TECHNOLOGY SYSTEMS DIVISION

FY2013 At-A-Glance

Providing Innovation

Extending Research

Supporting Diversity

Enabling Access

Strategically connecting Mason with the World

Information Technology Unit
George Mason University
July 2013
The Technology Systems Division (TSD) of George Mason University provides technology infrastructure, strategic business resources, and computing services to the entire university community. To accomplish this mission—and advance the strategic goals of the Information Technology Unit and the institution—TSD staff is committed to outstanding customer service and to ensuring the reliability, availability, and continuity of critical IT resources for community members and through select academic and corporate partnerships.

The TSD is comprised of five departments: Client Relations (CR), Database Application Services (DAS), Enterprise Servers & Messaging (ESM), Network Engineering & Technology (NET), and Technology Support Services (TSS). Together, these departments provide the leadership and expertise necessary to maintain the division’s successful track record as a reliable provider of IT services and a university resource valued for its focus on end-user satisfaction, innovative business strategies, operational efficiencies, service management best practices, and cross-functional collaboration.

TSD WEBSITE
http://tsd.gmu.edu

IT SERVICES CATALOG
http://itservices.gmu.edu

Full-time Equivalency Employees
153.5
Student Resident Technicians
29
Student Employees
13

Key Initiatives
10
State, National & International Affiliations
17
Advanced Certifications
30+
Caught in the Act Awards
84

Customer Satisfaction
5 Point Scale, N = 4,126
(5 = “Very Satisfied”) 4.80
Overall
The Technology Systems Division works closely with five IT governance groups: The Architecture Standards Committee, the Faculty Senate Technology Policy Committee, and the Banner Governance Groups. These governing bodies offer insight for TSD decision-making and direction for the division’s development of IT strategies, policies, priorities, and services.

Additional direction is provided through TSD leadership and the division’s strategic plan. An organizational chart of TSD Directors and Managers is available on the next page, followed by a summary of TSD’s strategic plan. This plan carries the division through 2014 and includes four key ITU goals and 23 division objectives. This year the division made considerable strides in meeting these goals and objectives through the advancement of ten key initiatives and the major activities and projects undertaken by individual TSD departments. These achievements are summarized here with additional information provided in TSD’s Annual Report for FY2013.

The Architecture and Standards Committee (ASC) is responsible for reviewing, verifying compliance, and providing recommendations on software and hardware procurement projects across Mason. Additional information is available online at the following address: https://docushare.gmu.edu/dsweb/View/Collection-3992

Faculty Senate Technology Policy Committee (FSTPC) advises the Vice President of Information Technology and other administrators in key areas related to the educational impact of computer-based technologies, computer-based educational techniques and research capacities, budget allocations, and equitable intellectual property rights for faculty. For more information refer to http://provost.gmu.edu/faculty-senate/

Banner Governance Groups include the ASC and the three governing bodies noted below. Additional information can be found online at https://docushare.gmu.edu/dsweb/View/Collection-3992

- **Portfolio Governance Council** guides and oversees the implementation and adoption of the Banner Suite and related applications.

- **Portfolio Evaluation Committee** aligns Banner related project management with Mason’s institutional objectives, maximizing benefits and supporting efficient use of resources.

- **Project Coordination Sub-Committee** communicates and coordinates with Banner functional offices, the ITU, and other university stakeholders on the management of the Banner and ITU projects that impact Banner or functional operations.
TSD Organizational Chart
Directors & Managers (6.30.2013)

Sharon Pitt
Executive Director

Ginnie Mahoney
Exec. Assistant

Kerin Seward
Director, Communications

David Robinson
Director, Client Relations

Karen Gardner
Acting Director, Enterprise Servers & Messaging

John Kettlewell
Director, Technology Support Services

Tom Shifflett
Director, Database Application Services

Randy Anderson
Director, Network Engineering & Technology

Mark Craft
Manager, Engineering & Architectural Support

Karen Gardner
Manager, Server Support Group

Tracy Holt
Manager, Enterprise Messaging

Robert Peraino
Manager, Systems Engineering

Steve Broaddus
Manager, Advanced Desktop Technologies

Howard Davis
Manager, Data Center

Tom Deike
Manager, TSS Logistics

Teresa Gibbons
Manager, ITU Support Center

Kevin Gibson
Manager, TSS Desktop Fairfax Campus

Demetrius Winston
Manager, TSS Desktop Regional Campuses

Kathy Adcock
Manager, Admin. Applications

Adheet Gaddamanugu
Manager, Portal & Web Technologies

Christopher Gay
Manager, Data Mart Support

Andrew Krell
Manager, Systems Integration Architect

Barbara Yablonski
Manager, Database Support

Ben Allen
Manager, Advanced Network Technologies

Tommy Dang
Manager, Network Operations

John Hanks
Sr. Advisory Networks Engineer

Michael Mauck
Manager, network Infrastructure

Chris Nayeri
Manager, Network Engineering

Jackie Thomas
Manager, Telecom Administration

David Robertson
Manager, Service Delivery

TSD Staff Directory: http://asd.gmu.edu/directories/index.cfm?div=TSD
ITU Goal 1: Improve and expand technology infrastructure to meet new needs (Supports GMU Strategic Goals 2 & 7)

**Objective 1.1:** Expand student IT facilities, including more wireless coverage, wireless printing, etc., as a by-product of new construction

**Objective 1.2:** Employ network virtualization technology (MPLS) on campus, enabling TSD to overlay separate logical networks on one physical infrastructure for enhanced security and network performance

**Objective 1.3:** Upgrade the PBX system for increased reliability by installing redundant processors and physically diverse connections

**Objective 1.4:** Partner with other Virginia institutions to obtain funds for and implement a high capacity research network

**Objective 1.5:** Implement power, temperature, performance, and leak detection monitoring in the new data center

**Objective 1.6:** Continue to optimize server and storage area network environments though the use of contemporary and emerging virtualization and consolidation technologies

**Objective 1.7:** Expand the real-time performance monitoring of servers, storage, networks, and application systems

**FISCAL YEAR OPPORTUNITIES**
- Refreshing TSD mission and goals within University, ITU strategic planning
- Optimizing client relationships and corporate and institutional partnerships
- Improving service efficiency, capacity, and service management best practices

**FISCAL YEAR CHALLENGES**
- Maintenance and improvement of Mason’s data network
- Expansion of wireless network
- Support, delivery, and management of strategic, high demand IT services

ITU Goal 2: Improve efficiency of IT service management (Supports GMU Strategic Goals 2, 6 & 7)

**Objective 2.1:** Migrate content from ITU Technology Gateway to more manageable repositories such as the ITU Support Center, ITU Service catalog, and other actively managed sites

**Objective 2.2:** Continue to automate IT management processes

**Objective 2.3:** Continue to move several departments up the process maturity scale by developing a service catalog for the top 20 services requested by ITU customers

**Objective 2.4:** Continue ITIL deployment and prepare an ITIL implementation plan covering the next three years

**Objective 2.5:** Provide a content management system that is generally available to academic and administrative departments for complex content management needs

**Objective 2.6:** Maintain current levels of SPAM control using security applications

**Objective 2.7:** Add new Unified Messaging features and expand the use of IP telephony

**Objective 2.8:** Expand support for non-Windows systems and mobile devices

**Objective 2.9:** Closeout the Password Identity Management project

**Objective 2.10:** Implement a Systems Status website to improve the management of information and inform users about system availability and performance

**Objective 2.11:** Provide improved desktop support services through the use of new processes and technology

**Objective 2.12:** Working with the university community, select a new email and calendaring system for employees that will provide the university with improved tools to enhance collaboration

**Objective 2.13:** Pilot mobile applications for the iPhone, iPad and Android devices. This includes a protocol for reviewing proposed applications through Architecture Standards Committee where appropriate and a proper division of responsibilities within ITU for licensing, procuring, testing, troubleshooting, and deploying applications.

**FISCAL YEAR OPPORTUNITIES**
- Optimizing client relationships and corporate and institutional partnerships

**FISCAL YEAR CHALLENGES**
- Improvement of the Mason’s data network
- Expansion of the wireless network
- Support, delivery, and management of strategic, high demand IT services
This year, the division invested in ten key initiatives that advanced critical institutional needs related to business intelligence, information security, IT service management, Mason’s wireless and data networks, and processes where IT solutions significantly increase efficiency and effectiveness. These initiatives—in conjunction with over 50 additional IT projects undertaken by TSD departments—served to strengthen Mason’s IT infrastructure and ensure that the right processes and tools are in place to support the strategic goals of the Information Technology Unit (ITU) and university, as well as the academic and administrative needs of Mason’s students, faculty, and staff.

We are proud of the work accomplished. These endeavors, alongside our daily operations, provide an IT environment that enriches our community and strategically connects Mason with the world. Below is a list of our key initiatives, followed by fiscal activities and major projects of TSD’s individual departments.

### FY2013 KEY INITIATIVES
- IT Service Management (ITSM) Assessment
- Business Intelligence Reporting Tool
- Office 365 Email & Calendar
- Mason’s Wireless Network
- Information Security Support
- COEUS Grants Management
- Harris PBX Decommissioning
- Software Distribution & Imaging
- Data Mart Support
- Flexible Work Resource

### Our Customer Support
- 52,878 support requests received
- 3,551 Average incidents opened monthly
- 3,572 Average incidents closed monthly
- 40,473 Calls answered by Support Center
- 93% of Calls answered within 60 seconds
- 73% First Call Resolution

### Our Computer Support
- Over 23,000 technology devices
- 16,074 TSS barcoded equipment
- 5,143 MESA connected computers
- 1,250 classroom and lab computers

### Our Infrastructure
- Data, Voice, and Wireless Networks
- 385 Total Servers (213 Virtual Servers)
- Over 70 Oracle servers
- Over 100 software applications
- Banner ERP Management
- 100+ Terabytes of Used Storage
- 3,538 CMDB Assets
- 38 routers, 20 firewalls
- 22 security gateways

### Our Voice & Wireless Networks
- 9,200 Peak # of Phone Calls per Hour
- 22,500 # of Wireless devices in use
- 48,000 Peak # of IP Addresses in use
- 51,000 Total # of wired Ethernet Ports

### Our Email System
- 99.98% Uptime-Email System
- 1,675,365,070 Total Email Messages
- 1,563,115,610 Threat Messages Filtered
- 18,653 Employee Mailboxes
- 137,783 Student Mailboxes
Our Five Departments

**Client Relations (CR)** provides support for the Technology Systems Division through facilitating internal and external division related communications, developing processes and related documentation, and by providing web support and web hosting services for the institution. As its most critical function, CR supports the measurement, evaluation, and documentation management related to Service Level Agreements (SLAs), Operational Level Agreements (OLAs), and Memorandums of Understanding (MOUs). It assists in identifying, creating, and documenting business processes. CR also supports the division through developing and creating communications processes and mediums related to change and service management.

**Database Application Services (DAS)** plans, implements, and maintains integrated and distributed information systems and associated databases in support of the University’s business needs. DAS is home to five units: Administrative Applications, Database Support, Data Mart Support, Portal and Web Applications, and Application Integration.

TSD’s **Enterprise Servers & Messaging (ESM)** department consists of four groups: Enterprise Messaging, Engineering & Architectural Support, Server Support Group, and Systems Engineering. Together, these groups acquire, install, implement, and maintain systems for administrative support, academic research and instruction, and electronic messaging. Departmental activities include enterprise server support, systems engineering, systems administration, storage administration, data-file backups, restore and replication, systems security, electronic mail processing, and disaster recovery.

**Network Engineering & Technology (NET)** plans, designs, monitors, and maintains George Mason University’s data, voice, and video networks and evaluates and implements new networking technologies that support and enhance the goals of the University. NET is comprised of five units: Advanced Network Technologies, Network Engineering, Network Infrastructure, Network Operations, and Telecom Administration.

**Technology Support Services (TSS)** is a customer facing and customer service focused department providing first and second tier technical support for the Mason community. The department is organized into four groups: ITU Support Center, TSS Desktop, TSS Logistics, and Data Center Operations. These groups provide support for the various university technologies including microcomputers, mobile devices, system monitoring, maintenance, software, and backups. TSS staff also lead or participate in critical projects and the research of technologies and methods that will improve support services and delivery.
## DAS Fiscal Year Activities & Major Projects

<table>
<thead>
<tr>
<th>Administrative Applications</th>
<th>Database Support</th>
<th>Data mart Support</th>
<th>Portal &amp; Web Applications</th>
<th>Application Integration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Major Operational Activities</strong></td>
<td><strong>Major Operational Activities</strong></td>
<td><strong>Major Operational Activities</strong></td>
<td><strong>Major Operational Activities</strong></td>
<td><strong>Major Operational Activities</strong></td>
</tr>
<tr>
<td>• Resolve production problems as necessary</td>
<td>• Monitor Serena Business Manager and Service Desk Express</td>
<td>• Monitor nightly refresh of data marts (done via ETL)</td>
<td>• Requirements analysis and scoping</td>
<td>• Review and route ASC review requests from users to ASC reviewers</td>
</tr>
<tr>
<td>• Monitor Serena Business Manager (Team Track) for requests</td>
<td>• Check health and performance of systems and databases</td>
<td>• Monitor Discoverer Problem Reporting</td>
<td>• Application programming and administration</td>
<td>• Work with users to assist in ASC form submission</td>
</tr>
<tr>
<td>• Design and code modifications or enhancements to Banner functionality as requested by Banner Functional Offices</td>
<td>• Monitor the Daily Job Change Report and remove access to back-office applications</td>
<td>• Participate in daily Operations meeting</td>
<td>• Development, testing, coordination, communication, and deployment for new web applications and content management systems</td>
<td>• Provide analysis assistance and architecture guidance as needed</td>
</tr>
<tr>
<td>• Provide Banner integration for applications used by Mason units</td>
<td>• Install Banner upgrades and patches in test and development instances</td>
<td>• Run Data Center</td>
<td>• Maintenance and production support for applications and systems (e.g., COEUS, eVA, UPIC, CommonSpot, Mason Travel Authorization system, Alumni directory, ODPR, Mason Alert)</td>
<td>• Document DAS processes and requirements</td>
</tr>
</tbody>
</table>

### Major FY2013 Projects

- **Banner to AMS**
  - Banner to AMS Migration
  - Work as campus outreach for ASC form submission
  - Provide analysis assistance and architecture guidance as needed
- **Blackboard to Banner Grade Push: Groovy/Grails framework running on Tomcat application server**
  - Clockwork Data Sync
  - Degree Works Localizations
  - Math Placement: Test score push to Banner
  - Cost Sharing Solution (for Office of Sponsored Programs)
  - Banner integration: Q-Nomy
  - Equity Training Tracking and Notification
- **Banner Integration: Symplicity (HireMason)**
- **“No Active Jobs” Reports**
- **Online Deposit Enhancement for Student Accounts**

- **Opnet Project management and implementation**
- **Oracle Database Migration**
- **Clean Address Implementation** (for batch and self-service)
- **Docushare Server Migration and Upgrade** (Version 6.6.1)
- **Banner XE Implementation: Investigation and planning**
- **Banner Upgrade Planning: Core upgrades and patches**
- **Disaster Recovery: Assist in planning/testing of disaster recovery and business continuity; implement applications and databases at disaster recovery site**
- **Blackboard to Banner Grade Push: Install backend software, application**

- **BI Implementation: MicroStrategy Reporting Tool**
- **Production implementation** (hardware, software, security, configuration, tuning, et cetera)
- **Report Migration** (migrating reports from Discoverer to MicroStrategy)
- **Admissions Data Mart Redesign: Improve data access, security and validity checks**
- **Student Data Mart Oracle Warehouse Builder (OWB) Migration**

- **Commonspot Content Management System to Cloud Services Migration**
- **Roam Secure: Enhancements to Mason Alert**
- **Cold Fusion: Application migrations from Version 7 to Version 9**
- **University Process Improvement Council (UPIC) Application Rewrite**
- **Legislative Monitoring Application Design and Coding (for Government and Community Relations)**
- **Accounts Management System implementation: Provide project support and implementation assistance**

- **Accounts Management Systems (AMS): Provide user design, and documentation support**
- **Cloud Broker Implementation: Define user groups, high level guidance for cloud processing, implementation process and procedures, and “Safe Cloud” a risk education program for the university on Cloud computing**
- **ASC Review: Work with ASC subcommittee to redesign ASC form and processing, document this process and lead team to select and implement a solution to meet requirements**
## ESM Fiscal Year Activities & Major Projects

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<tr>
<td><strong>Major Operational Activities</strong></td>
<td><strong>Major Operational Activities</strong></td>
<td><strong>Major Operational Activities</strong></td>
<td><strong>Major Operational Activities</strong></td>
</tr>
<tr>
<td>• Enterprise Email for faculty, staff, students, affiliates</td>
<td>• Research &amp; development of new technology services</td>
<td>• Central Federation Services: ADFS</td>
<td>• DNS/DHCP Infrastructure Support</td>
</tr>
<tr>
<td>• Enterprise Calendar</td>
<td>• F5 Application Delivery Control Systems (Load Balancers)</td>
<td>• Central Authentication &amp; Directory Services: Active Directory</td>
<td>• Research &amp; Development of new technology services</td>
</tr>
<tr>
<td>• Central Authentication &amp; Directory Services: LDAP</td>
<td>• Virtual Computing Labs (VCL)</td>
<td>• Managed Hosting - Department applications (e.g., RMS)</td>
<td>• MESA personal &amp; department data storage/sharing</td>
</tr>
<tr>
<td>• Central Federation Services: Shibboleth</td>
<td>• VMware/Windows/Linux Enterprise Architectural Support</td>
<td>• Web Hosting - Departments and organizations (e.g., Gunston and CMS)</td>
<td>• Web Hosting - Departments and organizations (e.g., <a href="http://www.gmu.edu">www.gmu.edu</a>)</td>
</tr>
<tr>
<td>• Central Account Management &amp; Identity Management</td>
<td></td>
<td>• Managed Hosting - Enterprise applications (e.g., Banner, Traq)</td>
<td>• Managed Hosting - Enterprise applications (e.g., Banner)</td>
</tr>
<tr>
<td>• InCommon Certificate Services</td>
<td></td>
<td>• VMware/Windows/Linux Enterprise Architectural Support</td>
<td>• VMware/Windows/Unix/Linux Enterprise Architectural Support</td>
</tr>
<tr>
<td>• Internet2: Participation in Identity Federation</td>
<td></td>
<td>• Disaster Recovery: server data backup</td>
<td>• Disaster Recovery: SAN and Server data backup/replication</td>
</tr>
<tr>
<td>• University Announcements &amp; HR/Registrar Liaison</td>
<td></td>
<td>• Virtual Co-location Server Hosting</td>
<td>• Central Authentication &amp; Directory Services: Kerberos</td>
</tr>
<tr>
<td>• LISTSERV Management</td>
<td></td>
<td>• Research &amp; Development of new technology services</td>
<td>• Managed Hosting - Department applications</td>
</tr>
<tr>
<td><strong>Major FY2013 Projects</strong></td>
<td><strong>Major FY2013 Projects</strong></td>
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<td><strong>Major FY2013 Projects</strong></td>
</tr>
<tr>
<td>• Account Management System (AMS) Specifications</td>
<td>• VCL Storage System Upgrade</td>
<td>• Centralization of Housing Servers (RMS, Electronic Access)</td>
<td>• Account Management System (AMS) Evaluation</td>
</tr>
<tr>
<td>• Faculty &amp; Staff Email Requirements and Selection</td>
<td>• Cloud Research</td>
<td>• Remote Disaster Recovery Deployment</td>
<td>• Remote Disaster Recovery Deployment</td>
</tr>
<tr>
<td>• Office 365 Student Email Implementation</td>
<td>• Office 365 Student Email Implementation</td>
<td>• Opnet: Performance Management Tool</td>
<td>• Opnet: Performance Management Tool</td>
</tr>
<tr>
<td>• Office 365 Employee Email Implementation</td>
<td>• Office 365 Employee Email Implementation</td>
<td>• Auxiliary Services Upgrades (BBTS, Sequoia, PhotoID, Pay4Print)</td>
<td>• Sun Migration to VMware/Linux</td>
</tr>
<tr>
<td>• Office 365 Employee Calendar Implementation</td>
<td>• Office 365 Employee Calendar Implementation</td>
<td>• Windows 2003 Upgrades (to Windows 2008)</td>
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</tbody>
</table>
## NET Fiscal Year Activities & Major Projects

<table>
<thead>
<tr>
<th>Advanced Network Technologies</th>
<th>Network Engineering</th>
<th>Network Infrastructure</th>
<th>Network Operations</th>
<th>Telecom Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Major Operational Activities</strong></td>
<td>• Works with research faculty and corporate partners on projects involving emerging communications technologies</td>
<td>• Responsible for designing, configuring, and upgrading the campus-wide voice, data, and video networking architecture</td>
<td>• Oversees the planning, installation, and maintenance of university communications pathways and cabling</td>
<td>• Provides services, repair, and billing support for all university telecommunications services</td>
</tr>
<tr>
<td>• Investigates new products, protocols, and applications for use in Mason’s communication networks</td>
<td>• Connects all university locations to the Internet</td>
<td>• Manages firewalls, and provides Tier 3 support for the university’s data network</td>
<td>• Provides Tier 2 support for Mason’s wired and wireless networks</td>
<td></td>
</tr>
<tr>
<td><strong>Major FY2013 Projects</strong></td>
<td>• Network Access Control System for Residence Halls Selection &amp; Evaluation</td>
<td>• Load Balancer Replacement &amp; Repair Project</td>
<td>• Network &amp; Infrastructure Construction Related Upgrades</td>
<td>• Harris PBX Decommissioning Project</td>
</tr>
<tr>
<td>• EDUROAM: Integration of Mason’s wireless network with the worldwide federated identity system</td>
<td>• “MASON-SECURE” Wireless Network (Further Development)</td>
<td>• Wireless Service Set Identifier (SSID) Restructuring</td>
<td>• Uninterruptible Power Supply (UPS) Enhancements</td>
<td>• Prince William PBX Retirement Project</td>
</tr>
<tr>
<td></td>
<td>• Wireless Network Deployment Project</td>
<td>• Wireless Network Capacity Upgrades Project</td>
<td></td>
<td>• Session Initiation Protocol (SIP) Trunking/Primary Rate Interface (PRI) Replacement</td>
</tr>
<tr>
<td></td>
<td>• Firewall Redesign/Replacement</td>
<td>• Firewall Redesign/Replacement</td>
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</tbody>
</table>
## TSS Fiscal Year Activities & Major Projects *(Two Pages)*

<table>
<thead>
<tr>
<th>ITU Support Center</th>
<th>Desktop Support Group</th>
<th>TSS Logistics</th>
<th>Data Center Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Major Operational Activities</strong></td>
<td><strong>Major Operational Activities</strong></td>
<td><strong>Major Operational Activities</strong></td>
<td><strong>Major Operational Activities</strong></td>
</tr>
<tr>
<td>• Serves as a central point of contact for the Mason community to request IT support or information</td>
<td>• Provides hardware and software support for microcomputers, mobile devices, VoIP telephones, printers, and various peripherals</td>
<td>• Provides support in the field for Mason’s telephone systems</td>
<td>• Provides 24/7, 365 operational support for Mason’s enterprise network</td>
</tr>
<tr>
<td>• Provides support through walk-in, phone, email, chat, and remote assistance</td>
<td>• Works on specific technology challenges and projects that focus on the support of end user devices</td>
<td>• Provides overall operational and project support</td>
<td>• Monitors academic and administrative systems, network availabilities, Cable TV, and the data center’s room environment</td>
</tr>
<tr>
<td>• Refers IT related needs to the appropriate resource within the ITU for resolution</td>
<td>• Responsible for the relocation of equipment across Mason campuses and ensuring that moved equipment works properly</td>
<td>• Responsible for purchasing equipment, parts ordering for computers, distributing software, TSS equipment and vehicle management, building management of the Rivanna module</td>
<td>• Initiates system backups</td>
</tr>
<tr>
<td>• Logs all requests for service in Service Desk Express, resolving tickets when possible</td>
<td>• Logs operation activities and completes SDE tickets as required for incidents</td>
<td>• Provides training for Mason community</td>
<td>• manages and processes backup media</td>
</tr>
<tr>
<td>• Provides support to Housing and ITE&amp;E in the use of SDE</td>
<td></td>
<td>• Logs operation activities and completes SDE tickets as required for incidents</td>
<td>• Coordinates file restoration</td>
</tr>
<tr>
<td>• Oversees and manages the Residential Technician program</td>
<td></td>
<td></td>
<td>• Performs proactive fault management to ensure that system outages are detected, corrected, or escalated to the appropriate support personnel</td>
</tr>
<tr>
<td>• Coordinates Residential Technician participation in “Get Wired” program that helps incoming students connect personal devices to the Mason network</td>
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<td></td>
<td>• Provides and manages physical space within the Aquia Data Center for colocation services of departmental servers and other appliances, and services for Research Computing</td>
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<td></td>
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<td></td>
<td>• Logs operation activities and completes SDE tickets as required for incidents</td>
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<td></td>
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<td></td>
<td>• Coordinates both systems and facilities maintenance activities impacting the data center</td>
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<td>• Provides daily system status reports</td>
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<td>• Leads the daily ITU Change Review Board Status meetings, recapping the previous 24-hours and conducting the change management process for TSD</td>
</tr>
</tbody>
</table>
## Major FY2013 Projects

### ITU Support Center
- ITU Support Center Website Redesign
- Information Technology Service Management (ITSM) Project
- Office 365 Email Migration for Faculty and Staff
- Password Expiration Enforcement
- Mason-Secure Implementation
- MasonLive Upgrades 1 and 2
- Rogue Router Project: Residential Technicians coordinated with Housing and Networking
- Service Desk Express: Incorporated classroom and learning technologies
- IT Services Catalog: Completed the first review cycle
- Social Media: Established presence on Twitter and Reddit
- Presented **Lessons Learned** from Office 365 Migration for a HDI WebCast

### Desktop Support Group
- **Major FY2013 Projects**
  - Software Distribution and Imaging Architecture
  - SCCM 2007 Implementation: Assisted the Division of Instructional Technology transition to SCCM
  - SCCM 2012 Transition: Prep for transition to SCCM 2012 with guidance from Microsoft
  - MS Outlook 2010: Deployment for faculty and staff email
  - Mountain Lion: Created self-service OS upgrades for Mac OS X
  - “Mason” Desktop: Created universal image through DELL for Equipment Trust Fund (ETF) desktop refresh and Patriot Computers
  - Smithsonian Conservation Biology Institute (SCBI): Setup, imaged, and networked all computers and printers on site
  - Equipment Moves/Relocation: Conducted equipment moves on both Fairfax and Arlington campuses, including relocating Truland Building occupants to Foundation Building and the Office of Education to Founders Hall
  - **Capital Connections**: Assisted in setting up and configuring a broadcast studio in Founders Hall
  - Biological Research Laboratory: Assisted configuration of servers and N-Computing devices for the research containment units
  - Virtual Desktop Infrastructure (VDI)
  - SEP 12 (Symantec Anti-Virus) Testing and Implementation
  - Mobile Device Management
  - MESA: Began work on a reporting process for owners of MESA shares to complete reviews
  - Office 365 Email Migration for Faculty and Staff

### TSS Logistics
- **Major FY2013 Projects**
  - George Mason University Fairfax Campus Green Books Project
  - New Building Openings and Departmental Relocations
  - New Construction Projects
  - Life Safety Dial Tone
  - Prince William Decommission Project
  - Patriot Center Cable 17 Service
  - Dial Tone for President of the United States
  - Fenwick Library Duct Bank Relocation
  - West Campus Duct Bank Relocation
  - Telecom migrations to VoIP and new PBX
  - Harris Decommission: Rack Migrations

### Data Center Operations
- **Major FY2013 Projects**
  - Air Containment and Flow Analysis: Installation of an air containment system and air flow analysis to determine efficiency
  - Compellent Storage Installation (SAN in Data Center)
  - Data Center Rack Expansion: Two new racks of equipment added
  - Netbotz 550 Deployment: Expanded equipment rack monitoring using two units to provide additional ports for environmental sensors
  - Netbotz 450 Installation: Units installed at the Prince William Campus Disaster Recovery site and at the Harris Building telecom room
  - Primary Uninterruptible Power Supply (UPS): Battery replacement
  - Redundancy: Secondary electrical connections installed providing redundant power to all Research hosted equipment