Green Living and Computing

GW - Now a Wireless Campus

Safe Computing

Green Computing

Password

Technology

Mount Vernon

Help Desk

Systems

ResNet

Students

NetID

Foggy Bottom

Online Security

Internet

Email

Service

Spyware

Digital Cable

GWMail

SkillPort

Safe Computing
GW students have access to a wide range of job-readiness online courses, 24-hours a day, and 7 days a week via SkillPort.

Course topics include beginner-level to expert-level courses in:
- consulting
- strategic planning
- Excel
- business management
- PowerPoint
- effective interviewing
- much, much more!

Are you ready to charge up for your career?
If so, learn how to sign up for SkillPort at http://iss.gwu.edu/training.
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*
Students,

It is with great pleasure that I welcome you back to campus for the 2009-2010 academic year. GW has many valuable technology services for students that are an important component of a successful academic and social experience here at GW.

Student Technology Services (STS), the student focused component of Information Systems and Services (ISS), provides extensive support services to students, has convenient walk-in and hotline hours, and has help desk hours available when you need assistance – even late at night. High-speed Internet connections in the residence halls, the GWMail Google Mail interface offering more than seven gigabytes of storage, and convenient GWireless hot spots around campus give GW students access to many online resources. These wireless hot spots are already located throughout the Mount Vernon and Virginia campuses and have been dramatically expanded on the Foggy Bottom campus. Look for the GWireless logo and take advantage of that spot to study, message with friends, or browse the Internet.

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 save energy when not in use. Browse these and other green recommendations on pages 4 and 5.

While technology can be fun and exciting, there is also a serious side. A critical component of safe computing is the partnership we enter into with you to protect your digital assets – not only personal information, but the documents and files on your computer as well. This partnership includes individual adherence to the ResNet Code of Conduct and the Code of Conduct for Users of Computing Systems and Services, and the use of Cisco Clean Access (CCA) in the residence halls. CCA requires minimum security standards for all student computers and is a critical part of GW’s ongoing commitment to ensuring that you have the computer security and reliability to flourish in your academic career and life at GW. Your part of the partnership is to operate within these policies, which are designed to protect all of us from mistakes or misjudgments made by others and to know the basics of safe computing.

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
G-Dub Unplugged

GWWireless is available throughout the campuses and ready to meet your remote computing needs.

Highlighted below are the most popular study spots!

GWWireless is available throughout the campuses and ready to meet your remote computing needs.

HAS GWIRELESS HELPED YOU STUDY, ORGANIZE, AND COMMUNICATE MORE FREQUENTLY WITH FRIENDS AND FAMILY? If the answer is “yes,” expect your life at GW to only get better. You may have noticed GWWireless hotspot logos popping up all over campus. In fact, GWWireless, GW’s secured wireless network, is now completely operational throughout the Foggy Bottom, Mount Vernon, and Virginia campuses. Whether you’re in Thurston Hall or Townhouse Row, Rome Hall or 1957 E Street, Ames Cafeteria or the Ivory Tower basement, GWWireless provides a reliable, constant, and uninterrupted wireless signal for your use.

“The extension of GWWireless to all three campuses will support the academic experiences of GW’s students,” said David Steinour, GW Interim Chief Information Officer. “GWWireless 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 students learn, live, 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 hotspot to hotspot. This means that you have more control over where and how you study, work on group projects, and spend your down time. Take advantage of all the campus has to offer by moving study locations, grabbing a cup of coffee, or relaxing in the University Yard without losing your wireless signal.

GWWireless is similar to other secure public wireless networks, where verified users log in to access the Internet. All students, staff, and faculty can log in by using their GW NetID and password.

So, what are you waiting for? Go log in and get connected!
Green Living and COMPUTING

GW’s Information Systems and Services (ISS) has gone green.

GW students 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 students in creating a greener University and community.

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

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 Green

GW supports and encourages the following practices to reduce energy and water usage in residence halls.

### 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.

#### 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.

#### 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.

### Water Conservation

#### IN THE KITCHEN:
- Fill the dishwasher before running it. Running machines half-full uses as much water as a full load.
- 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 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!
- 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)
As technology becomes central in the everyday life of GW students, it becomes more and more necessary to be aware of the best methods to protect yourself and others from computer-related crimes.

**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 the 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/STS 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 STS 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 STS Help Desk provides virus removal software and other tools to help protect your privacy. The STS Help Desk can be reached at 202-994-7041 or http://helpdesk.gwu.edu and is open Monday through Friday from 7am to 10pm.
ISS AT A GLANCE

Boy, we are busy!

54,300 Intrusion alerts are analyzed by the security team per week.

6.8 million emails are received, and over 3.2 million harmful emails are stopped by email filters from being delivered per month.

206,800,000 emails are sent through ISS systems per month.

The ISS Help Desk processes an average of 3,000 requests for assistance, and the help desk hotline receives more than 950 phone call requests for help per month.

The GW Data Network transmits 25,000 GB of information per week.

At any one time, 60 to 70 major projects are being worked on by ISS.

17,000 data connections, 15,000 voice connections, 5,000 video connections, and 400 production services are provided by ISS for GW.

ISS Links traffic with a 22Gbps campus backbone.

Over 4,642,000 phone calls are placed to and from GW per month.

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.

GW HOUSING PROGRAMS

A Premier Residential Experience

Wireless Internet. Green Living.
Close Walk to Classes. Campus Security.

To find out more about GW Housing Programs, visit living.gwu.edu.
Are you experiencing difficulties with your technology services? If so, contact the STS Help Desk to find out about available support services and to obtain pricing information.

The following services are routinely offered by the STS Help Desk:

- GWMail and GWireless Support
- Virus and Spyware Removal
- Apple and Dell Warranty Repairs
- Student Banner PIN Resets
- Software Installation, including Cisco Clean Access Agent
- Call Waiting
- Voicemail Signup
- Equipment Testing
- Operating System Reinstallation
- Operating System Upgrade

Contact STS:

Website
http://gwired.gwu.edu/sts

Hotline
202-994-7041, Monday-Friday, 7am-10pm

Email
sts@gwu.edu

Walk-in
Monday-Friday, 9am-5pm
City Hall, Suite 114

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### Residence Hall Channel Line-Up

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Information Systems and Services

...keeping GW connected.