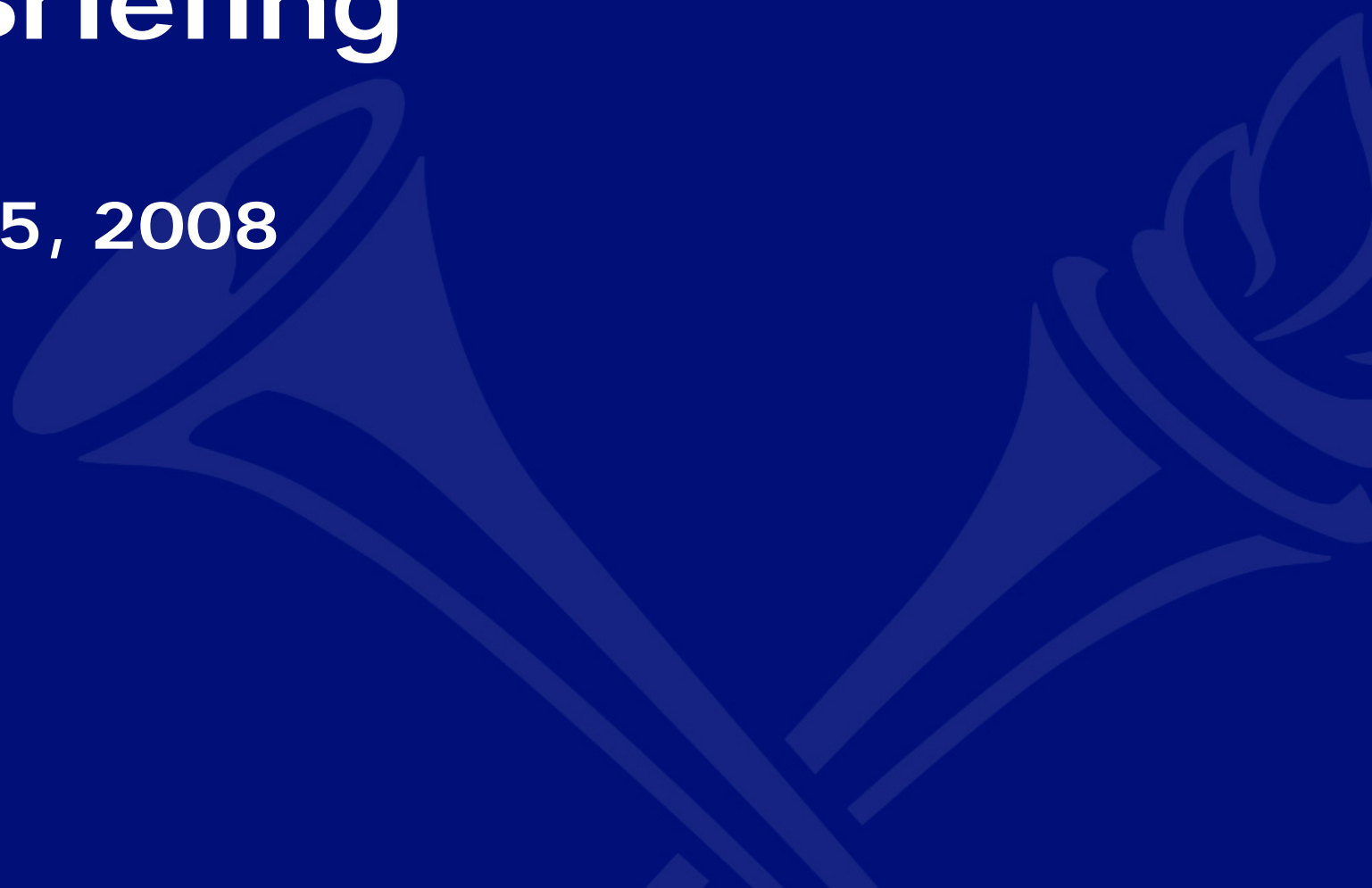# IT Briefing

May 15, 2008

May 15, 2008

Agenda

- PS Student
- Full Disk Encryption
- Meeting Maker
- Pharos
- LearnLink
- NCS Updates
- CTS Updates

- Mark Elliott & Dana Haggas
- Derek Spransy
- Dawn Francis-Chewning
- Alan Cattier
- Terry Market
- John Mason
- Karen Jenkins

PeopleSoft SA (OPUS)

Mark Elliott

Dana Haggas

PeopleSoft SA

Upgrade Schedule

- Upgrade Weekend:
  - Thursday, June 5, 5pm – Monday, June 9, 7am
- Architecture upgrade
- New portal design and tools functionality
- Significant new business functionality
- Sample pages of new look and feel
- Supported browsers
- Communication plan

PeopleSoft SA

Architecture Upgrade

- Blade infrastructure

- New webserver, appserver & DB releases

PeopleSoft SA

New Portal Design & Tools Functionality

- Folder navigation with greater functional control

- XMLP delivery of PDF & print outputs

- No Windows client menu navigation in this release

- Only central project staff requiring Windows client:
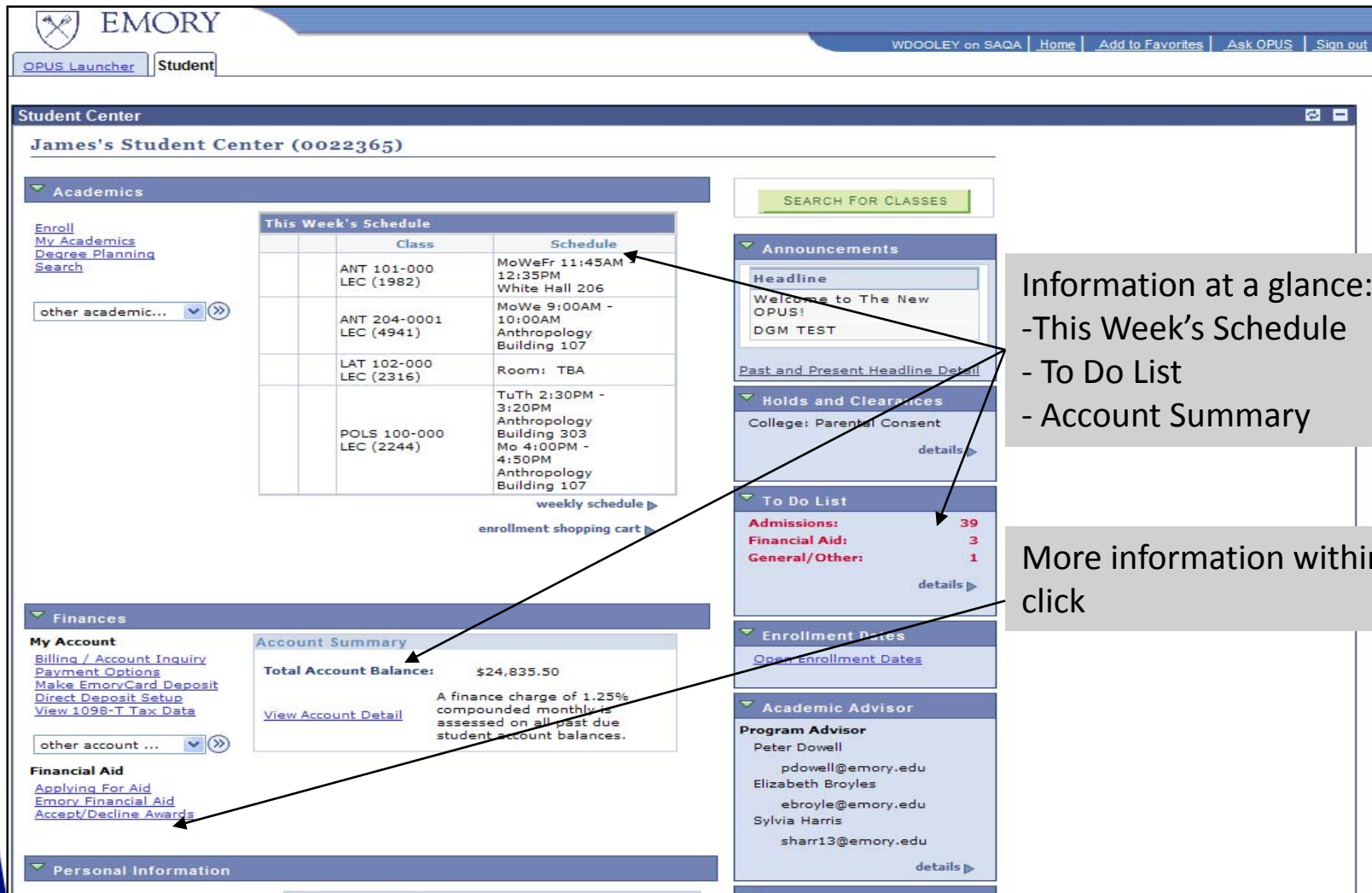
  – Application Designer and PS Query

PeopleSoft SA

Significant New Business Functionality

- Advising integrated with student enrollment

- More customer-focused portal pages:

- Staff view of student pages

- Faculty Center

- Admin staff-focused data views include improved visual models of data

- SEVIS & e.Notify

- Equation engine for FA award packaging

- More school Admissions applications on OPUS

PeopleSoft SA

New OPUS Student Self-Service Page

Information at a glance:
-This Week's Schedule
- To Do List
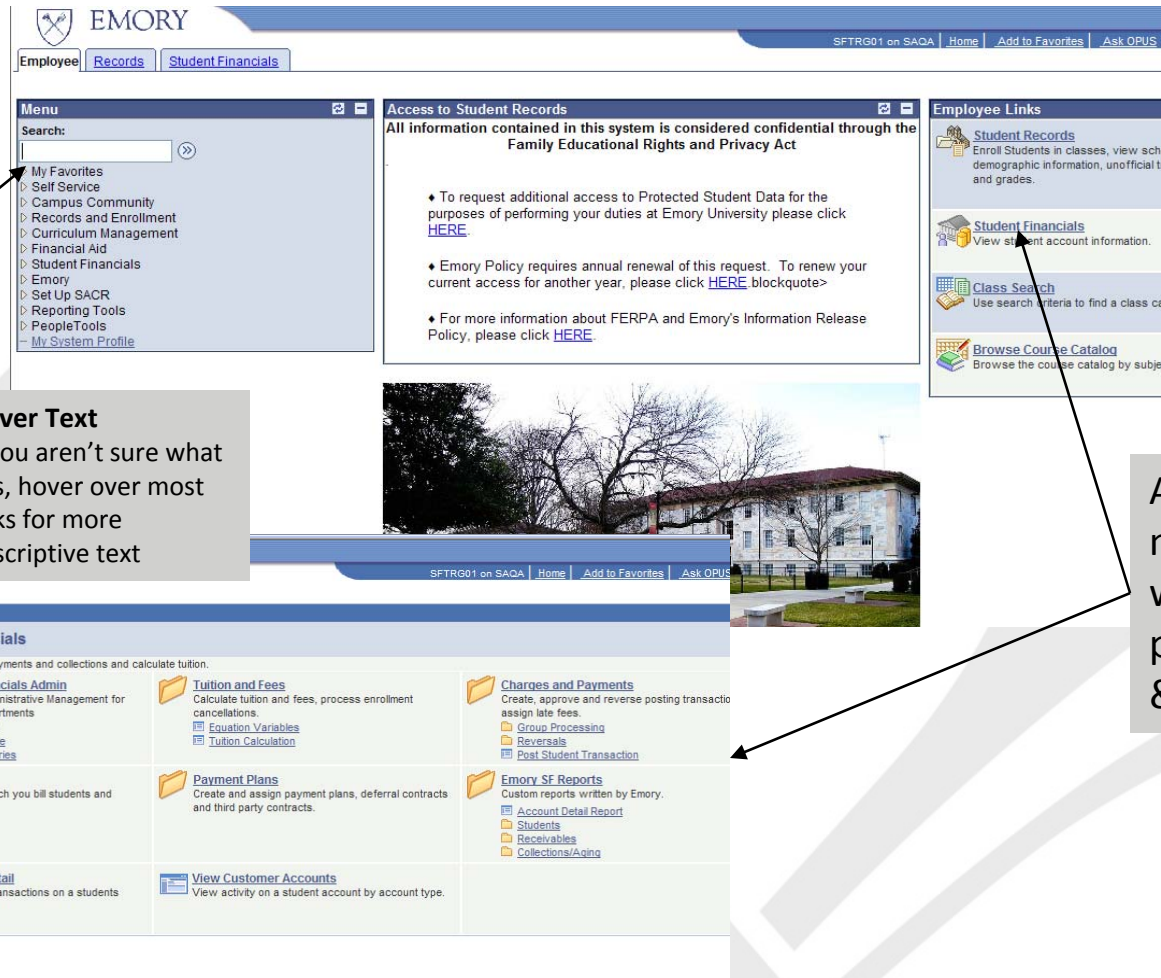- Account Summary

More information within one click

PeopleSoft SA

New OPUS User Navigation

Collapsible menu navigation with Search and My Favorites on left

Hover Text
If you aren't sure what it is, hover over most links for more descriptive text

Alternate navigation within pagelets & folders

PeopleSoft SA

New OPUS Infrastructure

- HP c-Class Blades

- Redhat Linux OS

- Oracle RAC

- Snap clone process

- Next Phase:
  - VM Web & Windows servers

PeopleSoft SA

Supported by Oracle/PeopleTools 8.49

Windows XP & Vista
  Firefox 2.0
  Mozilla 1.7
  MS Internet Explorer 6
  MS Internet Explorer 7
  Netscape 7.x
  Netscape 8.1
Windows Server 2003
  Firefox 2.0
  MS Internet Explorer 6
  MS Internet Explorer 7
  Netscape 8.1
Windows 2000
  Firefox 2.0
  Mozilla 1.7
  MS Internet Explorer 6
  Netscape 7.x
  Netscape 8.1

UNIX
  Firefox 2.0
  Mozilla 1.7
  Netscape 7.x*
Mac OS X
  Firefox 2.0
  Mozilla 1.7
  Netscape 7.x*
  Safari 2.0.4
Mac OS 9
  Netscape 7.x
Linux
  Firefox 2.0
  Mozilla 1.7
  Netscape 7.x*

  * preferred

PeopleSoft SA

Communication Plan

SA Communication Plan – Constituent Groups / Methods

Method	Students	Faculty	Advisors	OPUS Users	Applicants	Guests	HelpDesk
Email	Yes	Yes	Yes	Yes	Yes	No	Send all
Newspaper	Wheel upon students' return	Emory Report	Emory Report	Emory Report	No	No	Emory Report
Login Page	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Meetings/Training	No	Yes	Yes	Yes	No	No	Yes
Website	No	No	No	No	Yes	No	No
Pamphlet	Yes	Yes	Yes	No	No	No	No

Full Disk Encryption

Derek Spransy

Full Disk Encryption

Background

- Increased pressure to report sensitive data loss.

- 38 states now have data loss notification laws, several national versions are making their way through Congress.

- Started with California SB 1386. Most state laws based on California's.

- Many laws require notification even if the data was not stored in state.

- Georgia's law, signed in 2005, only applies to "data brokers". Emory is not considered a data broker.

Full Disk Encryption

Background (continued)

- Data loss notification can be expensive.

- Liability can be even more expensive.

- Most states have "safe harbor clauses" for encrypted data.

"Members of the Emory community in positions of authority carry a particular obligation to exercise care and compassion, and appropriately confidential or personal information must be safeguarded."

-Emory Statement of Guiding Ethical Principles

Full Disk Encryption

Background (continued)

- Project originated from Emory's HIPAA Working Group to support encryption requirements.

- Level one request received governance approval in March.

- Working group represents academic and business units across the enterprise, including Emory Healthcare. Brad Sanford, Emory's CISO, is the project's sponsor.
  - Peter Buch – Human Resources
  - Mike Chilcott – Emory Healthcare IS
  - Jay Flanagan – UTS Security
  - Dwayne Hamrick – University Administration
  - Chioke Jaffree – UTS Networking
  - Stu Lipkin – Office of Research Administration
  - Eric Logan – UTS Client Technologies
  - Eric Mathis – Emory Healthcare IS
  - Brandon Mayo – School of Medicine
  - Sidney McKenzie – School of Public Health
  - Derek Spransy – Emory College
  - Ben Tompkins – Development & Alumni Relations
  - Alan White – UTS Security

Full Disk Encryption

What is FDE?

- Basically, all data on a hard drive, including free space, is encrypted.

- For this project, removable media (CD/DVD, flash drives, etc.) encryption is also included.

- Project does not specifically include mobile devices.

- Protects against data recovery on stolen or lost devices.

Full Disk Encryption

What FDE is NOT

- An answer to world peace.
- The solution to all of our security problems.
- Does not protect data while in use or motion, only at rest.
- Does not protect against improper data handling.
- Does not protect against data stealing malware.
- FDE is one layer in a defense in depth strategy.
- Still requires good security configuration and management practices.

Full Disk Encryption

Project Requirements

High Level Requirements:

- Must provide support for Windows and Mac OS.

- Support for distributed administration.

- Must use well established encryption algorithms.

- Provide password resets in case that a user forgets their password.

- Central key escrow.

- Minimal user impact.

- Easy to deploy.

Full Disk Encryption

Project Status

- Requirements have been finalized.

- RFPs have been sent to vendors.

- Evaluation will begin once the RFPs have been received.

Questions

Meeting Maker

Dawn Francis-Chewning

Wes Blalock

Meeting Maker

Project Overview

- Project Goal & Objectives
- Key Project Milestones
- Lessons Learned from GroupWise migration
- Sponsors and Core Team
- Core Team Roles
- Current Project Status

Meeting Maker

Project Goal & Objectives

Our goal with the Meeting Maker Migration is to support the University initiative to establish Exchange as the collaborative calendaring application going forward.

- We will work to migrate Meeting Maker users with minimal disruption to Exchange 2007

- We will retire the Meeting Maker application December 31, 2008.

Meeting Maker

Key Project Milestones

We will

Identify all Meeting Maker accounts;
- Quantify by use
- Deactivate inactive accounts
- Identify accounts no longer needed as we migrate to Exchange

Work very closely with Local IT to:
- Determine scope and specific needs
- Schedule migration and communicate timeline, expectations and changes

Meeting Maker

Lessons Learned & Best Practices

A few lessons learned from GroupWise Migration to Exchange – Best Practices going forward:

- Planning is vital

- Communication is critical

- Documentation is available

- Local IT support is essential

- Success is required
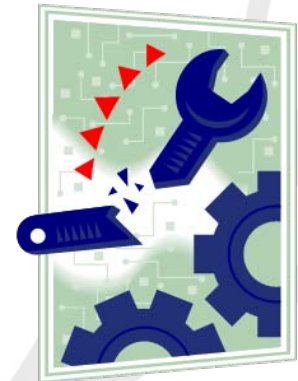
Meeting Maker

Sponsors and Core Teams

- Executive Sponsors:

  John Ellis   Brett Coryell   Rich Mendola

- Technical Team:

  Wes Blalock   Greg Cooper

  Terry Market   James Reed

  David Gottschalk   Eric Logan

  Dawn Francis-Chewning   Jay Flanagan

- Local IT and their work groups:

  Currently : College, Theology, Genetics, SOM, Yerkes, Campus Services, and more!

Meeting Maker

Core Team Roles

- Facilitates planning and scheduling
- Communicates with Local IT and Users
- Identifies work roles with each migration
- Establishes timelines and maps priorities
- Migrates as planned with minimal disruption

Local IT support is a critical component!

Meeting Maker

Current Project Status

- Defined Program Objectives
- Defined Core Team Roles and Responsibilities
- Established Project Charter and Scope
- Identify Users by Department and Division
- Scheduling meetings with Local IT
- Evaluating timeline and identify special needs
- Commence Migration effort in earnest
- Complete by 12/31/08

?

Questions

Pharos

Alan Cattier

Pharos

Pharos Uniprint

- A New Print Management System for Emory University

- From a New Zealand based company that is the industry wide leader in print management with over 80% market share.

- A collaborative effort between Campus Life, UTS, Schools and Divisions

Pharos

What will be new?

- A vastly reduced print management cost that will promote more sustainable print practice.

- An infrastructure that will replace General Meters/Heartland for print management ONLY.

- A technology that will allow for print jobs to be scheduled across campus and printer drivers to be pre-bundled for users.

Pharos

Walk-through: Mobile printing

Walk-through: Mobile printing
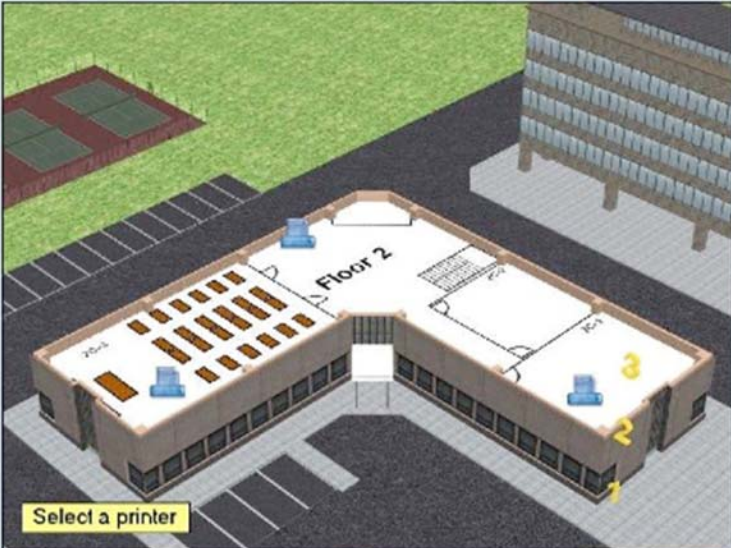
- The user experience
    - User surfs to printer deployment website
    - User clicks on desired printer using location and visual cues on a graphical display
    - User prints documents
    - Printer connection updates automatically on user laptop until no longer needed

Pharos Systems
illuminate

6

You can't manage what you can't see.

Pharos

Walk-through: Mobile printing

Pharos

Walk-through: Mobile printing

Pharos

EMORY

Walk-through: Mobile printing

Pharos

Walk-through: Mobile printing

Pharos

What Pharos is NOT?

- A replacement for General Meters/Heartland as Emory's One-Card System.

- Available to the general community until a semester of successful implementation at major campus print centers.

- A completely managed service from UTS. Will require investment by local support staff for Tier 1 and Tier 2 troubleshooting as part of service model.

Pharos

Schedule

- Proposal before ITSC-Student for Governance review.

- Pending Approval, work with Pharos commences this June.

- Transition for all current General Meters print stations by August.

Questions

?

LearnLink

Terry Market

LearnLink

Storage Migration

- Allow for future disk expansion
  - Moving data from the DMX2000 to DMX 3
  - Student quotas increased to 250 MB
  - Faculty quotas increased to 500 MB

- Friday May 23rd 8:00pm – Monday May 26th 10:00am

LearnLink

Hardware & Software

- New HP C-Blade hardware platform
  - June 8th Midnight – 8:00am (June maintenance window)

- New 9.1 Firstclass software release
  - July 3rd 11:55pm – July 4th noon
  - Users are encouraged to download the 9.1 client @ htpp://www.software.emory.edu/express

NCS Updates

John Mason

NCS Updates

Modular Messaging

- Extensive project planning underway:
  - Document processes, testing with NCS, create & train cross function support team(s), develop rollout plan, and integrate Fax Server with Exchange.

- NCS to be migrated week of May 27 (80+ users).

- Rest of UTS tentatively scheduled to migrate last week of June.*

- Technical Review to Healthcare end of June/early July.

- Migrate remaining existing SVP & Exchange users in August or sooner if possible.

If no significant issues raised during NCS pilot.

NCS Updates

Secondary Data Center

- The raised flooring is complete

- Cable tray has been installed

- Racks have been installed

- Data cabling (for both initial and PACS) will be complete by Friday 5/15

- Fiber jumpers ordered and will be in place mid-next week.

- Data switches to be installed next week.

- PDU invoice paid and PDU's being installed

- The goal is to have internal networking complete by 5/28 so that scheduling server/storage device moves and installs can be scheduled for shortly afterward

- Owner installed electrical circuits running behind schedule but our schedule has been modified to keep project on schedule
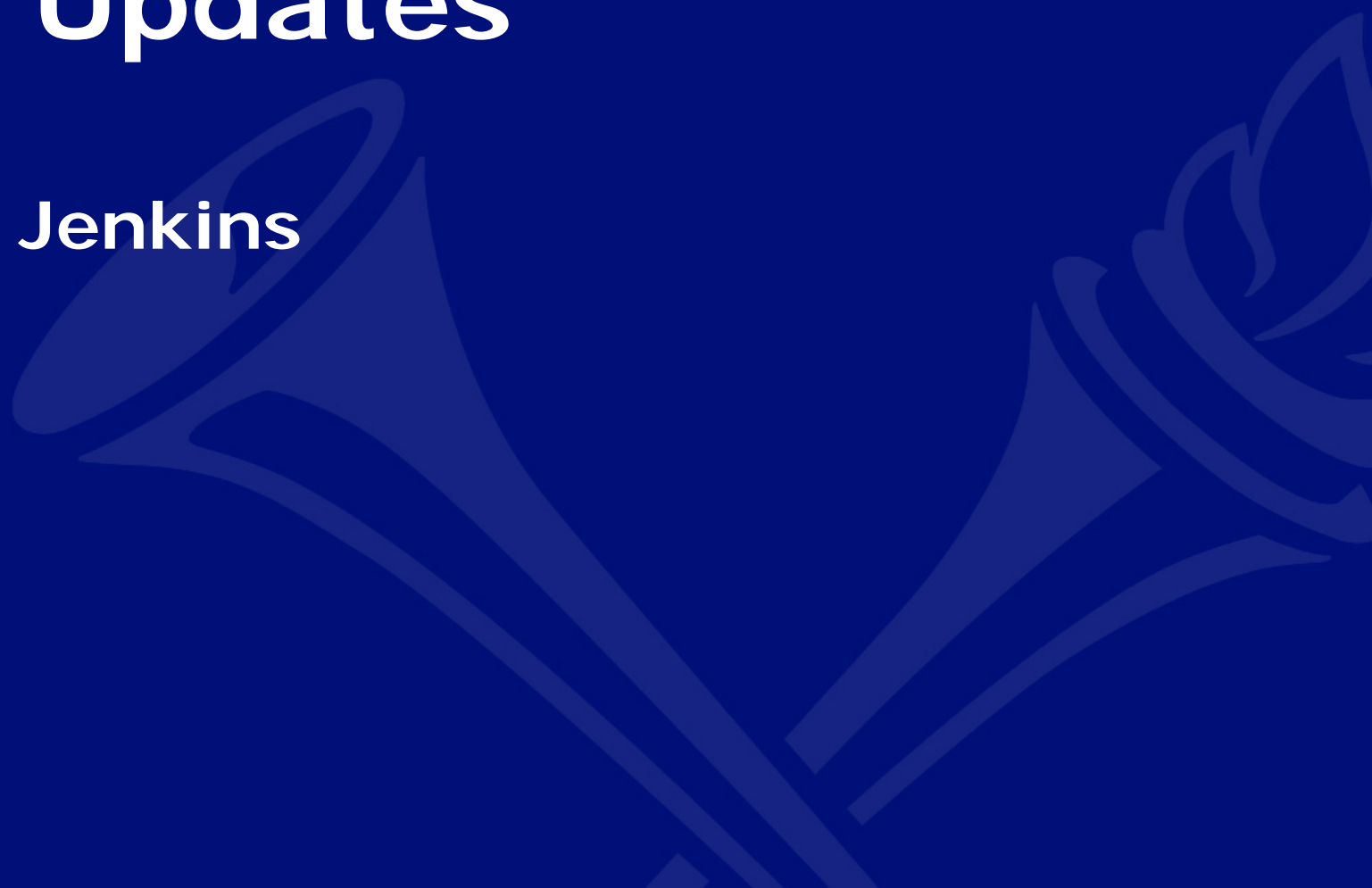
- AGL cut over scheduled for 5/28/2008 at 12:01 AM

Secondary Data Center - Location
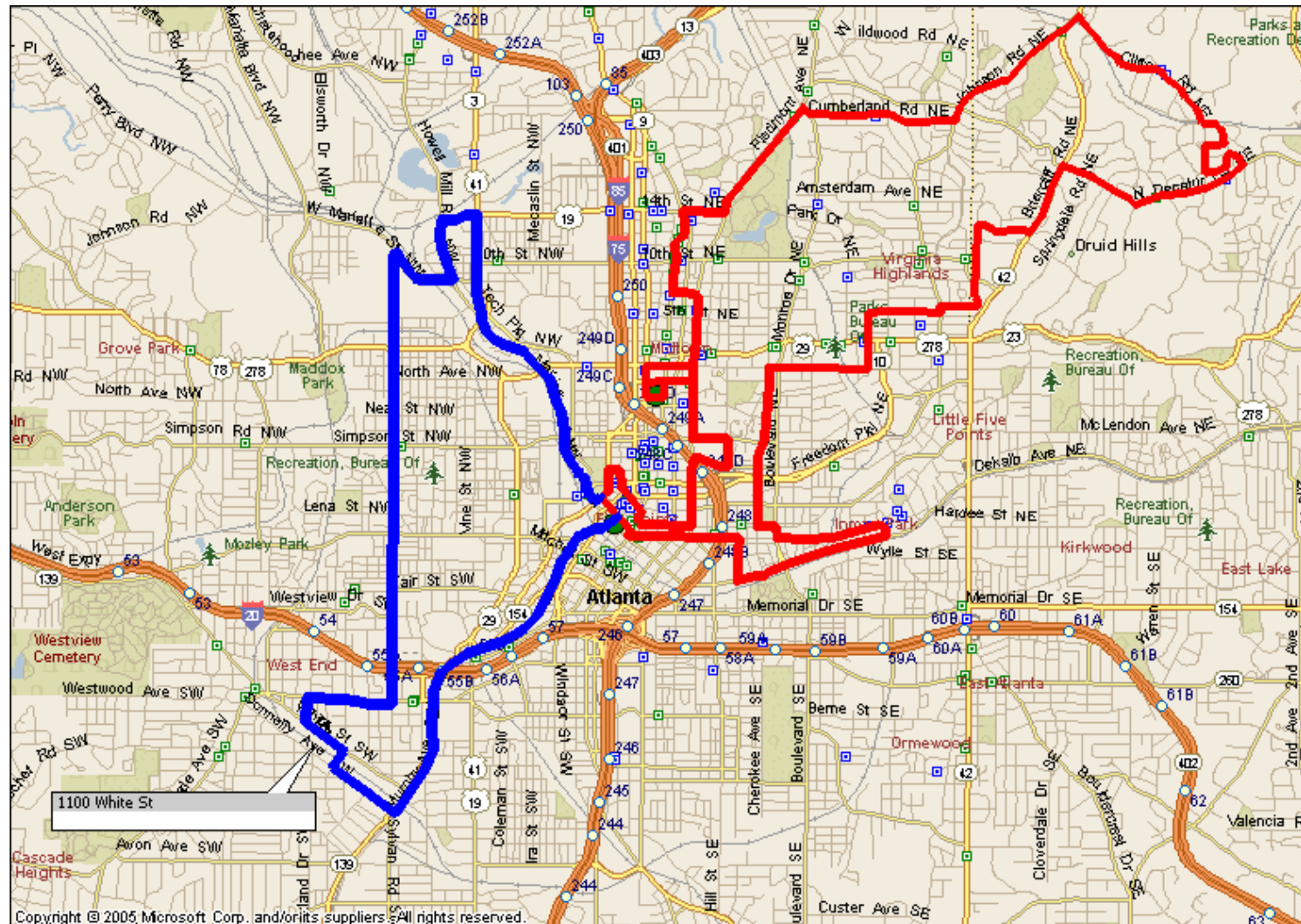
CTS Updates

Karen Jenkins

CTS Updates

Change

- UTS Change Management process is working!
  - Over 85 high risk level changes implemented since November '07
  - 83 implemented successfully with absolutely no unforeseen downstream effects on other services!
- F&A IT Manager
  - Position will remain posted through 5/17
  - On target for a July start date
  - Remaining team will transition on 9/1

CTS Updates

ITIL Training

- ITIL Simulation
  - 1 day awareness/introduction to ITIL
  - June 26 –or- June 27
  - $250 per student

- ITIL v3 Class
  - 3 day class with certification exam
  - July 15 - 17
  - $727 per student

Limited seats available. First come first serve. Contact Sebreana Echols @ swill22@emory.edu

CTS Updates

IT-Alert Subscription Service

- Email to IT-Alert on Friday 5/16

- Once subscribed, you will receive emails from the new service and the listserv until you unsubscribe to the IT-Alert list

- IT-Alert decommissioned on May 30th

CTS Updates

Web

- Enterprise Content Management
  - Cascade Server software installed
  - Pilot sites implemented in June
  - Homepage in July

- Web Hosting
  - Testing Solaris patch
  - ACL/Veritas file system potential issue
  - Patch schedule for this weekend
  - Migrations resuming next week