

Business Affairs

Excellence Award Winners – 2012

Sheldon Zhai, Senior Analyst for STARS

Sheldon maintains excellent relations across campus by assessing and responding to constituents' needs. He makes a special effort to listen to client and system issues, and through thoughtful analysis, designs and shapes solutions that address issues that provide excellent service, improve the delivery of compliance and competency-based training opportunities, and increase operational efficiencies.

Jessica Dutro, Financial Support Center Manager

Jessica guides a highly successful group of 10 agents that respond to an average of 375 customer inquiries per day, while steadily maintaining positive customer satisfaction ratings in the high 80s to mid 90s. The Support Center was the highest rated service in the P2P area on the FMS 2011 customer satisfaction survey and Jessica Dutro is the bedrock of the center.

Johan van Reijendam, Network Specialist

Johan is an exceptional network engineer who utilizes his highly creative and innovative thinking to advance Stanford University's technology infrastructure. This year he successfully developed SIPdb, which is a key component of the voice services aspect of Atlas project.

David Hoffman, Information Systems Specialist

David's innovative narrative comparing online Internet security to users' non-virtual lives has resonated with the Stanford community and communicated essential information security topics in a transformative way. More than 15,000 students have viewed the video and a typical comment from a viewer was "I actually really enjoyed the video. Much better than any other informative video I've ever seen. Kudos to the animators/director."

**Mobile Device Management Team,
co-led by IT Services and the Information Security Office**

Project Team:

Chris Angelini (IT Services)

Mark Mellis (Information Security Office)

Sara Cook (IT Services)

Jo-Ann Cuevas (IT Services)

Adam Lewenberg (IT Services)

Scotty Logan (IT Services)

Yue Lu (IT Services)

Robin McClish (IT Services)

Jon Pilat (IT Services)

Kim Seidler (IT Services)

Miles Seiver (IT Services – Intern/CS undergrad)

Bruce Vincent (IT Services)

Ammy Woodbury (IT Services)

MDM was developed in response to an FY11 Business Affairs principal initiative, co-led by IT Services and the Information Security Office to “Implement managed security for Stanford’s predominant mobile devices. Determine which are predominant devices, research and recommend industry best practices security settings for them and implement a solution to manage and audit these settings.” Stanford’s MDM has been recognized on campus as a powerful, yet easy-to-use, utility. MDM efficiently deploys secure profiles on mobile devices, and it is currently deployed on over 6,000 devices.

In June 2012, Stanford’s MDM service was recognized by Campus Technology magazine with a 2012 CT Innovators Award.