

Enabling Secure File Sharing and Collaboration Across the Georgetown Campus

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The Benefits of Web-Based File Storage

- ▶ Georgetown statistics
- ▶ Georgetown's Web Strategy
- ▶ UIS Product Management Program
- ▶ Decision and Implementation
- ▶ General benefits in practice
- ▶ Examples
- ▶ Conclusions



Georgetown University

- ▶ Nation's oldest Catholic and Jesuit university
- ▶ Main campus in Washington, DC
- ▶ Branch of the School of Foreign Service in Qatar
- ▶ Four undergraduate schools, graduate school, medical center and law center
- ▶ Carnegie RU/VH research university



University Composition

Full and Part Time Faculty and Staff			
	Main Campus	Medical Center	Law Center
Faculty	981	439	272
Staff	1,895	1,120	343

Students			
	Main Campus	Medical Center	Law Center
Undergrad	6,719	0	0
Grad	4,193	748	1,992



Georgetown's Web Strategy

- ▶ Leverage the web to update and reimagine legacy and core services
- ▶ Transform the web from a communications application to a tool for delivering multiple applications
- ▶ Take advantage of web technology to reflect the university's identity and activities



Georgetown's Web Strategy

- ▶ Numerous university business processes have been facilitated by web applications
 - Access+
 - Explore
- ▶ Core technology services all have a web presence
 - Blackboard
 - GUMail
 - GUCalendar
 - GUShare



Product Management

- ▶ Identify existing and develop new staff positions as product managers
- ▶ Product managers have responsibility for the totality of their service area
 - Marketing
 - Technology
 - Financial
 - Support
 - Communication



Product Management

- ▶ Six product areas identified
 - File sharing
 - Collaboration (E-mail and Calendar)
 - Telecom
 - Video
 - Scholarly systems
 - Web (communication)



File Storage: 2004

- ▶ Extensive Novell architecture
- ▶ Many disparities in storage services
- ▶ Usage issues seriously impacted ability to provide a valuable service
- ▶ Service issues routinely had a wide range and lengthy impact



Planning for Change

- ▶ Extensive requirements gathering process
- ▶ Piloted a “mapped drive” solution
- ▶ Executive decision: find a web delivered solution
 - Many users already accessing e-mail and calendar solely via the web
 - Web delivered file sharing opens the door for many future initiatives



Final Decision

- ▶ Requirements proposed a system that could not be built internally
- ▶ Some vendors were heavily tied to developing workflows
- ▶ Some vendors heavily tied to teaching and learning structures
- ▶ Xythos met our needs in both functionality and ease of use

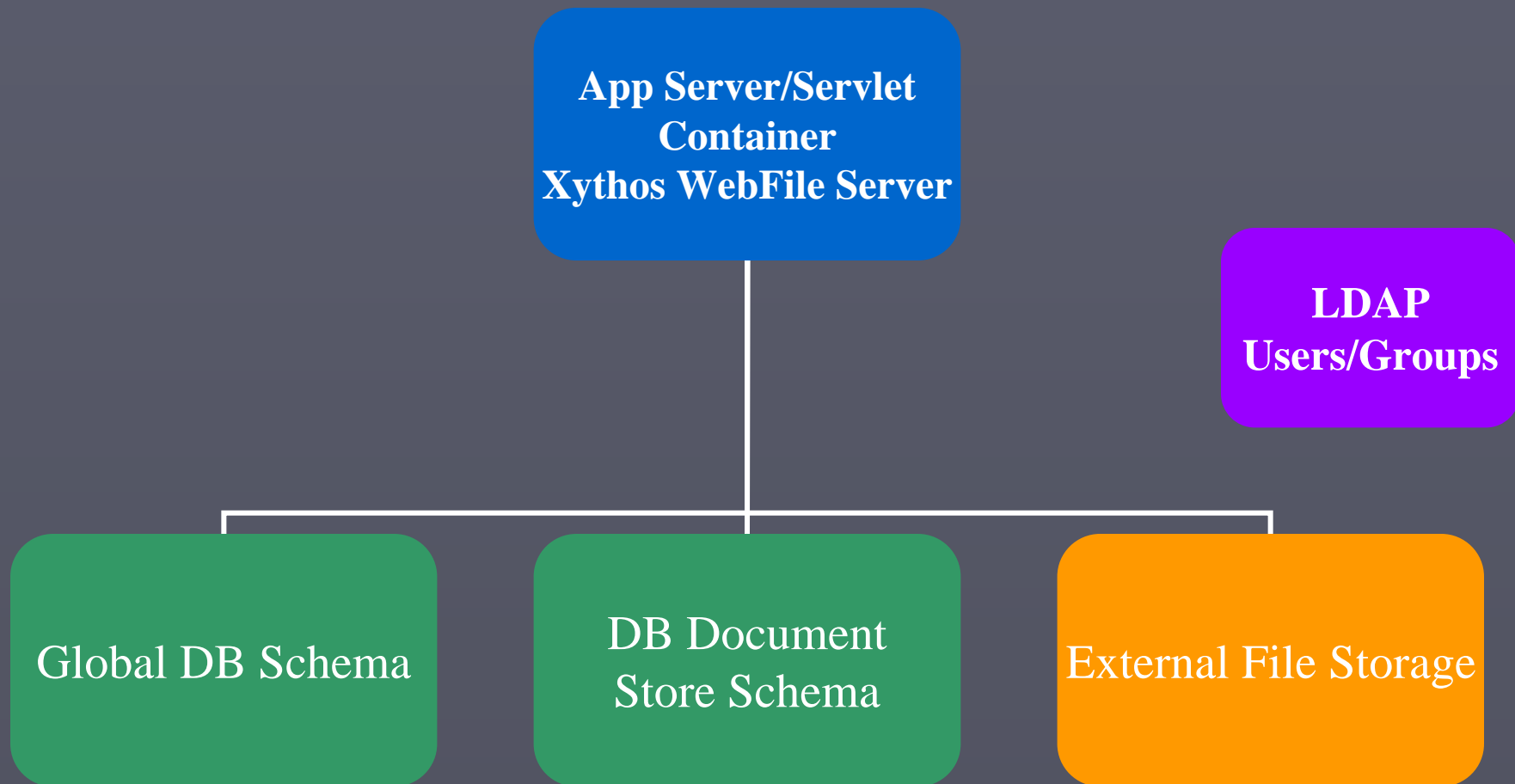


Pilot and Testing

- ▶ Initial install of software
 - Conducted testing for two months
 - Modified installation based on testing results
 - Used testing to develop extensive documentation
 - <http://uis.georgetown.edu/sharing/gushare/>



GUShare Architecture



GUQShare

- ▶ Licensed a second installation for the School of Foreign Service Qatar location
- ▶ Even though GUShare not implemented on US campus, decided to start Qatar campus fresh
- ▶ Saw immediate benefits for sharing files internationally



Pilots and Trials

- ▶ Forced all UIS staff to cut over to GUShare on the same day
- ▶ Identified a few medium-size departments with immediate file storage needs
- ▶ Worked with individuals who were having difficulty with e-mail attachments



Migration: Early Stages

- ▶ Opened GUShare up to both individuals and departments as early adopters
- ▶ Continued to target specific groups as file storage needs arose
- ▶ Word-of-mouth encouraged spread among faculty and researchers



Migration: Scheduled

- ▶ Dedicated a full-time project manager
- ▶ Established a schedule of departments to migrate
- ▶ Leveraged campus replacement cycle
- ▶ Migration strategy based heavily on training
 - Basic
 - Advanced
 - Departmental Management
 - Moving Your Files
 - Best Practices in File Storage
- ▶ Developing a CBT



Benefits of GUShare

- ▶ Flexibility for departments
 - They can choose to share on a department level or individual level
 - Campus CFOs signed off on which departments would have a “departmental share”
- ▶ Quotas established to manage space allotment
 - Charge system in place to obtain additional space
 - Annual charge is determined based on actual cost of providing additional space (\$2.59 for 50 MBs)



Benefits of GUShare

- ▶ All sharing relationships are controlled by the users
- ▶ File access by admins is highly restricted
- ▶ People easily differentiate among desktop, network, and archive storage
 - Best practices included in all training
 - Security improvements (risks involved with laptops/memory keys)
- ▶ Upload process causes people to think more about what they store



Benefits of GUShare

- ▶ Users immediately recognize greater ability to share files vs. e-mail attachments
- ▶ Collaboration benefits
 - Gradual reduction in the number of local FTP servers in departments
 - People are developing new sharing relationships now that the ability is in their own hands



Example: Search Committees

- ▶ All resumes and recorded interviews are posted in GUShare and shared with search committee members
- ▶ Committee members who were traveling during some interviews/presentations could review the audio files later
- ▶ Similar adoption by graduate programs, faculty add comments to applications stored in GUShare



Example: Researchers and Administration

- ▶ Field offices are finally able to easily share files with the campus
 - Both locally and internationally
- ▶ Researchers quickly identify the enhanced ability to collaborate with NIH and researchers at other universities
- ▶ Auxiliary services shares files with campus vendors



Example: Grants.gov

- ▶ Sponsored Research requires that generated grant application files be placed in a drop box
- ▶ Ensures that grant applications are submitted on time and facilitates organization of the application files
- ▶ GUShare manages the grant application process from initial submission through archiving



GUShare and Product Management

- ▶ Expense tracking led to easier development of charge back rate
- ▶ All service modifications pass through product manager before implementation
- ▶ Documentation and repeatability
- ▶ Product managers discuss service goals and timelines to negotiate use of limited resources



GUShare and Web Strategy

- ▶ Desktop client only made available on a limited basis
- ▶ People develop new business processes using fewer resources
- ▶ New applications built on top of GUShare
- ▶ Platform independence



Conclusions

- ▶ Achieved one of the fastest rates of adoption of a core campus technology
- ▶ Strengthened UIS product management initiative
- ▶ Relieved pressure on e-mail storage quotas
- ▶ Marked increase in user satisfaction with file storage services

