

# ITU SECURITY AND PROJECT MANAGEMENT OFFICE

The **ITU SECURITY AND PROJECT MANAGEMENT OFFICE** provides guidance, coordination, leadership and expertise in the areas of IT security, project management, and technology products to the meet the needs of faculty, staff, and students.

The **ITU Security and Project Management Office** includes:

- The Executive Director, who enables collaboration and coordination efforts with other ITU departments.
- Two ITU Project Managers, who support consistent project management practices for the Information Technology Unit (ITU), enabling project leaders to successfully deliver their promised value to their customers (<http://itu.gmu.edu/projectoffice>).
- The IT Security Director, who manages a security program that emphasizes awareness through appropriate training opportunities and effective communication and provides support to systems administrators throughout the university (<http://itsecurity.gmu.edu>).
- The manager and staff of Patriot Computers, the university's computer store operated by the ITU, who coordinate computer purchases for university departments. In addition, they sell computer hardware, software, and other technology products to faculty, staff, and students (<http://compstore.gmu.edu>).

## ITU PROJECT MANAGEMENT PRACTICES AND TEMPLATES

Each project will be led by only one project manager.

The project team will generate and deliver a value-producing promise to the customer.

- The project team will listen carefully to the customer and become familiar with the customer's environment to understand what would produce value to the customer.
- The project team and the customer jointly define the promise.
- The project team will continuously, throughout the project, communicate with the customer to determine if the targeted promise is still valuable to the customer.
- The project team will fulfill the promise on time and to the customer's satisfaction, and, possibly, delight.

The project team will determine at the start of the project if the estimated time, funds, and staff resources are adequate to fulfill the promise.

The project team will identify risks that could prevent the project from fulfilling the promise to the customer and make the customer aware of these possible obstacles.

The project team will identify other priorities or organizational issues that could hinder the project.

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The project team will communicate with any person or department affected by the project.

- The project team will generate a list of individuals or departments that will be affected but who are not represented on the team or customer side.
- The project team will establish communication with those affected by the project before the project starts, throughout the project, and at the project's conclusion.

The ITU Project Management Office provides templates ([itu.gmu.edu/projectoffice.templates.htm](http://itu.gmu.edu/projectoffice.templates.htm)) to guide project managers through the stages of a project. The templates are: project charter; project plan; project execution and control status reports; project execution and control change control request; project execution and control issue management; and project close out report.

## IT SECURITY

### Security is Everyone's Job: What Can You Do?

- Read and adhere to the Responsible Use of Computing Policy 1301. See <http://www.gmu.edu/facstaff/policy/newpolicy/1301gen.html>.
- No one, except a few authorized users, should store or carry highly sensitive data, such as social security numbers on a laptop or mobile storage such as a USB device or CD.
- Create strong passwords. Avoid using words found in the dictionary, use mixed cases, be creative. Suggestions and guidelines can be found at [http://security.gmu.edu/ComputerSecurity/CS\\_basic\\_2.html](http://security.gmu.edu/ComputerSecurity/CS_basic_2.html).
- Use and update antivirus software, freely available to faculty, staff, and students on the ITU Support Center Web site, <http://itusupport.gmu.edu>.
- Frequently check for and install critical updates for your computer's operating system.
- Set a password protected screen saver to start up after 10 minutes of non-use. This protects your data when you walk away from your computer.
- Report computer violations to **STOPIT** ([abuse@gmu.edu](mailto:abuse@gmu.edu)). The type of abuses that should be reported are located at <http://itu.gmu.edu/security/practices/report-abuse>.
- Back up important files. Remember to clearly label your media.
- Power off the computer at night to minimize the time unauthorized people can access your files.

## PATRIOT COMPUTERS

### The University's Computer Store

Purchasing a computer or other technology products can be confusing. The staff at Patriot Computers can help with the purchase of the right products at the right price.

Patriot Computers can provide guidance through the many technology choices facing users. As a part of the Information Technology Unit, the store's staff knows what is required for computing and connecting on campus.

The store has information on Mason specific contracts that give users additional discounts on many major brands.

The store has a repair facility, which is able to service personal computers for faculty, staff, and students.