



University Information Services
Georgetown University
Annual Report 2005-2006

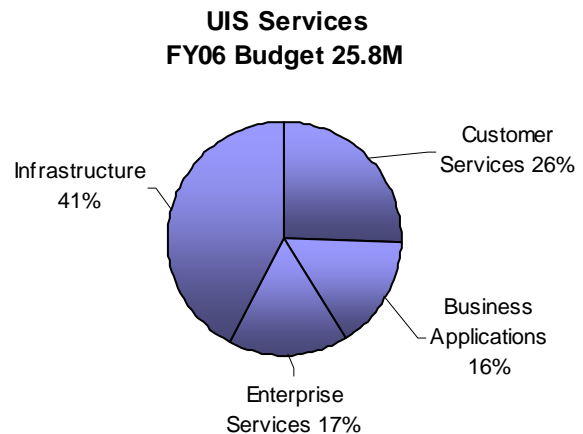
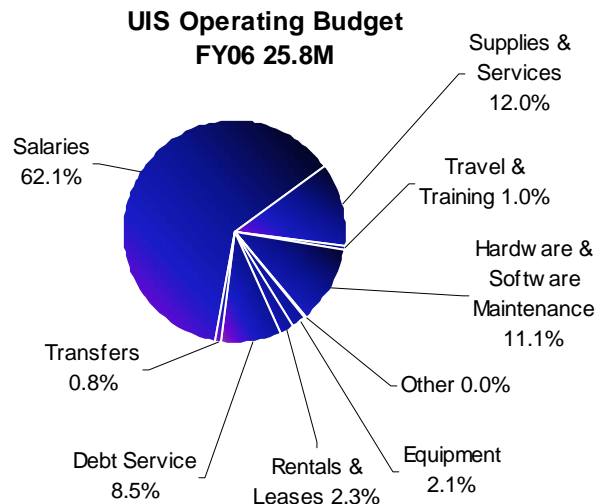
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Year in Review

The 2005-2006 Academic Year can be characterized as a year in which UIS demonstrated its alignment with both the business of the University and the academic programs. The range of accomplishments covered planning, information security, scholarly information systems, UIS leadership in middleware development, and improvement in the infrastructure.

Major Accomplishments

- The IT Investment Strategy plan was developed and presented to the University leadership.
- New UISO Information Security Program plan was presented to the administration in the spring, and is being implemented.
- New web based file-sharing system, GUShare was launched.
- Major award was received from Sun Microsystems for the Center of Excellence in Scholarly Information Architecture.
- New Data Warehouse Initiative was begun.
- New Student Information System Plan was developed.
- Major updates to the Student Information System (SIS) in response to Congressional action were completed.
- ETown registration and payment modifications were made for SCS significantly improving the registration process for non-traditional programs as well as payment management for these programs.
- Significant improvements to Graduate School admissions reporting providing greater flexibility were completed.



Investment Strategy

UIS began a planning process which is based on metrics for assessing factors related to information technology investment decisions. It takes into consideration Georgetown University's strategic goals, replacement cycles, quality of service, university needs, and regulatory, disaster recovery, and security risks.

IT Investment: Priority Framework

1. **Regulatory/Legal Requirement or Mandate:** not Whether, not When, not How, but **Now**
2. **Failure Avoidance:** not Whether or When, but **Now and How**
3. **Investment Protection:** not Whether, but **When and How**
4. **New Business Capabilities:** **Whether, When and How**

Regulatory/Legal Requirement or Mandate: There are new capabilities required as a result of legal and/or regulatory requirements, a response to a systems or process failure, or as the result of an executive mandate. They may require a new system deployment or modifications to existing systems. It is very difficult to project a budget impact due to a variety of externalities. Examples include the Financial Aid consensus methodology (SIS modification), this year's Information Security breaches, and future legislation such as Higher Education Act (HEA) reauthorization with new reporting requirements, and the Computer Assistance for Law Enforcement Act (CALEA).

Failure Avoidance: There are requirements to replace or upgrade existing facilities, systems and applications because the risk of failure has risen to a level where it cannot be effectively managed or maintenance can no longer be deferred. An example is the student information system (SIS+). Project planning was approved at February Board meeting.

Investment Protection: There is a need to replace or upgrade systems providing current IT capabilities to ensure hardware and software support is available, and technical and business functions conform to contemporary requirements, this is also known as "Replacement Cycle Management". Major GU systems where there are incurring risks and costs are the Data network, Servers, and E-Mail and Web services

New Business Capabilities: It is also necessary to deploy systems that provide new capabilities to enable the university's strategic academic and business goals and maintain competitiveness. Recent examples in this category include the School of Continuing Studies' required new student recruiting and registration capabilities, and new capabilities such as paperless systems for the Qatar campus. It also includes systems and capabilities being advocated by one or more constituencies. Some examples are Human Resources (benefits management; more "self service") and Document Management (with scanning and 'work-flow').

Policy

The "Computer Systems Acceptable Use Policy" was revised to stay current with newer technologies and an ever changing regulatory environment. It was present to Faculty Senate in October 2005. Major changes in policy include an updated format, improved relevance to current technologies and practices, and a stronger emphasis on copyright and protection of intellectual property. With respect to data access, clarification was provided on the separation of "authority to access data" from the "ability to access data" within UIS staff. The revised policy clarifies that the university will respond to all appropriately issued subpoenas and that this is the responsibility of the Office of the University Counsel.

Initiatives, Services, and Infrastructure

Information Security

Information security was a big story of the year. During the fall, the computer security ad-campaign “Hoya Haxa!” was launched to promote best-practices for virus prevention and maintaining a physically and digitally secure computer. The “Hoya Haxa!” ads included useful frequently asked questions about Georgetown information security as well as tips on use of firewalls, strong password generation and opening of attachments.

<http://uis.georgetown.edu/computersecurity.html>



As background, the interim Information Security Policy was approved November 1999, and the final approved by the President's Executive Committee May 13, 2003. While there had been designated security personnel for several years before, the first UIISO was hired in December of 2002.

In March of 2006, the University issued a press release describing how a server had been compromised. The intrusion came from outside the University from an individual who did not have permission to access the data.

Campus IT officials identify “network and data security” as the “single most important IT issue affecting their institution”.

Kenneth C. Green, 2005-2006
Campus Computing Survey

The computer server was managed by a Georgetown University researcher as part of a grant. This incident accelerated the development and approval of the UIISO

Information Security Program plan presented to the administration in the spring.

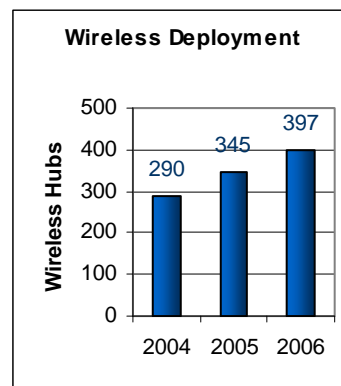
“Whenever personally identifiable information and confidential information is involved, University policies, and state and federal regulations apply.”

H. David Lambert

The Georgetown University Information Security Office launched a server registration program to identify and assess the risks associated with servers throughout the university. The primary goal of this program is to locate servers that are critical business systems, servers with electronic protected information (ePI), and servers that require inbound Internet connectivity

Wireless

The information and data security theme continued with the GU wireless network. The wireless network currently known as AirHoya or HOYAS was transformed into SaxaNet, a secure wireless service protected with encrypted connections and NetID authentication. The pilot was begun in the summer with roll out planned for the fall.



The wireless network grew by approximately 15% from 2005 to 2006. Capital Funds are used for new building installations. Other installations are funded as projects.

GUShare

Novell is being replaced by GUShare, the university's new web-based file storage and file sharing system. Departments and individuals are currently in the process of moving their files from Novell to GUShare. GUShare was made available on a widespread basis in the fall of 2005.

It enables secure storage and access to files and folders on the Internet. Access requires NetID and password. The owner of a file can set permissions for other GUShare users to access it. A user has the ability to email a "ticket" to a collaborator outside of the University, which allows that person to access the file. Files are on servers that are backed up regularly. GUShare can facilitate collaborating and sharing files with others. All faculty and staff are eligible for GUShare accounts.

UIS consults regularly with departments about this conversion and will conduct numerous training classes throughout the fall of 2006.

Data Warehouse Working Group

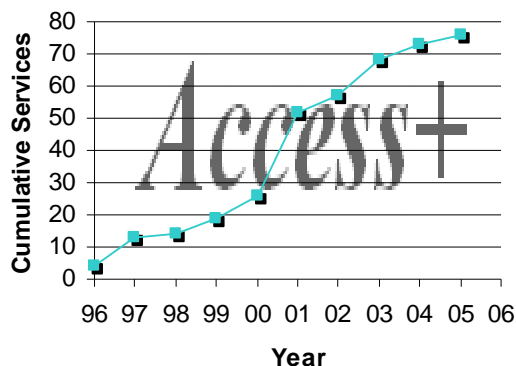
The Data Warehouse Working Group (DWWG) was formed in October 2005 to make recommendations for the enhancement and institutionalization of the Georgetown Data Warehouse and related information access issues. Four sub-committees addressed data administration, including development of a common data dictionary and a data policy; the development of a plan based on best practices of peer institutions; evaluation of specific products and tools; and the review of the data warehouse security model. The group reports were present in May. The final report is scheduled for the fall

Access+

A new feature was added to Student Access+. Students now have the ability to make an E-Refund Request online. If the student's account has a credit balance, the student may request a refund on line

through [Student Access+](#). All refund requests are subject to the University's approval. Once it is approved and processed, funds are expected to disburse within three to five business days.

**Access+ Services
Cumulative by Year**



Student Information Systems (SIS)

Incoming Georgetown University grad students can now apply for Graduate Plus Loans, which were previously only available to undergraduate students.

This year, Congress passed a bill that grad students were eligible for this financial aid package. In order for the funds to be available to Georgetown graduate students in time for the new academic year, UIS made major updates to the Student Information System (SIS) in response to the Congressional action.

The SIS modifications enable graduate students to apply for this aid package, and will enable the financial aid community to distribute the newly available funds to all eligible Georgetown graduate students. Approximately \$16 million in aid to GU students has been disbursed under this program.

A project was initiated to select and implement a new Student Information System (SIS) based on recommendations

made by the Student System Replacement Committee. The project consists of an analysis of the student administrative business processes for all areas, which include detailed documentation of the capabilities required, work-flow and process diagrams and definitions of data required to support the business processes; an analysis of the differences between the organization's current or desired business processes and the ability for the system to deliver those processes. The gap analysis results in the development of specific strategies for the system implementation, modifications required to the system or process that may be reengineered.

GUMail

GUMail education campaign was launched to explain both how our current system works, but also as a means to educate our community, so that they can help plan a replacement system. The DTRs, the Department Technology Representatives, provided input for the GU mail system, and a review of industry and market trends was conducted.

The GUMail Requirements Definition Process is scheduled for the fall of 2006.

GUMail Statistics

Mail ¹ messages - work day	650,000 to 750,000
Spam ² stopped - work day	220,000 to 240,000
Spam ² % - work day	35% to 37%
Spam ² % - weekend	44 % to 45%

¹Number of external e-mails from non-GU senders accepted for delivery to a usernetid@georgetown.edu e-mail address. This does not include e-mails that were sent from a Georgetown e-mail address to another Georgetown e-mail address.

²Number of e-mails refused because the sender was identified as a known SPAM distributor, or the sender's computer is known to be infected with a malicious virus.

Emergency Communications

Emergency Response Team was created to coordinate and manage communications in the event of an emergency. If there is an emergency multiple forms of communication will be used to relay relevant information to the university community. One of those media includes the cable channel. Cable channel 3 will be used for emergency broadcasts

Sharestream

A pilot of an online system distributing course audio and video files began in 2004 under went testing during the Fall 2005 and Spring 2006. The pilot included in six courses, and support up to 30 simultaneous users. Students enrolled in these courses will have online access to the streaming media via this ShareStream system. Two professors from the School of Music are participating the pilot, many of these courses will have large libraries of media files. The Spanish Department will make available 26 hours of Spanish language content for many of its courses.

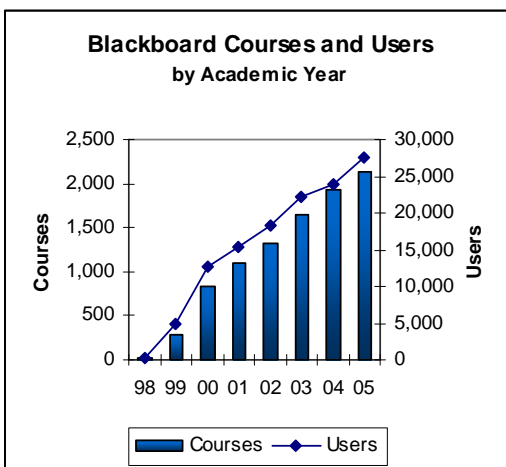
Currently the system allows the storage of video files in Blackboard and GUShare. This system complies with current copyright laws such as the Technology, Education And Copyright Harmonization Act (TEACH Act). Faculty and Students will provide feedback over the pilot semester; if service is disrupted, students will use current resources. The Medical School is interested as well; they record all lectures in the first two years of the curriculum.

Scholarly Systems

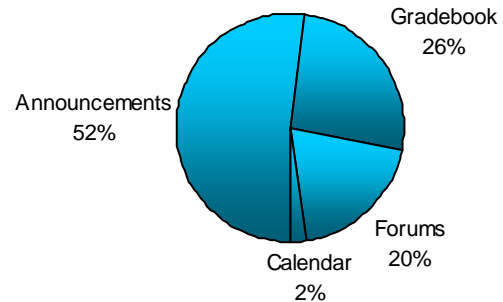
The CEO of Sun Microsystems announced it will partner with Georgetown University to form a Sun Center of Excellence in Scholarly Information Architecture. The Center of Excellence will create tighter integration of scholarly systems across the academic enterprise that will enable professors to enrich student learning by connecting course management systems with multiple tools such as digital repositories, streaming media servers, assessment engines, electronic portfolios, electronic theses and dissertations, and other scholarly services.

Blackboard

Both the number of courses and users have increased dramatically from 15 courses in 1998 to 2133 in 2005. A recent study focusing on spring 2006 courses revealed that approximately one third of the courses



Active Courses Additional Features



were active, course content had been loaded and in some cases other features enabled.

Vivarium Project

Provost O'Donnell is the Principal Investigator for a Mellon-funded proposal in the Classics with six components. For one of these components, UIS has worked with the American Philological Association (APA) and JSTOR publisher to confirm the proof of concept for a gateway to Internet resources in the Classics, both fee-based and free, that could serve Classics buffs, teachers, and professionals who do not have access to the resources of a research library.

On the basis of potential licensing arrangements between the APA and JSTOR, the under-served members of the discipline would be entitled to access key online journals. Internet2 middleware protocols, called Shibboleth, enable authentication of the patrons as well as their authorization to access one or more Classics journals, based on specified patron entitlements as determined by their APA membership. The Gateway component demonstrates an approach to scholarly communication that could be of use in many academic disciplines.

Advanced Research Support and User Support

Advanced Research Support

The Computational Core Facility that supports 20 research groups on computationally intensive activities became operational in the fall 2005, at the Pre Clinical Services building.

Previously, the computational facilities were scattered across campus.

Five years ago, Georgetown ... did not have a core computational facility. But in a short while, their ... (ARC) team has not only created a shared computing infrastructure for Georgetown researchers -- but is also one of the leading contributors to the National Cancer Institute's [caBIG](#) collaborative research Grid project.

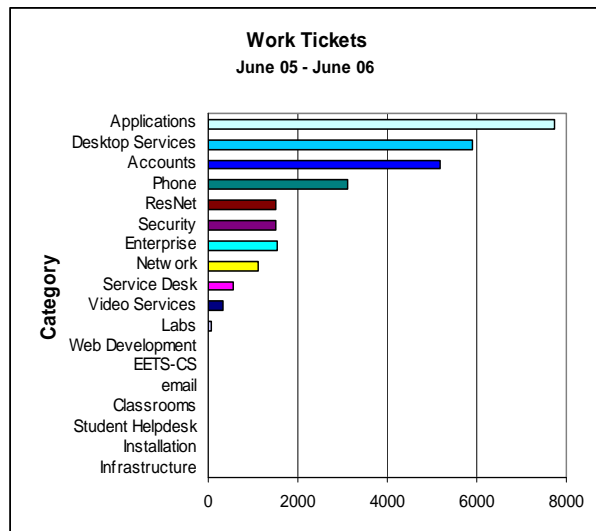
The Globus Consortium Journal,
March 2006

The EDUCAUSE Center for Applied Research (ECAR) published 2 reports on ARC. **A Collaborative IT Support Model for Research at Georgetown University** depicts the formation, characteristics, and organizational success factors of ARC. It is a companion to ECAR's 2006 research study, **IT Engagement in Research: A Baseline Study**, this case study describes how Georgetown created a unique, collaborative, shared-cost IT division specifically for university researchers that now provides a secure environment for computational equipment and increases Georgetown's grant and fundraising competitiveness.

A course, "Introduction to Beowulf Design, Planning, Building and Administering" was offered by the group. It is the required entry point to the Beowulf Cluster Administration track of Georgetown University's High Performance and High Throughput Computing program

User Support

It was a very busy year for the user support team. There were 28,687 phone calls to the help desk. During the same period there were 9,100 Faxes received, plus 18,200 emails and 3,650 voices mails. Of these requests 20,720 required work tickets.



An impressive 64% of all tickets were resolved on contact, and 74% of the tickets were completed within the maximum service time allowed. Those remaining were more difficult and required more time.