

IT Briefing

August 21, 2008



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Agenda

- Lenovo Update
- Announcements
- Modular Messaging
- Email Names
- Exchange Update
- Marc Seidband
- Karen Jenkins
- Joe Massey
- Felicia Bianchi
- Jay Flanagan

Lenovo

Marc Siedband



Various Updates

Karen Jenkins



Announcements

New Employees

- Elliot Kendall
 - Web Application Developer/Analyst
 - Web hosting, middleware, Cascade, AWStats, Google, web security, etc.
- Richard Fischer
 - Sr. Manager Desktop Support
 - New F&A team effective 9/1
 - Meeting with team and customers
 - Advisory Group formed
 - Working on SLA template

Announcements

Desktop Support Team

- Richard Fischer, Manager
- Dwayne Hamrick, Application Support

Distributed “deskside” team

- Kyle Brooks
- Jason Cook
- Larry Frazer
- Christine Gomez
- Shea Jarman
- Eric Logan
- Mark McLain
- David Robinson
- Chris Weberg
- Open

Announcements

Email into Remedy (thank DeskNet)

1 Create listserv and add “manageit@emory.edu”

2 Create a Remedy ticket

3 Categorize

Summary*

Email into Remedy

Notes*

list = listserv (xxx@listserv.cc.emory.edu)
 company = support company
 organization = support organization
 assigned group = support queue name

4 Assign

Product Categorization

Product Name*+ Remedy 7 (Manage IT) ▼

Tier 1* University Applications ▼

Tier 2* Support Tools ▼

Tier 3 - None - ▼

Clear

Operational Categorization

Request Type Work Order ▼

Tier 1*+ Request ▼

Tier 2* Work ▼

Clear

Incident Assignee

Set Assignment using Auto Assign ▼ Set Clear

Support Company* Academic & Administrative IT ▼

Support Organization* Client Technology Services ▼

Assigned Group*+ Service Management ▼

Assignee+ ▼

5 Save

Save

***Service Request SLA
2 Weeks!***

Announcements

Homepage

- Live tomorrow!!
- Performance improved with Cascade architecture – static vs CF
- Publishing performance via Cascade ok - ~3 min for entire site
- Cascade available in October – ECG & HH working on standard template, CTS working on documentation and training

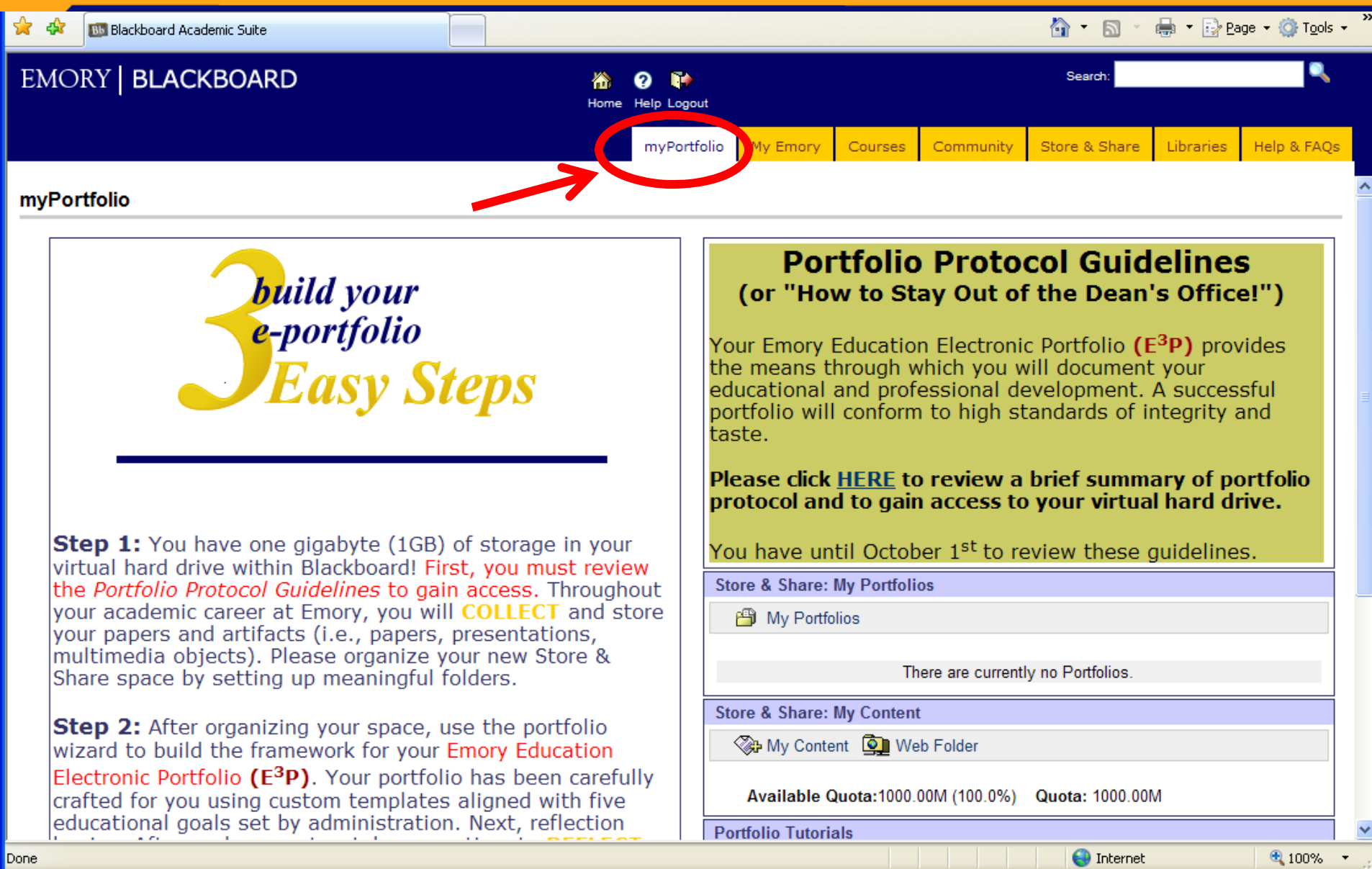
<http://emory.edu/home>

E-Portfolio Project

Emory Education Electronic Portfolio (E³P)

- Pilot with Incoming Freshmen, Residence Life Staff, and FAME Advisors
- Sponsored by Campus Life, Office of the Provost, and the Office of Undergraduate Education
- Provides a way to document educational and professional development throughout academic career (*aligned with Emory College educational requirements*)
- Participants will be given 1GB of storage on Blackboard to manage and build their portfolios
- FAME Advisors will advise using their advisees' (students) portfolios

New myPortfolio Tab



The screenshot shows the Blackboard Academic Suite interface. At the top, the navigation bar includes 'EMORY | BLACKBOARD', 'Home', 'Help', 'Logout', and a search box. Below this is a secondary navigation bar with tabs: 'myPortfolio', 'My Emory', 'Courses', 'Community', 'Store & Share', 'Libraries', and 'Help & FAQs'. The 'myPortfolio' tab is circled in red, with a red arrow pointing to it from the left. The main content area is divided into two columns. The left column features a large graphic with the text '3 build your e-portfolio Easy Steps'. Below this, 'Step 1' describes the 1GB storage and the requirement to review the Portfolio Protocol Guidelines. 'Step 2' describes using the portfolio wizard to build the Emory Education Electronic Portfolio (E³P). The right column contains a green box with the title 'Portfolio Protocol Guidelines (or "How to Stay Out of the Dean's Office!")' and a paragraph explaining the E³P. Below this is a link to review the guidelines. At the bottom of the right column, there are sections for 'Store & Share: My Portfolios' (showing 'My Portfolios' and 'There are currently no Portfolios.') and 'Store & Share: My Content' (showing 'My Content' and 'Web Folder' with an available quota of 1000.00M).

EMORY | BLACKBOARD

Home Help Logout

Search:

myPortfolio My Emory Courses Community Store & Share Libraries Help & FAQs

myPortfolio

3 build your e-portfolio Easy Steps

Step 1: You have one gigabyte (1GB) of storage in your virtual hard drive within Blackboard! **First, you must review the *Portfolio Protocol Guidelines* to gain access.** Throughout your academic career at Emory, you will **COLLECT** and store your papers and artifacts (i.e., papers, presentations, multimedia objects). Please organize your new Store & Share space by setting up meaningful folders.

Step 2: After organizing your space, use the portfolio wizard to build the framework for your **Emory Education Electronic Portfolio (E³P)**. Your portfolio has been carefully crafted for you using custom templates aligned with five educational goals set by administration. Next, reflection

Portfolio Protocol Guidelines (or "How to Stay Out of the Dean's Office!")

Your Emory Education Electronic Portfolio (**E³P**) provides the means through which you will document your educational and professional development. A successful portfolio will conform to high standards of integrity and taste.

Please click [HERE](#) to review a brief summary of portfolio protocol and to gain access to your virtual hard drive.

You have until October 1st to review these guidelines.

Store & Share: My Portfolios

My Portfolios

There are currently no Portfolios.

Store & Share: My Content

My Content Web Folder

Available Quota: 1000.00M (100.0%) Quota: 1000.00M

Portfolio Tutorials

Sample Portfolio



Browser navigation bar with address bar: Class of 2012 'sample' E-Portfolio. Includes icons for home, RSS, print, page, and tools.

- Welcome
- Quantitative Analysis
- Cross-Cultural/Interpretive
- Critical Thinking
- Citizenship/Service
- Leadership

Joey Doright



Class of 2012

Welcome to my e-portfolio!



I am currently a rising junior pursuing a double major in art history and chemistry who plans to apply to medical school. One of my advisors tells me that I am eventually going to have to choose between my two loves, but I am not choosing yet! The photo shows me with my best friend, Pat.

I have highlighted my educational experiences based on five educational goals as outlined by Emory University's Office of Undergraduate Education: quantitative analysis, cross cultural/interpretive understanding, critical thinking, citizenship/service, and leadership.

I am open to feedback. When you are done reviewing my e-portfolio, submit your comments by clicking the Comments link to the left. I will be the only one to see your comments. As well, you may also email me at jdoeyxxx@learnlink.emory.edu

Thanks so much!

NOTE: Joey Doright is a fictitious student created only for demonstrating e-portfolio possibilities.

Questions?

Emory Education Electronic Portfolio (**E³P**)

Sandra Butler
Manager of Interactive Technologies
sandra.butler@emory.edu

Peter Sederberg
Special Assistant to the Provost
psederb@emory.edu

Note:

Other campus units and groups will be grandfathered in after pilot assessment.

Modular Messaging (MM)

Exchange + Telephone User Interface (TUI)

Joseph Massey

Modular Messaging

MM Convergence Core Team

Val LaManna (Project Manager)

Joe Massey (Technical Project Manager & NCS Architecture)

John Ellis (ITS)

Andy Efting (ITS)

James Reed (ITS)

Terry Markert (ITS)

Greg Cooper (ITS)

Daniel Palmer (CTS)

Rick Aaron (HCIS)

Mike Nelson (HCIS- VDT)

Jeff Bolinger (HCIS- VDT)

Mike Chilcott (HCIS Security)

Shawn McConahy (HCIS)

Norman Butler (Support Services)

Amir Ali (NCS Support Services)

Eric Peng (NCS Architecture)

Michael Keown (NCS Operations)

Ramous Fields (NCS Operations)

Laura Smith (NCS Operations)

+ many other contributors

Modular Messaging

Design/Operations Summary

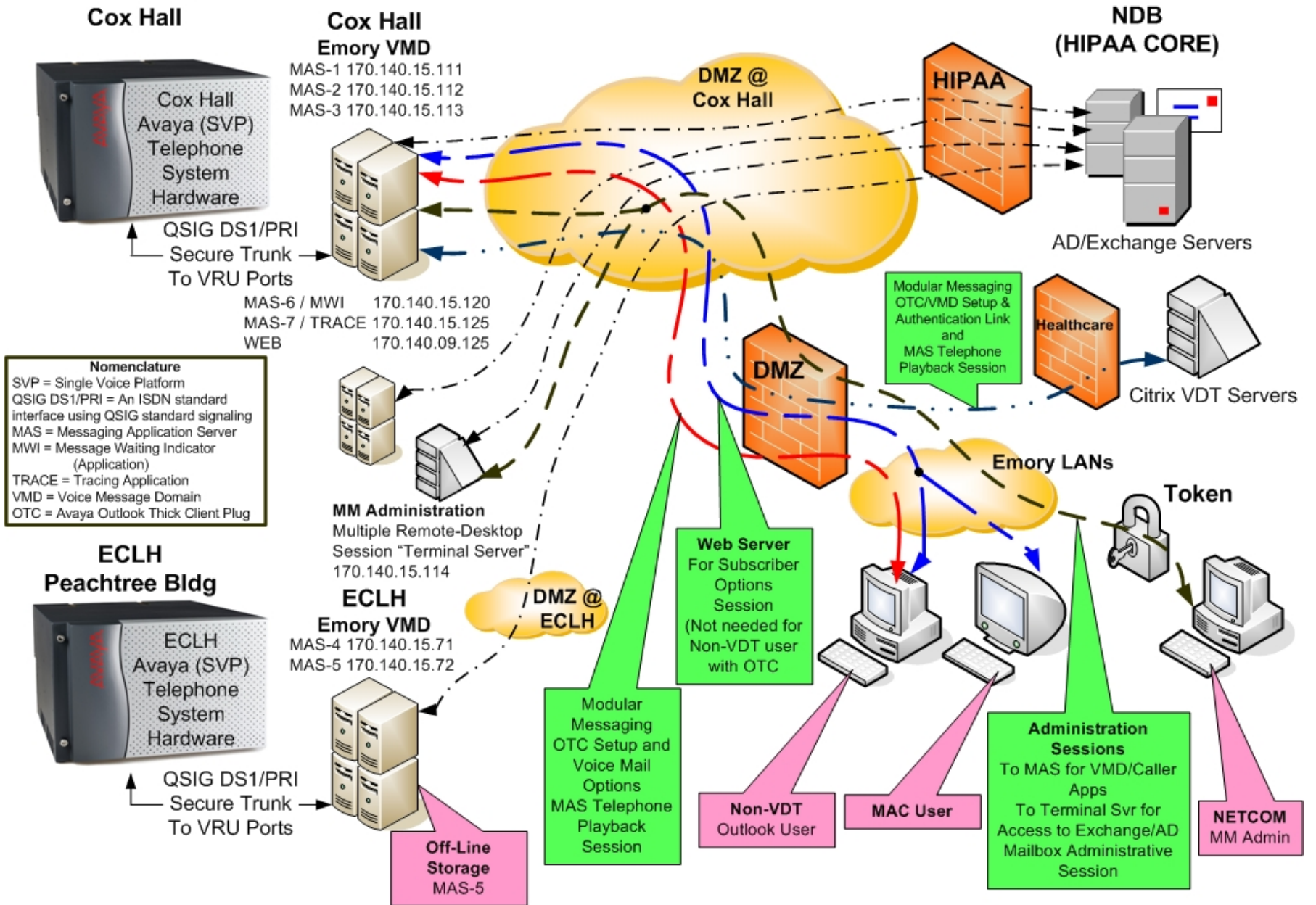
- Can be provided with two basic storage methods
 - Avaya Message Storage Server (MSS) – a standalone voice mail system
 - Exchange or Lotus Domino Storage – converged/unified messaging systems
- Emory uses Exchange storage
 - Consequently, we really have an Email system with a telephone interface rather than a “voicemail” system (a converged system)
 - Provides access to voicemail messages through the Inbox
 - Provides playback of voicemail messages using PC media player
 - Provides display of calling party and playback of voicemail messages using Blackberry and Treo/Windows Mobile PDAs
- Uses Messaging Application Servers (MASs)
 - Provides Call Answer & Subscriber Access
 - Windows Servers with Dialogic Voice Response Unit (VRU) boards
 - Provides Telephone User Interface (TUI) supporting:
 - Subscriber Options Administration and Message Origination/Retrieval Management
 - Uses Aria TUI (Press 7 to delete messages and 9 to save messages, etc.)

Modular Messaging

Design/Operations Summary

- Provides Native Message Waiting Indicators (MWI)
 - Turns on MWI lamp on phones or provides stutter Dialtone when needed
- Provides a Web Server for Subscriber Option management in addition to TUI method
 - Windows Explorer support only today
- Provides Call-Me and Find-Me Services
- Provides native Fax Service (inbound & outbound)
- Provides an Outlook Thick Client (OTC) for feature/user enhancements when using Outlook
- Provides Speech Access Service
 - Uses Natural Speech for authentication and commands
 - Allows you to do everything you could through the TUI plus call and conference people and contacts as well as manage Calendar

EMORY AVAYA MODULAR MESSAGING CONFIGURATION



Modular Messaging

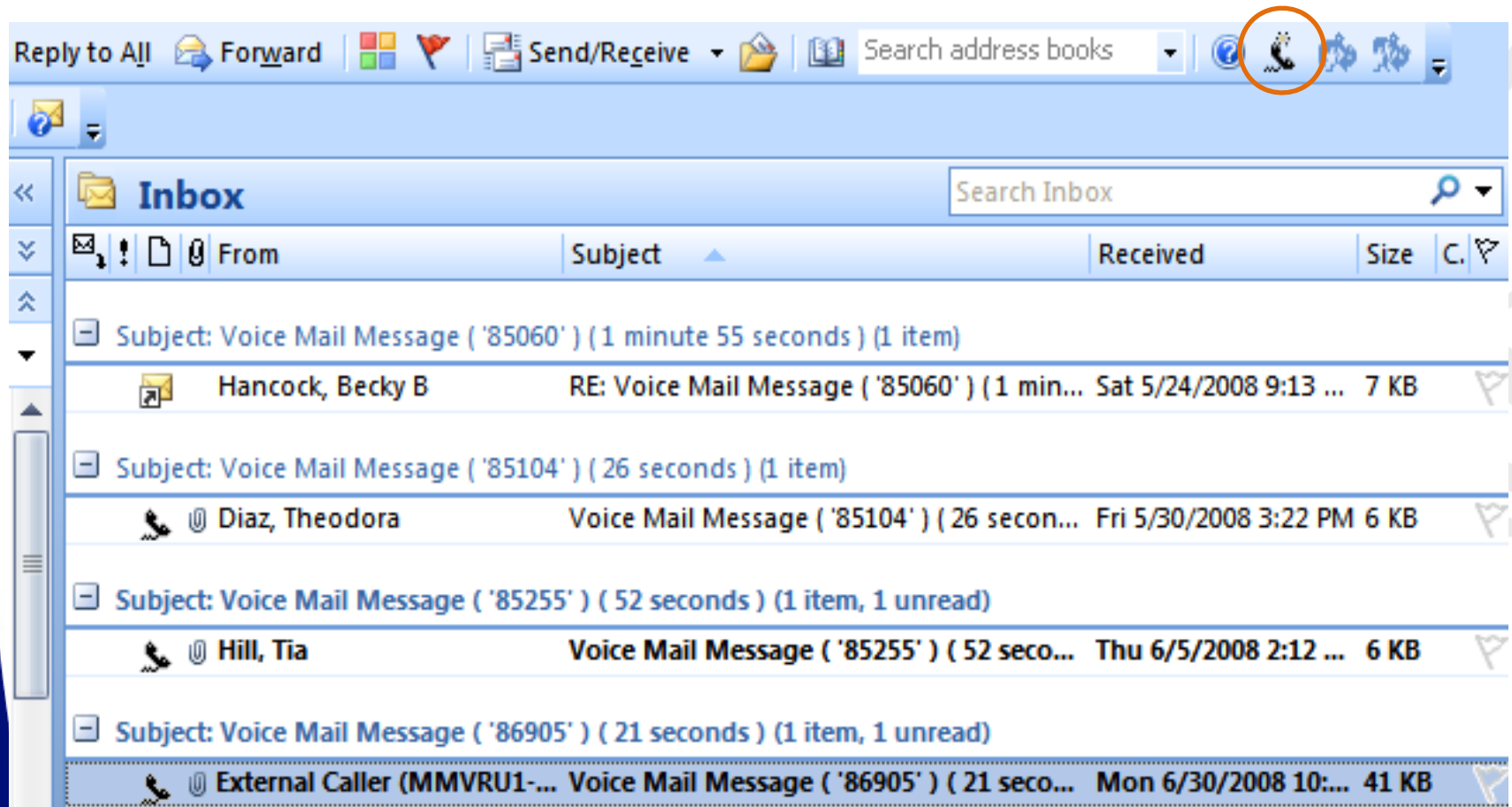
Outlook Thick Client (OTC)

- OTC is Optional but experience shows that most users will desire it once they have seen it
- OTC Provides:
 - Unique Icon for Voice Mail in Outlook
 - A Wave Player and ability to scroll through In-Box automatically selecting only the voice mails
 - The ability to control playback through the PC while receiving the audio over the phone (Privacy)
 - This requires that PC either join the Emory.edu Domain or be in a domain that is trusted
 - The ability to originate/send Faxes
 - Ability to receive Faxes is not dependent on OTC

Modular Messaging

Exchange/Outlook View

Traditional Telephone access continues to also be available with the Aria interface, but now message headers with voicemail icons appear in Exchange.



The screenshot shows the Outlook Exchange interface. At the top, there is a ribbon with various actions: Reply to All, Forward, Send/Receive, and Search address books. A voicemail icon (a telephone handset) is circled in orange in the top right corner of the ribbon. Below the ribbon is the 'Inbox' folder view with a search bar. The message list is displayed in a table format with columns for From, Subject, Received, and Size. Several messages are listed, each with a voicemail icon (a telephone handset) next to the sender's name.

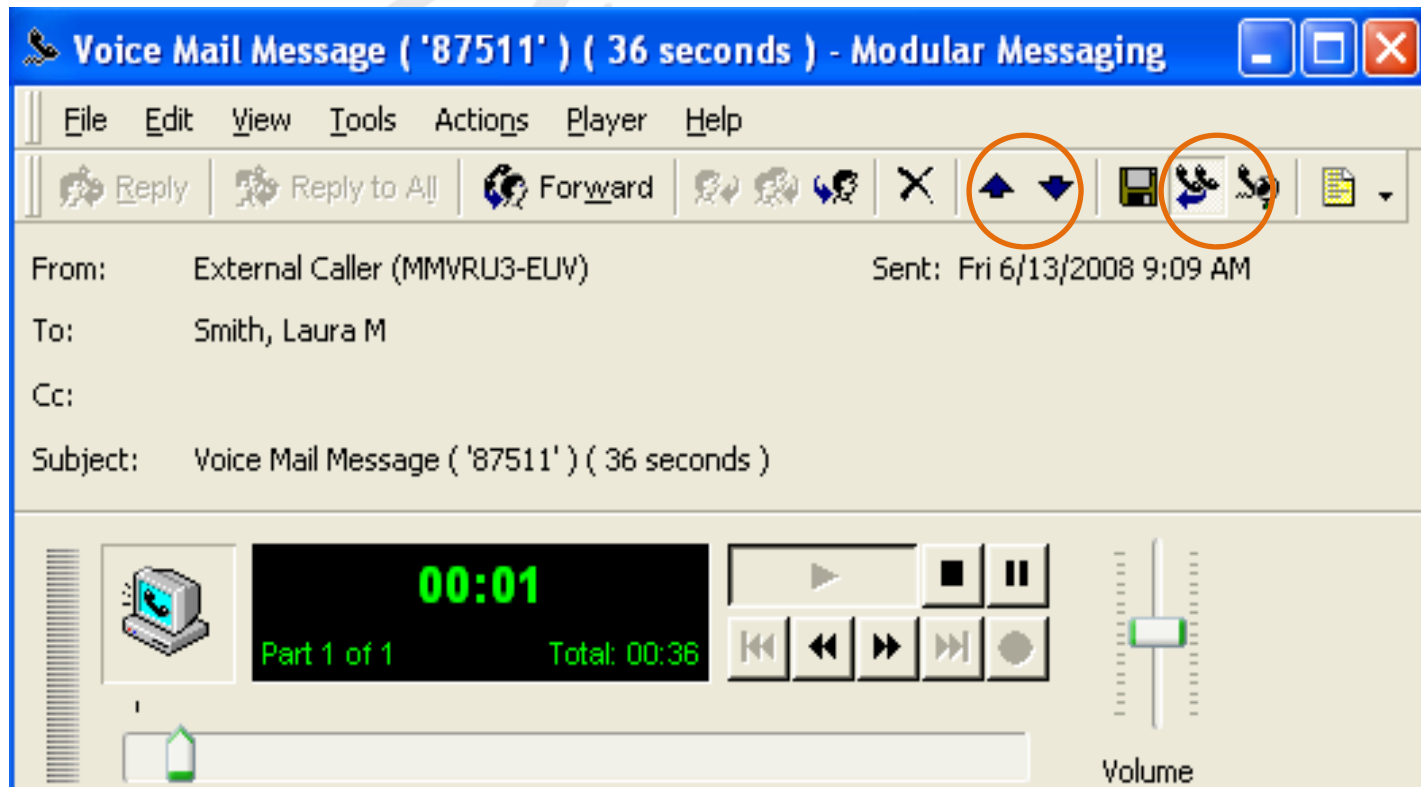
From	Subject	Received	Size
Hancock, Becky B	RE: Voice Mail Message ('85060') (1 min...	Sat 5/24/2008 9:13 ...	7 KB
Diaz, Theodora	Voice Mail Message ('85104') (26 secon...	Fri 5/30/2008 3:22 PM	6 KB
Hill, Tia	Voice Mail Message ('85255') (52 seco...	Thu 6/5/2008 2:12 ...	6 KB
External Caller (MMVRU1-...	Voice Mail Message ('86905') (21 seco...	Mon 6/30/2008 10:...	41 KB

Modular Messaging

Playback Using the MM ITC Player

Other email clients will play the attached .wav file with the default player on the desktop.

OTC provides: navigation buttons to skip to next VM message & reply in voicemail button for MM to MM messages.

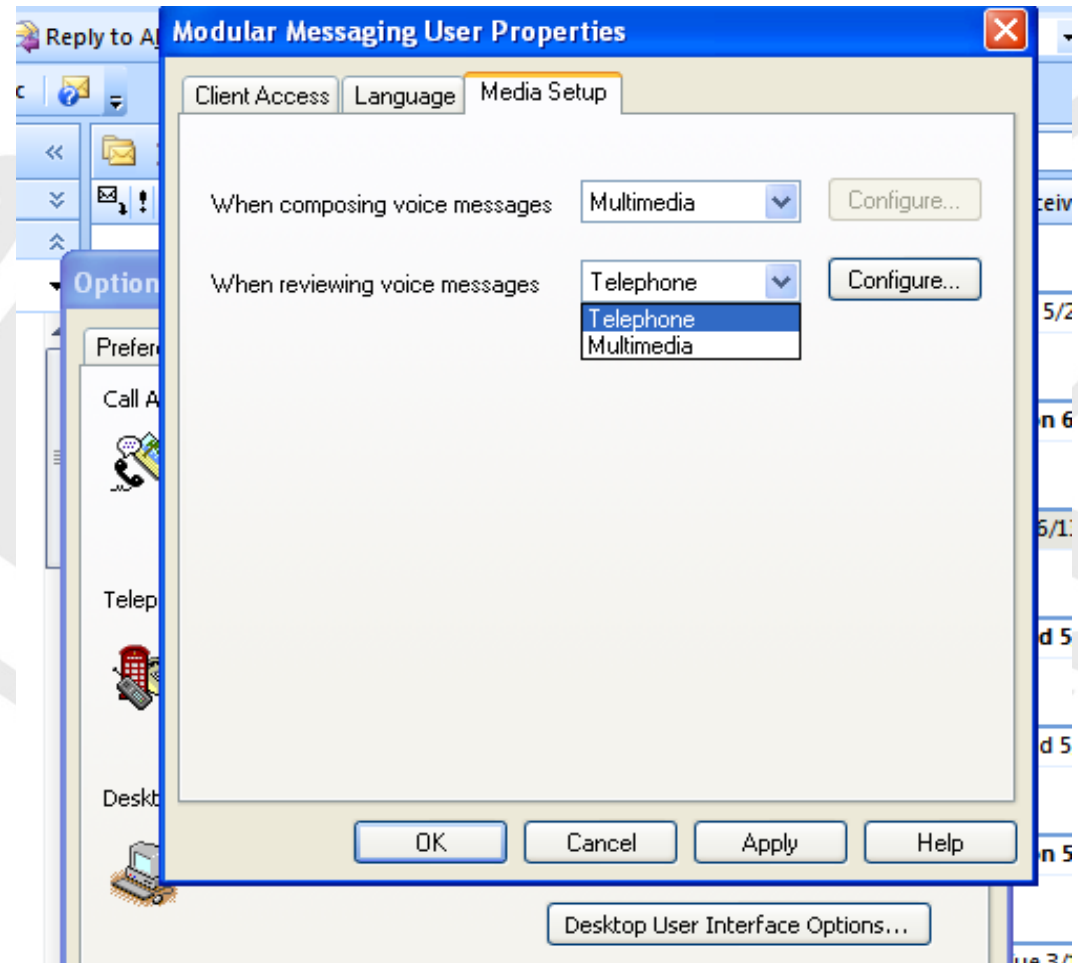


Modular Messaging

OTC Playback Through Telephone

Set playback defaults for privacy in a public area, or for better sound quality for composing voice messages.

Click on "New Message" or received message, and a call is setup to the telephone. Desktop Control .



Modular Messaging

Requirements for Optional OTC

- User must join the EmoryUnivAD domain
- Windows XP or Vista with Outlook 2003 or 2007
- Without OTC:
 - Messages (.wav) play through default media player
 - PC controlled Playback through the telephone not available. For private playback in public area, use a USB headset or dial in through Telephone User Interface (TUI) at 778-7300
 - Web Subscriber Options can be used for mailbox configuration from Windows Explorer only (with the exception of setup to playback through the telephone only available through OTC)

Modular Messaging

Archiving

- Messages are stubbed:
 - After 30 days
 - After 7 days for files over 1MB
 - Size not likely a factor for voicemail messages
 - Maximum message length 5 minutes through the TUI= 476KB
 - >1MB can only be created by logging into a mailbox, recording & sending
 - Stubbed messages
 - Are Skipped/Not-found by the TUI
 - May be played once restored using Zantaz
- When Voice Mail Messages are Deleted
 - They are moved to the deleted items folder and can be accessed from the TUI once the Inbox review is completed

Modular Messaging

Problems Encountered

- Outlook users testing in **non-cached** mode (used with VDT) unable to communicate with the MAS (Message Application Servers) to change playback through the telephone:
 - OTC patch received which works but has a minor problem - resolution in progress. Healthcare testing OTC patch
- Outlook **startup slowed** for some users after loading the OTC:
 - Time Reduced by changing Outlook Exchange account security setting to Password Authentication (NTLM)

Modular Messaging

Requirements

- Exchange Account
 - Staff, Contract Sponsored, Voicemail-only Sponsored with proxy
- Single Voice Platform
 - Avaya Service in building provisioned in Phases 1 & 2 SVP or new construction

Modular Messaging

Solutions for non-Exchange Users

- Modular Messaging – Avaya MSS
 - Stand-alone Voice Mail System
 - Has its own MASs and Telephone Access Number
 - Uses same TUI (Aria) as Exchange Storage
 - Not Converged and not integrated with Email
 - Uses Message Networking Server for forwarding voicemail messages between system
- This is not approved but is being considered as a solution

Modular Messaging

Next Areas Targeted

- Genetics (2165 NDec)- August
- School of Theology- August
- 1599 Clifton- August-Sept
- Emory Hospitals- Sept-Oct
- Emory Clinics- Sept-Oct
- Admin Bldg September tentative
- B. Jones Bldg October tentative
- Oxford Campus November tentative

Modular Messaging

SVP Complete or In-Progress

Already on SVP:

- Emory Clinics (central & remotes)
- Emory Crawford Long Hospital
- Some service in EUH & NDB
- Genetics (2165 N Decatur)
- Investment Management
- Materiel Center (1762 Clifton)

COMPLETED in Phase 2 SVP or other recent projects:

- 1599 Clifton
- 1525 Clifton
- B. Jones- Financial Aid office only
- Mason Guest House (1555 Shoup Ct)
- Pediatrics (2015 Uppergate)
- Rehab (1441 Clifton)
- School of Medicine (1648 Pierce) *not yet on Exchange
- School of Theology

IN PROGRESS Phase 2:

- EUH- all but 18%
- EUH Annex- all but 31%
- NDB- all but 43%
- WHSCAB- all but 41%
- Wesley Woods (Emory remote offices with 727 & 712 numbers only) – ~70 lines in 3 buildings
- Admin Bldg (1000 Dowman)
- B. Jones Bldg (1130 Dowman)
- Oxford Campus

UPCOMING Building Projects planned for SVP & Modular Messaging:

- Emory University Hospital Northlake
- Psychiatry Building

Modular Messaging

Network Communication Services

- Customer Care Center: 404-727-2323
- MM instructions: <http://it.emory.edu/voicemail>
- Requests: <http://it.emory.edu/netcomrequests>

EMNA Project

Felicia Bianchi



Email Names

General

- The “Email Name?” – is the left-hand side of the ‘@’ sign in the email address.
- General scope is for Enterprise Exchange account holders only.
- For Enterprise Exchange, the FROM address must be either @emoryhealthcare.org or @emory.edu.

Email Names

Purpose

- Purpose: to make the GAL and Online Directory consistent by insuring that the GAL trumps the Online Directory
- Result: GAL and Online Directory email addresses can only end in @emoryhealthcare.org or @emory.edu

Email Names

Details

- Email address consistency GAL and Directory
- Warning to update listserv subscriptions on email name change
 - auto-populated listservs automatically updates
- No change for non-Exchange users
- New university addresses netid@emory.edu
 - Next release fn.ln@emory.edu
- Can choose up to three email names
- Email Names remain reserved for 1 year after the person leaves

Email Names

Details (cont.)

- Alternate/proxy email addresses continue to work
- Exchange users only publish @emory.edu and @emoryhealthcare.org in the GAL and Online Directory
- Mail flow to professional school addresses unchanged
- No change for students
- Professional names allowed

Email Names

Out of Scope

- Change the Emory NetID to some other type of NetID
- The already existing policy for the vetting of the email alias choice. (currently done by F&A)
- Selection of Directory Name.

Email Names

High Level Task List

- Communication on Email Name policy decisions
- UTS coordinate the programming and testing tasks
- Evaluate input and make necessary adjustments
- Communicate cut over timeline
- Train the Help Desk, EHC IS and UTS Email teams
- Coordinate changes to PEACH
- Implement new EMNA system
- Monitor Help Desk activity and propose any process changes

Email Names

Questions

Exchange Performance Issues

Jay Flanagan



Exchange

F5 Network Load Balancer

- Issues
 - Outlook Slowness in Online Mode
 - Outlook Slowness in opening Shared Calendars
 - Outlook Slowness in opening Public Folders
 - Not seen: All other Outlook communications are slow (problem is masked by cached mode)

Exchange

F5 Time Line

- February 2008 – Problem reported and verified
- February 2008 – Opened a case with Microsoft and F5
- Feb – April 2008 – Initial traces / captures taken for Microsoft and F5 to identify problems
- April 2008 – Microsoft was able to resolve our case, as the captures identified the problem to be with the F5
- May-June 2008 additional traces / captures taken and analyzed (on production and test)
- May 2008 – Request for F5 Sales Reps to assist in escalation
- July 2008 – Request for escalation as F5's progress had slowed
- July 2008 – Final trace / capture taken (on test)
- August 2008 – F5 building replica environment to match ours to reproduce problem

Exchange

F5 Problem Involvement

- Internally, we have had Exchange Admins, Systems Admins, F5 Load Balancer Admins, NCS involved
- Externally we have had F5 support, F5 engineering, Microsoft Exchange Teams, Microsoft Networking Teams

Exchange

Current Recommendations

- We initially advised Local Support to put shared calendars in “Cached Mode” with Outlook 2007. (leave Outlook profile in Cached mode)
- We now advise against this, because of problems that have surfaced with Delegate calendar access. Users should instead open additional windows for each shared calendar they need to manage throughout the day.

Exchange

Shared Calendar Problems

- Issue
 - Some users are not able to open shared calendars (via Outlook)

Exchange

Shared Calendar Timeline

- Late July 2008 – Problem initially reported and verified
- August 2008 – Problem researched and tested
- August 2008 – Case opened with Microsoft
 - Problem researched by Microsoft
 - Microsoft escalated to Exchange server teams
 - Currently working with Microsoft to narrow scope of problem

Exchange

Public Folder Access

- Issue
 - Some users able to access Public Folders, some users are not (permissions verified, and replicated)

Exchange

Public Folder Timeline

- July 2008 – Problem initially reported and verified
- August 2008 – Problem researched and tested
 - Case opened with Microsoft
 - Problem reproduced by Microsoft and escalated
 - We currently are still working with MS engineers to identify root problem

Summary

- F5 Network Load Balancer
 - Working with F5 on the problems
 - F5 building a replica environment to reproduce problem
 - Open additional windows for each shared calendar
- Shared Calendar Problems
 - Case opened with MS
 - Escalated to Exchange server teams
 - Working with MS to narrow scope of problem
- Public Folder Access
 - Problem reproduced by MS and escalated
 - Working with MS to identify root problem

A large, bold, orange question mark is centered on the page. It is partially overlaid by the word "Questions" in yellow. The background features a faint, light gray watermark of a stylized rose.

Questions