June 19, 2008

Agenda

- CTS Updates
- Server Virtualization
- Email Names
- Meeting Maker
- Web CMS
- Resource25
- WebFocus

Karen Jenkins
Steve Siegelman
Jay Flanagan
Jay Flanagan
Lee Clontz
Marshall Upshur
Graydon Kirk
CTS Updates

Karen Jenkins
CTS Updates

Various

• F&A IT Manager
  – Search Committee identified 3 finalists
  – Interviews with OIT executives on 7/1
  – Remaining team will transition on 9/1

• LANDesk class 7/14 – 18 (2 seats)
  – 1,427 per student
  – Email tarmour@emory.edu

• Web Hosting
  – Initial Solaris patch on 5/18 unsuccessful (NFS server not enabled)
  – Successful patch on 6/8
  – Moving on to test ACL issue with new patch and update Veritas
  – Secure.web currently in test
CTS Updates

IT-Alert - CSI

• Implemented suggestions
  – Additional FYI/SIR summary selections
  – Date/time stamp for Updates
  – Scheduled maintenance time stamps changed to date/time scheduled vs. reported

• Outstanding suggestions
  – PDA compatible status page
  – Update indicator on status page
  – Feedback button
  – Revise homepage with more data

Email other suggestions to:  uts-cts@listserv.emory.edu
CTS Updates

Revision to homepage

**Featured News**

19 May 2008 | New Enhanced IT-Alert System: UTS now offers an improved notification system for receiving reporting IT service outages. The system will allow users to select from and subscribe to alerts by: University and/or Healthcare (forecast full story >>>) (see all news stories >>>) RSS

**FYI...**

**IT Alerts & System Status**

11:38 am, Friday, June 6, 2008

- Service: LDAP
- Service: Exchange-HealthCare
- Security Alert: Windows CE 5.0

All other UTS systems are available.

**Need Assistance?**

- Can’t configure your wireless?...
- IT HelpDesk is ready!

**Security Awareness**

Got your Spyware Patches up to date?

Get up-to-date...

Guard your privacy!

**Featured Services**

**Emory Exchange** - The common email and calendaring solution for all of Emory. The easy to use email, calendaring, & collaboration platform for both desktop/mobie use. (see service overview >>>)
CTS Updates

UTS Incident Response SLA

• Critical
  – Acceptance: 1 hour
  – Resolution: 4 hours
  90%

• High
  – Acceptance: 4 business hours
  – Resolution: 2 business days
  85%

• Medium
  – Acceptance: 8 business hours
  – Resolution: 5 business days
  80%

• Low
  – Acceptance: 24 business hours
  – Resolution: 8 business days
  80%
**CTS Updates**

**Remedy SLM**

- Helps manage and properly prioritize incidents to meet SLA targets
- Implemented for UTS on 6/9
  - 517 incidents created
  - 493 resolved without breach
  - No missed targets
- Escalations in place to managers and directors when specific thresholds are met
  - 80% of target email to manager
  - 95% of target email to director
CTS Updates

Dashboard of current state

Service Level Management Status

UTS Open Incidents

- 28 (97%)
- 1 (3%)

UTS Open Incidents by Priority

- High
- Medium
- Low

Acceptance / Resolution
- Within the Service Target
- All Service Targets Breached

Acceptance / Resolution - Priority
- Within the Service Target
- All Service Targets Breached
New visual indicator in upper right hand corner to show the SLA status of each incident:

- Green: Within service target
- Yellow: One missed target
- Red: All service targets breached
- Grey: No service target assigned
New SLM tab displays the service targets associated with each incident and clearly shows the due date and time for each target as well as the status (met, missed, in progress).
Server Virtualization

UTS Project Update

- Project Status
- What to VM
- Standard Cluster
- Phase One Status – UTS Hardware Refresh
- Phase Two – What’s to Come
- Demo of Existing Infrastructure
- Q & A
“For any new initiative, it is the direction of UTS to Virtualize first before deploying physical hardware.”

- **VM Candidates:**
  - Occasionally used development servers
  - Underutilized servers
  - Servers that have seasonal use
  - Application software that the vendor will support running in a VM

- **Not VM Candidates:**
  - IO intensive applications such as Oracle or SQL Server databases
  - Application software that is unsupported by the vendor in a VM infrastructure
  - Applications with a large memory footprint.
Server Virtualization

VMware ESX – Three Node Cluster

* Source – VMware Website
Server Virtualization

Phase One

- Two VMware Clusters
  - 3 Node Cluster – DMZ - **Completed**
  - 3 Node Cluster – Admin Core - **Completed**

- Targeted VMs – **In Progress**
  - 39 VMs – DMZ – **19 VM’s Deployed**
  - 23 VMs – Admin Core – **7 VM’s Deployed**
Server Virtualization

VM’s Deployed

- Citrix Servers
- LDAP-Proxy Servers
- LDAP POC
- LearnLink Gateway Servers
- R25 Web/Application Servers
- Webfocus Reporting Server
- Effort Reporting
- Insight
Server Virtualization

VM’s To Be Deployed By Summers End

- FTP/Interface Server
- Meeting Maker
- Eagle Webmail
- ControlM Batch Scheduler
- Active Directory/Domain Controllers
- LANDesk
- Web Statistics Server (AWStats)
- Etc...
• Academic Core Cluster Build Out
  • 3-5 Node Cluster – Academic Core

• Grow Out DMZ & Admin Core Clusters As Needed

• Campus Wide Hosting Offering
Demo of existing Infrastructure
EMNA Project & Security Scanning

Jay Flanagan
Goals

- Project Officially Kicked off on June 12th
- Policy reviewed by OIT Management and ITPC
- Simplify how email names are chosen across the university and healthcare
Email Names Project

Status

• Specific task list for project is in the process of being put together
• Time-line for project in process
Email Names Project

Questions
Security Scans

FQDN & IP Addresses

• Academic
  – itness1.cc.emory.edu
  – 170.140.204.48

• Admin
  – s1.cc.emory.edu
  – 170.140.13.11

• DMZ
  – s2.cc.emory.edu
  – 170.140.9.53
Meeting Maker Migrations

Jay Flanagan
Scheduled Migrations

- FMD – June 13th – Completed
- Theology – Ongoing
- College - Ongoing
- Genetics Pilot – June 18th
- Campus Life Pilot – June 18th
- Library (includes Health Sciences) – July 18th
- Genetics Full Migration – July 25th
Meeting Maker

Scheduled Meetings

• SOM – Met in May
• SPH – Met in May – Sample of users migrated
• Yerkes – 2nd meeting June 19th
• SON – June 24th
• Others – Being Planned
Meeting Maker

Listservs

- **MMMUC-L@listserv.cc.emory.edu**
  - This listserv is for users who want to reach out specifically to the Meeting Maker Migration Team. First available team member will reply as is possible; all receive it.

- **MMMLS-L@listserv.cc.emory.edu**
  - This listserv is “Open to all, for all, from all” and it’s ready for sign-up. It’s an open forum for all who are taking part in the Meeting Maker Migration that will lead to consolidated calendaring in Exchange.
Questions
Cascade Content Management System

Lee Clontz
Web CMS

What is Cascade?

- Chosen by cross-functional team
- Initially in support of new homepage project
- Pilot sites currently underway
Web CMS

Cascade Advantages

• Entirely XML/XSL-based
• Load balanced
• Local, higher-ed focused company
• Encourages content, code reuse
• Easy-to-use for content contributors
• New Emory templates
Web CMS

Content Editing Demo

• Bright Ideas
What’s Next?

- Finish pilots
- Launch homepage, news, strategic plan sites
- Training for content contributors and template administrators in early fall
- System available for use in fall
- TechTalk and documentation to come
Questions
Resource25

Schedule & Enhancements

• R25 v3.3 go-live 6/30
• New url: r25web.service.emory.edu
  – Redirect for old url during transition
• New virtual server environment
  – Enhanced performance & reliability
• Web services capability for integration
• New Citrix environment
  – Client/ICA files distributed through R25 main website
Local support on 6/29 via email:

- GBS
- Cannon Chapel
- Chemistry
- College Office
- Registrar Office
- Law School
- Medical School
- Grady Campus
- Music Department
- Nursing School
- Oxford College
Questions
WebFocus

Schedule & Enhancements

- Go-live Monday 7/14/2008
- Part of Project Compass
  - PeopleSoft Financials
- Keeping customer experience the same
- New blade technology
- Dev and Prod currently in test
- Communications to customers ongoing
Questions