your PC, and if an update requires a reboot, you can delay that restart until your next break.
Consider energy-efficient computer systems and monitors when you replace a system. Flat-screen monitors use 50–70% less energy.

Use an ENERGY STAR qualified compact fluorescent light bulb (CFL) instead of a regular light bulb. In total, it will save about $30 over its lifetime and pay for itself in about 6 months. It uses 75% less energy and lasts about 10 times longer than a regular bulb.

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.

Match the size of the pan to the heating element. Using a 6” pan on an 8” burner wastes more than 40% of the burner’s heat.
The Division of Information Technology has selected the Google Mail platform for GW staff and faculty.

The Division of Information Technology is making the transition to GWemail as easy as possible for staff and faculty. New email addresses for staff and faculty will be created using current NetIDs and the domain “@email.gwu.edu.” For example, the email address staff1@gwu.edu will become staff1@email.gwu.edu. Additionally, the old email address, staff1@gwu.edu will automatically forward to this new address.

The Division of Information Technology will assist with the transfer from Colonial Mail to GWemail.

Visit http://IT.gwu.edu/Google for more information.

The new GWemail offers a range of improvements from the University’s old email system including:

- Increased storage space
- Easier navigation controls
- Access to helpful web applications
- Shared calendar (available after all migrations are complete)
- Complete features of Google Mail
DIVISION OF IT AT A GLANCE

OVER 54,000 INTRUSION ALERTS ARE ANALYZED BY THE SECURITY TEAM PER WEEK.

OVER 8,500,000 EMAILS ARE SENT, 73,300,000 EMAILS ARE RECEIVED, AND 66,300,000 HARMFUL EMAILS ARE STOPPED THROUGH DIVISION OF INFORMATION TECHNOLOGY SYSTEMS AND FILTERS PER MONTH.

AT ANY ONE TIME, THE DIVISION OF INFORMATION TECHNOLOGY IS WORKING ON 60-70 MAJOR PROJECTS.

THE DIVISION OF INFORMATION TECHNOLOGY HELP DESK PROCESSES AN AVERAGE OF 2,900 REQUESTS FOR ASSISTANCE AND THE HELP DESK HOTLINE RECEIVES 3,400 PHONE CALL REQUESTS FOR HELP PER MONTH.

THE GW DATA NETWORK TRANSMITS 46,000 GB OF INFORMATION PER WEEK (35,000 GB INTERNAL AND 11,000 GB EXTERNAL.)

THE DIVISION OF INFORMATION TECHNOLOGY LINKS TRAFFIC BETWEEN THE CAMPUSES WITH A 32 GBPS CAMPUS BACKBONE.

OVER 1,000,000 PHONE CALLS ARE PLACED TO AND FROM GW PER MONTH.

THE DIVISION OF INFORMATION TECHNOLOGY PROVIDES GW WITH 23,000 DATA CONNECTIONS, 12,000 VOICE CONNECTIONS, 4,000 CABLE TV CONNECTIONS, AND 500 SERVERS.

THE DIVISION OF INFORMATION TECHNOLOGY HAS INSTALLED AND NOW MAINTAINS OVER 10,000 MILES OF FIBER (THAT IS MORE THAN WASHINGTON, DC TO SYDNEY, AUSTRALIA.)

LIVE OPERATORS WILL BE AVAILABLE TO ASSIST CALLERS THAT NEED ADDITIONAL INFORMATION MONDAY-FRIDAY, 7AM-7PM.

GW SPEECH DIRECTORY
Your Connection To & Around Campus

WHEN CALLING 202-994-1000 OR DIALING 0 (ZERO) FROM CAMPUS, AN AUTOMATED OPERATOR WILL PROVIDE DIRECTORY ASSISTANCE TO & AROUND GW.
Internet and email access to create, send, receive, view, listen to, search for and organize your voicemail messages.

More information coming in October.

http://IT.gwu.edu/VoicePlus