IT Briefing

5/20/2010
Agenda

- Web Single Sign-On
- Next Generation Wireless
- SMCC Update
- Low-Cost Phone Alternatives
- Eagle Mail Retirement
- General Security Update

- Elliot Kendall
- Stan Brooks
- Joel Thomas
- Laura Smith
- Jay Flanagan
- Derek Spransy
Web Single Sign-On: Shibboleth

Elliot Kendall
Web Single Sign-On

Web auth at Emory: a history

- **The Good**: Shibboleth
- **The Bad**: Direct LDAP
- **The Ugly**: Siteminder

We’ll go in reverse order for the sake of suspense…
Web Single Sign-On

The Ugly: Siteminder

- Dated web design and so much more!
Siteminder - Hard to use

- Agent must be installed on web servers
- Agent difficult to install and configure
- Agent can crash web server
- Access control by UTS admins only
- No easy way to see what is and is not protected
- Not enough use to benefit from single sign-on
Siteminder - Hard to administer

- Cumbersome Java web interface
- Difficult to delegate control
- No easy way to see what is and is not protected, even for admins!
- Running on old hardware
- Complicated commercial product – hard to reinstall
- Expensive!
Web Single Sign-On

The Bad: Direct LDAP

Cut out the middle man
LDAP - Better than Siteminder

- Very easy to use (HTTP Basic Auth)
- No agent required
- Delegated access control by app owners at the web server level
Web Single Sign-On

LDAP - But still…

- App admins can see cleartext passwords!
- App admins can view (semi) sensitive directory info for anyone
- No single sign-on capability
- HTTP Basic Auth is ugly and doesn’t support logout
- Form login requires developers to write custom code
Gilead then cut Ephraim off from the fords of the Jordan, and whenever Ephraimite fugitives said, 'Let me cross,' the men of Gilead would ask, 'Are you an Ephraimite?' If he said, 'No,' they then said, 'Very well, say "Shibboleth" (שיבולת).’ If anyone said, "Sibboleth" (סיבולת), because he could not pronounce it, then they would seize him and kill him by the fords of Jordan. Forty-two thousand Ephraimites fell on this occasion.

– Judges 12:5-6
Web Single Sign-On

Shibboleth - What you’ll get

• Full single sign-on support
• Strong OIT support for wide adoption
• Federated sign-on across institutions
• Easy to use – UTS will provide simple instructions
• Delegated access control
• A single shared login page for all apps
• De-facto higher ed standard
• Free and open source
DEM0!

May I please have a volunteer from the audience?
When do we get it?

- Initial roll-out will be to UTS Web Hosting, Emory Express, OIT Wiki, and OpenClinica

- Should be done by end of June

- To get hooked up, just send us a ticket
Questions
Next Generation Wireless: Fulfilling the Need for Speed

Stan Brooks
What is Next Generation Wireless?

- A brief history of wireless at Emory
- 802.11n – the Next Generation
- Last Year’s Bake-off
- Emory’s Next Generation Wireless
  - Better
  - Faster
  - Cheaper
- Wireless System Consolidation
When is it coming?

- **Two pieces to the system**
  - Back-end infrastructure
    - Already running in ResNet
  - APs
    - 6 Dorms so far and NDB 3rd & 5th floors

- **Scheduled Rollout**
  - Academic Cut-over on May 30th 10am-4pm
  - APs over the summer
Questions
Service Management Competency Center (SMCC)

Joel Thomas
Enid Britton
Luciano Dalla Venezia
SMCC Update

Agenda

– Roadmap
– Phase II Project Updates
  • Incident Management
  • Knowledge Management
  • Configuration Management
– Communication
SMCC Update

IT Service Management: Road Map – May 2010

Q4 2009
- Foundations
- Categorization
- Change Mgmt

Q1 2010
- Discovery

Q2 2010
- Configuration Mgmt
- Discovery

Q3 2010
- Request Fulfillment
- Problem Mgmt

Q4 2010
- Incident Mgmt
- Request Mgmt 'Lite'

Q1 2011
Incident Management Update

• Working Group Members

  – William Bryant – UTS
  – Darwin Diocares – Emory College
  – Karla Fields - Oxford College
  – Sharon Gregory - UTS
  – Robin Horton - UTS
  – Tiffany Kady – SMCC Facilitator
  – Jean Robert Mathador, Jr. - SOM
  – Farah Remtulla – UTS
Incident Management Update

• Initiation phase complete

• Finalizing the planning stage with PMO and detailed WBS

• GAP Analysis performed

• Executing in parallel mini-groups to develop the process and policies for Incident Management

• Go-Live planned for October 2010
Incident Management Update

• Facilitated 6 focus groups
• Post Finalized Process Flow and Required Guidelines documents to Blackboard on June 1
• Schedule Focus Groups
  – June : Review Reporting, Metrics, Role and Responsibilities, Procedure Guidelines
  – Future Focus Groups: Self-Service Tool
• Want to participate? – email: smcc@emory.edu
Knowledge Management Update

• Working Group Members

  – Enid Britton – SMCC Facilitator
  – Mark Henderson – SOM
  – Norman Hulme – UTS
  – Shea Jarman – UTS
  – Chase Lovellette – UTS
  – Terry Markert – UTS
  – Sidney McKenzie – SPH
Why Knowledge Management?

• Improve quality of service
• Increase number of incidents resolved by Tier 1 support
• Enable users to help themselves
• Consistent support
• Resolve once via reusable solutions
What’s Included in the Knowledgebase?

- Knowledge Articles – “How-To Articles” and “Fix Articles”
- In-Scope
  - Knowledge in support of Incident Management, Problem Management and Service Desk/Tier 1 support
- Out-of-Scope
  - Non-IT Service Knowledge
  - Information not related to resolving incidents
What’s My Role?

- **Knowledge Contributor** – everyone in IT can contribute knowledge
- **Knowledge Champion** – approves knowledge articles and leads the efforts in your support area
- **Knowledge Manager** – person responsible for overseeing the process, reporting and escalation

_Volunteer to be a Knowledge Champion_
The Process

• Knowledge article is created by a knowledge contributor

• Knowledge article is reviewed for publishing by the Knowledge Champion

• Knowledge article is available for IT use only or is made public for IT and end users

• Published knowledge articles are validated annually
SMCC Update

Project Accomplishments

✓ Process Workflow
✓ 8 Focus Groups
✓ Documentation
  ✓ Scope
  ✓ Guidelines
  ✓ Benefits
✓ Roles and Responsibilities
✓ Training Guide
✓ Technical Requirements
What’s Left To Do?

• Technical Enablement

• Testing

• Training

• Change Advisory Board (CAB) Approval
Configuration Management Update

- **Scope is currently being distributed for approval**
- **Proposed Scope:**
  - UTS as Pilot (Phase 1)
  - Configuration Item (CI) Types:
    - Business Services
    - Technical Services
    - Servers
- **What to expect:**
  - Service Owners should expect to be contacted, to assist building the relationships to the above CI’s within your service
Configuration Management Approach

- Example of 2 Business Services with the CI types mentioned in the proposed Scope
Configuration Management Approach

- Example:
  - Incident on Server (3)
Configuration Management Approach

- Example:
  - Incident on Server (5)
SMCC Update

Communication

• Website smcc.emory.edu under construction in partnership with SOM Resource

• Blackboard site LIVE

• Road Show Presentation Review
  • Completed 24 out of 37 Road Shows
### Communication

**Scheduled Road Shows**

<table>
<thead>
<tr>
<th>SMCC members</th>
<th>Assigned business units</th>
<th>Presentation Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dana</td>
<td>RHIS (Marc Overcash)</td>
<td>4/26/2010 12:00pm</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>UTS---Enterprise Applications</td>
<td>4/15/2010 1:30:00pm</td>
<td>Completed</td>
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<tr>
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<td>UTS---Integration</td>
<td>4/23/2010 2:00pm</td>
<td>Completed</td>
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<tr>
<td></td>
<td>DAR IT</td>
<td>3/19/2010 10:30am</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>HR IT</td>
<td></td>
<td>Completed</td>
</tr>
<tr>
<td>Joel</td>
<td>SOM IT</td>
<td>4/22/2010 2:00pm</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>UTS---Academic Technologies</td>
<td>4/06/2010 3:30pm</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>UTS---pmO</td>
<td>5/18/2010 9:00am</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>Oxford IT</td>
<td>Negotiating</td>
<td>Waiting</td>
</tr>
<tr>
<td>Weiming</td>
<td>Carter Center IT</td>
<td>4/14/2010 3pm</td>
<td>Completed</td>
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<tr>
<td></td>
<td>Emory College IT</td>
<td>4/15/2010 2pm</td>
<td>Completed</td>
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<tr>
<td></td>
<td>Law School IT</td>
<td>4/20/2010 10am</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>FMD IT</td>
<td>4/21/2010 9am</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>Library IT</td>
<td>4/12/2010 2pm</td>
<td>Completed</td>
</tr>
<tr>
<td>Tiffany</td>
<td>Winship IT</td>
<td>4/28/2010 10am</td>
<td>Waiting</td>
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<tr>
<td></td>
<td>Nursing IT</td>
<td></td>
<td>Waiting</td>
</tr>
<tr>
<td></td>
<td>SPH IT</td>
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<tr>
<td></td>
<td>Yerkes IT</td>
<td>4/19/2010 3pm</td>
<td>Completed</td>
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<tr>
<td></td>
<td>DeskNet</td>
<td>5/6/2010 10am</td>
<td>Scheduled</td>
</tr>
<tr>
<td></td>
<td>Campus Life IT</td>
<td></td>
<td>Waiting</td>
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</table>
## SMCC Update

### Communication

- **Scheduled 'Road Shows'**

<table>
<thead>
<tr>
<th>SMCC members</th>
<th>Assigned business units</th>
<th>Presentation Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mary</td>
<td>UTS---Enterprise Services Desktop Support TOC Field Services Coordinator Services Data Center</td>
<td>4/21/10 11:00 4/19/10 10:00 5/27/10 9:00 4/21/2010 2:30pm 5/12 5:00pm 5/13 7:30 am</td>
<td>Completed Completed Scheduled Completed</td>
</tr>
<tr>
<td>Luc</td>
<td>UTS---IT Service Management Business School IT Theology IT UTS - DBA's and Storage Finance &amp; Administration IT</td>
<td>04/13/2010 10am 4/19/2010 2pm 4/22/2010 1:30pm 05/06/2010 1:15pm</td>
<td>Completed Waiting Completed Completed</td>
</tr>
</tbody>
</table>
Contact us:

- To participate in these Focus Groups:
  - Incident Management
  - Knowledge Management
  - Configuration Management

...please email us at smcc@emory.edu
Questions

smcc@emory.edu
Low-Cost Phone Offerings

Laura Smith
Low-Cost Phone Offerings
## Telephone Cost Comparison

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Extension Level</th>
<th>Extension Cost</th>
<th>Voicemail Cost</th>
<th>Voicemail Included</th>
<th>Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Avaya</strong></td>
<td>Premium</td>
<td>$30.50</td>
<td>$0.75</td>
<td>No</td>
<td>Equipment:</td>
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<tr>
<td></td>
<td>Mid-Level</td>
<td>$19.00</td>
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<td>Yes</td>
<td></td>
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<tr>
<td><strong>sipX</strong></td>
<td>Basic</td>
<td>$7.95</td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Skype</strong></td>
<td>Basic</td>
<td>$7.95</td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Verizon</strong></td>
<td>Basic</td>
<td>$35.00</td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>
Potential Department Savings

Install 10 **Avaya softphones** & save:
- $1500 in 1-time equipment charges
- $750 in 1-time activation fees

Install 10 **sipX** telephones & save:
- $1380 per year
- $1500 in 1-time equipment charges
- $750 in 1-time activation fees
Low-Cost Phone Offerings

USB Equipment for Softphones
Other Benefits of Softphone

• Business Continuity
• Ability to work anywhere with an internet connection
• Phone moves no longer apply
• Upgrade single-line users without buying the multi-line phone
Low-Cost Phone Offerings

Avaya
- Conference/Transfer, Name Display, 5-digit dialing
- Service Desk & on-site support for desk phones (Softphone- Svc Desk)
- Robust Call Center and Business Features
- Presence/IM, web client coming June/July ’10

sipX
- Limited Conf/Transfer, Name Display, 5-digit dialing
Low-Cost Phone Offerings

Avaya Softphone
Low-Cost Phone Offerings

Avaya one-X Portal
Low-Cost Phone Offerings

sipX Softphone- Counterpath client
Softphone Limitations

- sipX numbers must use 404-251-2xxx
- Department line coverage only on Avaya
- sipX users must be connected to the Emory Network
- Remote users must use F5 VPN
- Softphone use on EmoryUnplugged requires F5 VPN
## Low-Cost Phone Offerings

### SIPX

<table>
<thead>
<tr>
<th>Qty</th>
<th>Products</th>
<th>Recurring Amount</th>
<th>One Time Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SIPX Phone Service</td>
<td>$19.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

* sub categories exist
Low-Cost Phone Offerings

Softphone Registration
Low-Cost Phone Offerings

sipX – Tentative Milestones

- 6/10/2010: Avaya Upgrade
- 6/4/2010: Install sipX Production Servers
- 6/28/2010: sipX Production Servers setup & Test
- 6/21/2010: Avaya Session Manager Trial
- 7/15/2010: Self-Service Provision tool ready
- 7/5/2010: Start road-shows
- 7/22/2010: Tentative Go Live
Low-Cost Phone Offerings

Questions
Eagle Mail Retirement & Entourage Update

Jay Flanagan
Eagle Mail Retirement

What?

Why?

Who?
Eagle Mail Retirement

Undergrads: June 2010

• Incoming students

• Existing students

• Deletion of accounts forwarding and not using Eagle

Contact: Kathy Hayes
Graduate Students

• Graduate School / Medicine/Allied Health
• Theology
• Nursing/ Law
• Public Health

Contact: Kathy Hayes
Faculty/Staff: Begin Fall 2010

- Will migrate department by department (remember the Meeting Maker Retirement project?)

- Local support contacted with data and asked for schedule preferences

Contact: Keith Foster
Questions/Concerns

See:
http://it.emory.edu/eagleretirement

Write to:
eagleretirement@listserv.emory.edu
Entourage Update

Exchange 2010

CAS Servers

Dual Mode
Entourage Update

Entourage using DAV protocol

2010 does not support

DAV connection broken
Entourage Update

Entourage Options

Two Options:

1. Update client to Exchange Web Services (EWS) configuration (preferred)

1. Redirect Entourage mail profile (temporary solution)
Entourage Update

Entourage Changes

- Scripts available to make the changes
- Thanks to Patrick Gallagher
- Available via the following link: http://it.emory.edu/entouragelegacy
Questions
General Security Update

Derek Spransy
PGP Availability Reminder

- PGP is now ready for deployment
- Documentation on it.emory.edu, Doc ID 12829
- Contact securityteam-l@listserv.cc.emory.edu to purchase new or additional licenses
May Awareness Topic

• Password Sharing
  - Don’t login for others
  - Alternatives to password sharing
Phishing Stats Nov. ‘09 – May ‘10

- 108 compromised accounts
Questions
Thank you for coming!