February 18, 2010

Agenda

• IdM Roadmap: Update
• Border Network Redesign
• SMCC Update
• Service-now Demo
• DB Server Refresh Update
• Wolf Retirement
• General Security Update

• John Ellis
• Jimmy Kincaid
• Tiffany Kady
• Luc Dalla Venezia
• Mark Parten
• Tom Armour
• Brad Judy
Coordination

• Wade Moricle
  – New Marketing & Communications Specialist
  – Starts Monday February 22nd

• Decline all IT Briefing invites on your calendar from Nancy Reed or Karen Jenkins

• Send email to: wade.moricle@emory.edu to be added to the new ongoing IT Briefing Exchange invitation
IdM Roadmap: Update

John Ellis
Landmarks ahead

- **2/19/2010**: Exchange auto-provisioning
  - For brand new employees -- “new” employees with existing accounts will continue to be processed manually.
  - Email Name auto-assigned (first.mi.last<#>, e.g., john.o.ellis@emory.edu).
- **2/22/2010**: acm.service.emory.edu retirement
- **3/1/2010**: password.service.emory.edu retirement
- **3/13/2010**: ENID version upgrade
Continued …

- IdM Roadmap feedback? Please send to: idmfeedback-l@listserv.emory.edu
Questions
Border Network Redesign

Jimmy Kincaid
Questions
Service Management Competency Center Update & Demo

Tiffany Kady
Luciano Dalla Venezia
SMCC Update

Agenda

- Communication
- Categorization
- Change Management Demo within Service-now Dev
Contact us:

➢ To obtain stored and shared information about the Service-now project visit:

➢ Blackboard.emory.edu

➢ My Organization\Service Management Competency Center
Contact us:

- To participate in a Focus Groups please let us know:
  - Incident Management
  - Knowledge Management
  - Configuration Mgmt
- Please email us at smcc@emory.edu
SMCC Update

February 2010: Service-Now, Phased Approach

Phase 1
- Foundations
- Categorization
- Change Mgmt

Phase 2
- Discovery
- Configuration Mgmt
- Knowledge Mgmt
- Incident Mgmt
- Request Mgmt ‘Lite’

Phase 3
- Request Fulfillment
- Problem Mgmt
Categorization Update

Goals:
- Consistent Structure across all processes
- Common Terminology across all IT departments
- Intuitive
- Scalable
- Supports reporting
- Facilitates routing
- Best Practice
Categorization Update

- Purpose of Categorization
  - To provide a full accounting of incidents, service requests, and changes for volume and reporting
  - To identify, analyze, and explain patterns and trends
  - To measure how effective and efficient our processes are
  - To support continual service improvement
Why categorize?

- To provide a basis and eventually support

- Automate routing efficiently
- Match incidents to Problems and Known Errors
- Priority, Escalation, Notification
- Auto-population (Scripts/Templates)
- Report on Services impacted (internal/external)
- Identification of change approvers
- Support SLA
- Provide feedback for knowledge article creation and training opportunities
Categorization Update

- Completed Activities:
  - Compiled Use Cases for Incident, Change, and Request
  - Gathered results for both linked vs. unlinked structures
The Results:

- Linked Matrix will be used within Service-now
- More consistency in the linked responses
- Less room for vagueness
- More flexibility
- Enables option of expanding reporting and routing capabilities
- Adaptable structure for more complex organizations
- Increases efficiency for logging tickets
- Overall, most participants preferred the linked structure vs the unlinked structure
Categorization Update

- **Example Use Case Scenario:**
  How would you categorize the following Incident?
  - Users monitor is flickering

<table>
<thead>
<tr>
<th>Tier 1</th>
<th>Tier 2</th>
<th>Tier 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Management</td>
<td>Hardware</td>
<td>Configure</td>
</tr>
<tr>
<td>Communications &amp; Messaging</td>
<td>Images</td>
<td>Consult</td>
</tr>
<tr>
<td>Database Management</td>
<td>OS/Firmware</td>
<td>Error Message</td>
</tr>
<tr>
<td>Desktop Management</td>
<td>Software</td>
<td>Failure</td>
</tr>
<tr>
<td>Facilities Management</td>
<td></td>
<td>Install</td>
</tr>
<tr>
<td>Knowledge Management</td>
<td></td>
<td>Modify</td>
</tr>
<tr>
<td>Network Management</td>
<td></td>
<td>Purchase</td>
</tr>
<tr>
<td>Print Management</td>
<td></td>
<td>Remove</td>
</tr>
<tr>
<td>Security Management</td>
<td></td>
<td>Repair</td>
</tr>
<tr>
<td>Server Management</td>
<td></td>
<td>Restart</td>
</tr>
<tr>
<td>Service Desk</td>
<td></td>
<td>Restore</td>
</tr>
<tr>
<td>Service Management</td>
<td></td>
<td>Sync</td>
</tr>
<tr>
<td>Telephony Management</td>
<td></td>
<td>Test</td>
</tr>
</tbody>
</table>
Categorization Update

- Visit our Blackboard site (blackboard.emory.edu):
  - Detailed presentation on the approach taken by the Working Group for Categorization
  - Try out more “Use Case Scenarios”
Change Management Update

- Testing kicked-off on 02/05/2010
  - There is an iterative process to test and address findings between the testers and the system admins
  - Testing will be completed on 02/26/2010
- Training will take place from 02/24/2010 → 03/09/2010
- Go-Live is scheduled for 03/10/2010
Questions

smcc@emory.edu
SMCC Update

Change Demonstration
UTS Server Migration

Mark Parten
Why are we doing it

- Reduce power consumption
- Reduce heat generation
- Lower maintenance costs
- Get rid of older, less efficient, equipment
- Get rid of failing equipment
- Upgrade to newer OS/Database version
What does it mean to you?

- More reliable, efficient database resources
- Unused accounts will be locked on 2/19
- DBAs will assist you in moving your data
- You will need to test your applications
- Our cutover deadline is 3/31

Complete the required information in the Wiki table at:
https://wiki.service.emory.edu/display/public/UTS+Database+Server+Migration
Who can you contact

- It-ads-dba@listserv.cc.emory.edu
- UTS Service Desk (7-7777)
- keith.foster@emory.edu
- paul.petersen@emory.edu
- achin4@emory.edu
- mparten@emory.edu
- eehrenh@emory.edu
Questions
Current Status

- As of 2-16-2010 we have 8,561 devices in SEP
- Almost 2 ½ times the 3,500 we had in November
- Breakdown By Operating System

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Number of Computers</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows XP Professional</td>
<td>4751</td>
<td>55.5%</td>
</tr>
<tr>
<td>Windows XP Home Edition</td>
<td>561</td>
<td>6.5%</td>
</tr>
<tr>
<td>Windows Vista</td>
<td>1879</td>
<td>22%</td>
</tr>
<tr>
<td>Windows 7</td>
<td>940</td>
<td>11%</td>
</tr>
<tr>
<td>Other</td>
<td>430</td>
<td>5%</td>
</tr>
</tbody>
</table>
### Current Status

- **Breakdown by Group**

<table>
<thead>
<tr>
<th>Group</th>
<th>Number Of Computers</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emory_common</td>
<td>5204</td>
<td>60.8%</td>
</tr>
<tr>
<td>Emory College</td>
<td>1019</td>
<td>11.9%</td>
</tr>
<tr>
<td>SOM</td>
<td>566</td>
<td>6.6%</td>
</tr>
<tr>
<td>UTS</td>
<td>642</td>
<td>7.5%</td>
</tr>
<tr>
<td>Other</td>
<td>1130</td>
<td>13.2%</td>
</tr>
</tbody>
</table>
Note the minimum requirements for SEP 11

- **32-bit systems:**
  - 1Ghz Pentium 3 CPU
  - XP: 256 MB RAM
    - (1 GB recommended)
  - Vista, 7,
  - Server 2003, 1 GB RAM minimum
    - Server 2008: (2-4 GB recommended)

- **64-bit systems:**
  - 2Ghz 64bit CPU

- **ALL**
  - 1 GB RAM minimum
    - (2-4 GB recommended)
Plans for Symantec AV 10

• SAV 10 (Wolf-vm) As of 2-16-2010 we have 8,285 devices, down 15% from the 9,800 in November

• Retiring Symantec Antivirus 10 Server (Wolf-vm)

• Our goal is to have everyone off this server by Aug 31, 2010

• We will be installing a new Server with a different name for those requiring legacy support.
Questions
Security Update

Brad Judy
Postini settings change

- Feb 23rd
- Apply existing default of “Very Aggressive” to all users
- Notice to Local-L today, all university late today, again on the 22nd
2010 SEP stats

- 141,774 hits since Jan 1
- 2,222 unique computers (~7,500 total)

Event Source as Histogram

<table>
<thead>
<tr>
<th>Event Source</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduled scan</td>
<td>70720</td>
<td>49.9</td>
</tr>
<tr>
<td>Auto-Protect scan</td>
<td>65195</td>
<td>46</td>
</tr>
<tr>
<td>Manual Scan</td>
<td>5422</td>
<td>3.8</td>
</tr>
</tbody>
</table>
Questions