

IT Briefing

November 20, 2008



November 20, 2008

Agenda

- Meeting Maker
- SVP Phase 2
- LANDesk
- ITSMO
- Wes Blalock
- Val LaManna
- Tom Armour
- Karen Jenkins & team

Meeting Maker

Wes Blalock



Meeting Maker

Project Goals & Objectives

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

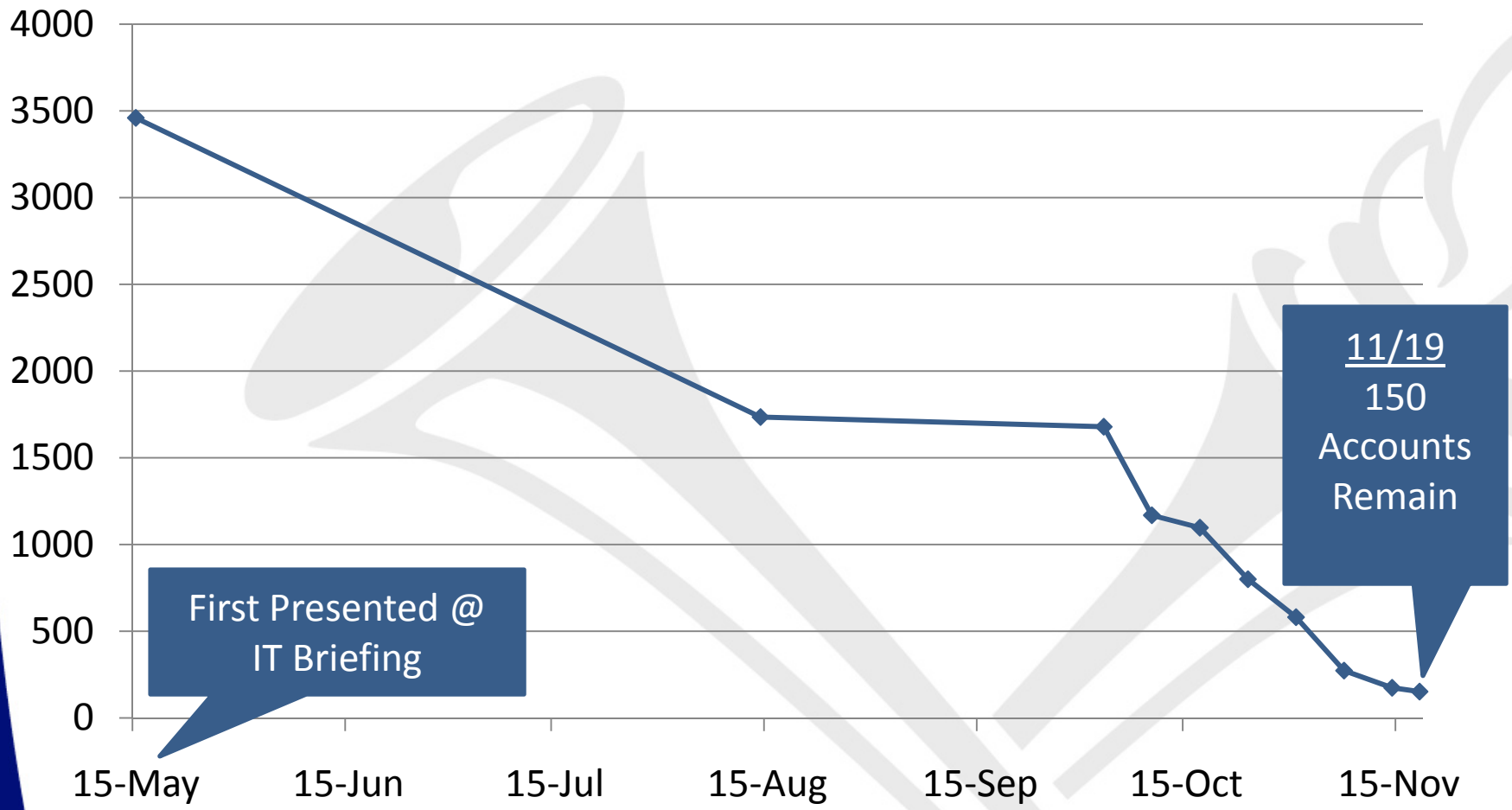
We retire the Meeting Maker application on ~~December 31, 2008~~

With your help we will be able to not only meet our goal of retiring the Meeting Maker service by 12/31/2008, but exceed it by retiring the Meeting Maker service on 12/1/2008!!!

Meeting Maker

User Account Status Timeline

Users Remaining



First Presented @
IT Briefing

11/19
150
Accounts
Remain

Meeting Maker

Where Does That Leave Us?

- 150 accounts remain as of 11/19
- All but 6 have scheduled disable dates
- The MM servers will be turned off on 12/1 as all users will be off of the service before Thanksgiving

And we couldn't have done it without...

Meeting Maker

A HUGE Thank You!

...YOU!

The project could not have been a success without the assistance and persistence of the Emory Local Support Professionals. So from our team to yours, **THANK YOU!**

Meeting Maker

A Look to the Future...

Exchange Support Roundtable

December 12th, 2008

2:00pm-3:30pm

Kennesaw Room, NDB 225

EAS Training Forum

December 17th, 2008

8:30am-10:00am

Kennesaw Room, NDB 225

Meeting Maker

Additional EAS Training

EAS Training Forums

Quarterly forums will be offered in 2009. Stay tuned to Local-L for dates/times/details.

EAS On-Site Training

The UTS Messaging Team will be available for individual, on-site training for your users and local support groups.

Contact Jay Flanagan (jflanag@emory.edu /7-4962) for more information or to request a training session.

Meeting Maker

A large, bold, orange question mark is centered on the slide. The word "Questions" is written in a bold, yellow, sans-serif font across the middle of the question mark.

Questions

Single Voice Platform Phase 2

Val LaManna



SVP Phase 2

Overview & Update

- Converging 3 telephone systems onto 1 **S**ingle **V**oice **P**latform (SVP) called Avaya VoIP.
- **Goal**: Migrate approximately **6,447** sets to the new Avaya SVP platform by Dec 1, 2008.
- **Requirements to move to SVP**: user must be on Exchange.
- SVP Phase 2 kicked off November 2007 with Pediatrics.
- **Buildings in-scope**:
 - Oxford College, Administration, Emory University Hospital, B. Jones, WSHCAB, EUH and EUH Annex, Rehab, Wesley Woods, Mason Guest House and NDB.

SVP Phase 2

Overview & Update

- To-date: **6,043** users have been migrated to the new platform. Translates to **95%** complete!
- Approx. 100 sets yet to be migrated in NDB but not by Dec 1.
- Removing Emory Police Dept from Scope.
 - FCC issues around VoIP that need to be addressed around 911 & E911.
- Biggest Challenge during this phase... Asking a customer to change telephone systems when they are happy with the one they have.

SVP Phase 2

Plans for Next & Last Phase

- SVP Phase 3 is the last phase.
- Approx 9000+ users will be migrating to the single voice platform by 2011.
- Phase 3 is estimated to start planning in calendar Q1'09

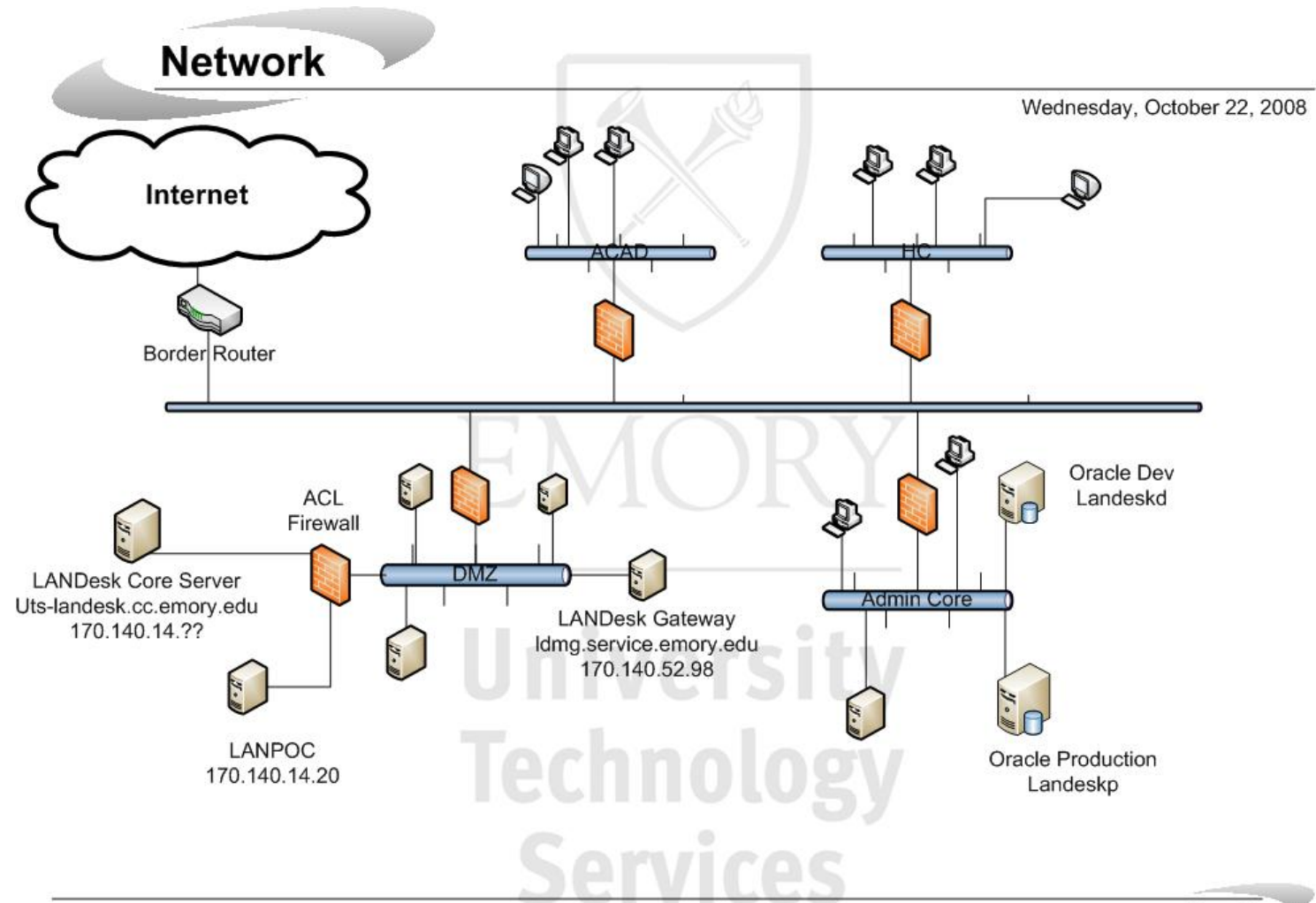
LANDesk

Tom Armour



LANDesk

Design Overview



DMZ Benefits

- Reduce complexity
- Remove F5 from the system
- Directly access the server by name (no VIP)
- Scripts can now be auto-created and not need modification
- Trouble-shooting issues is easier
- Now the same functionality is available for everyone, not just machines in the Admin Core.

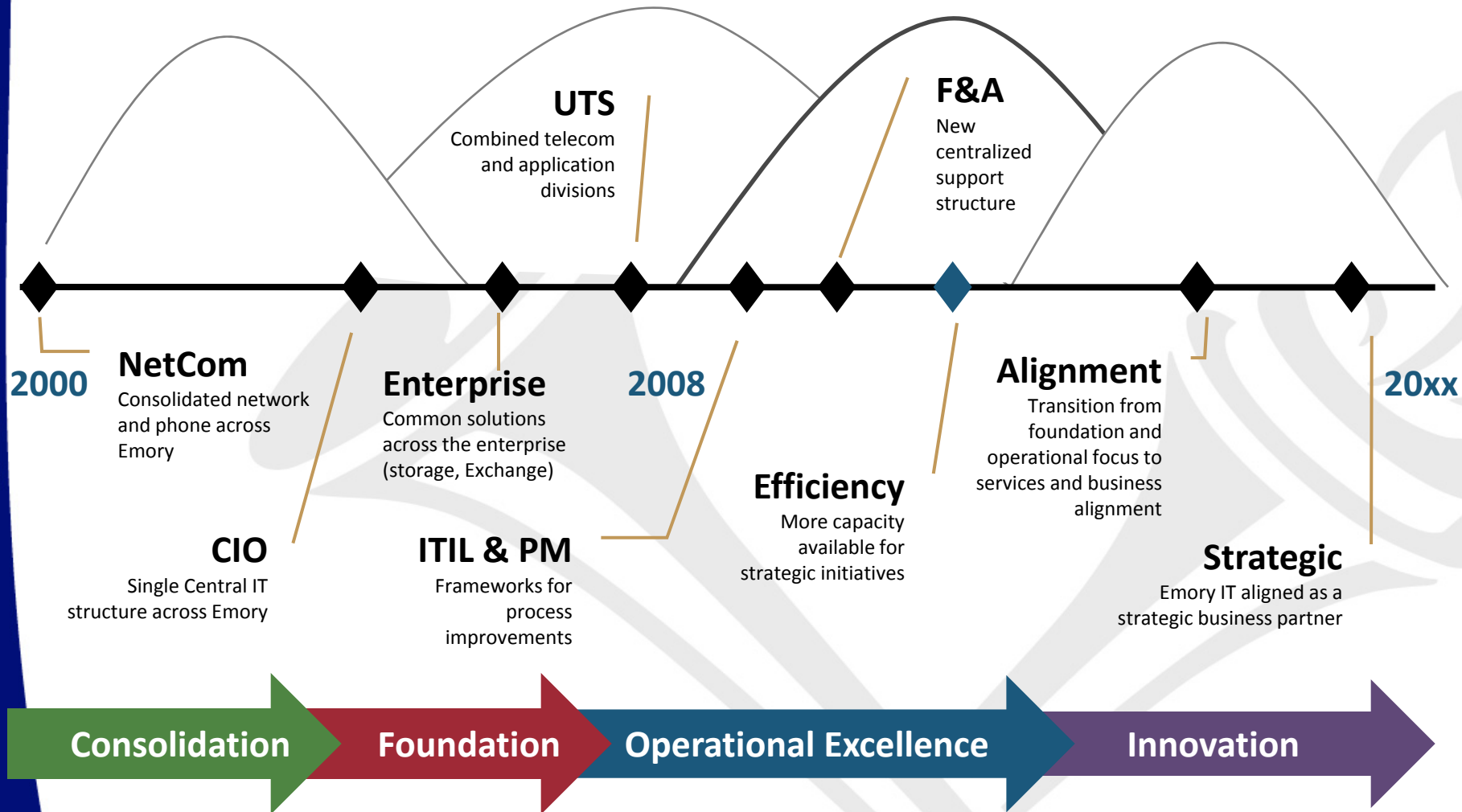
ITSMO

Karen Jenkins



Next Wave Organization

Operational Excellence



Guiding Principles

Stakeholder Input



Positive Culture



Customer Service



Customer Relations



Operational Excellence



Service Delivery

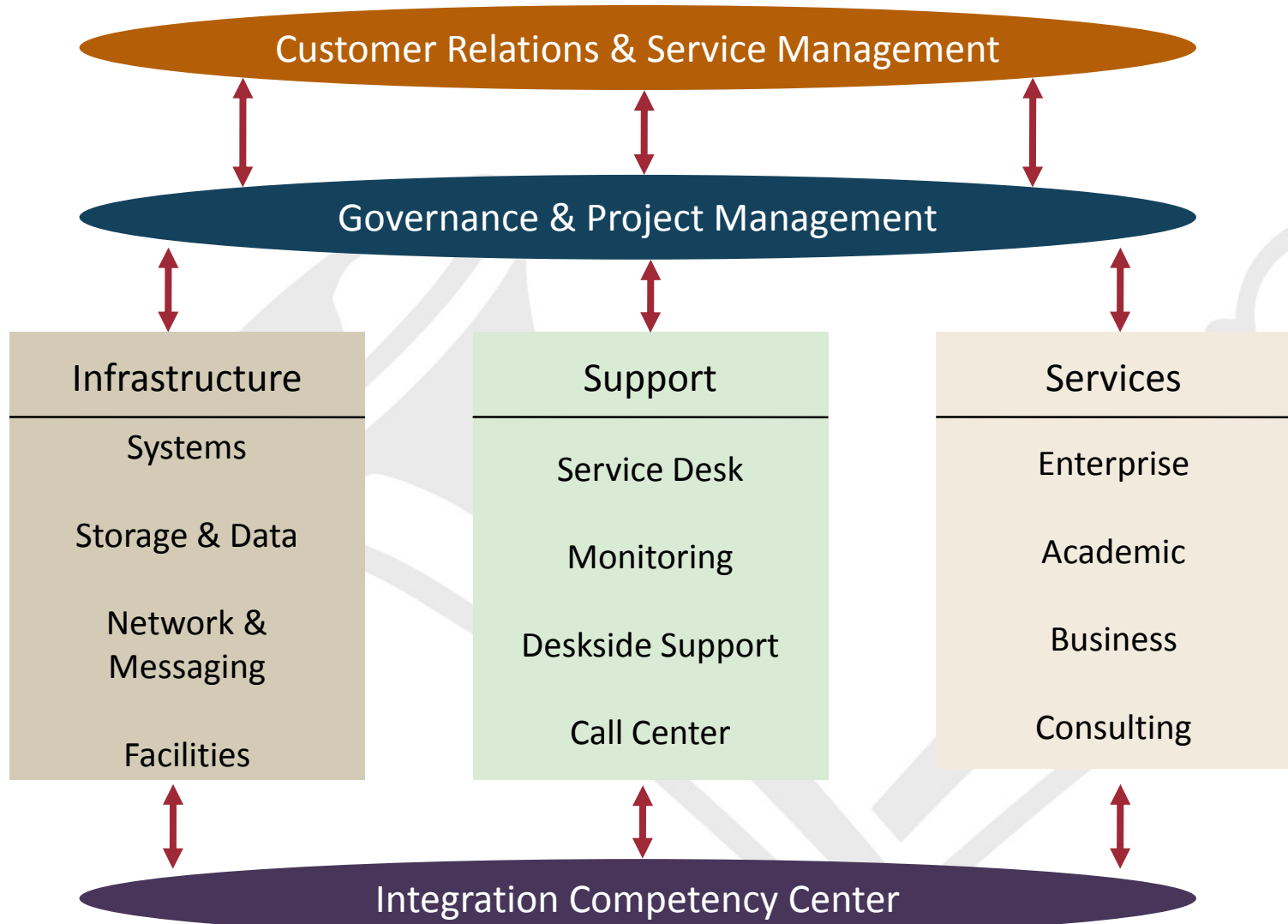


Employee Development

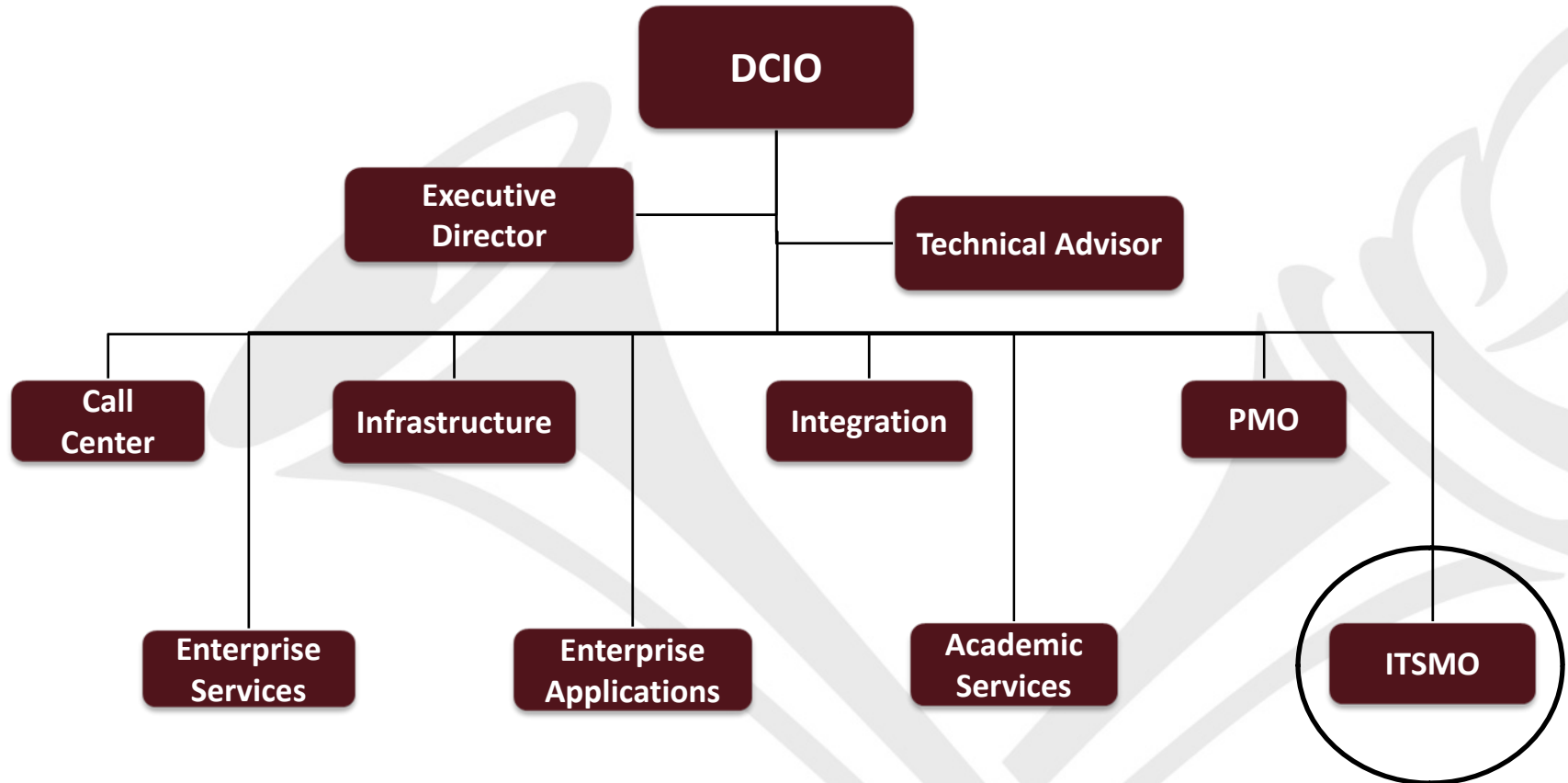


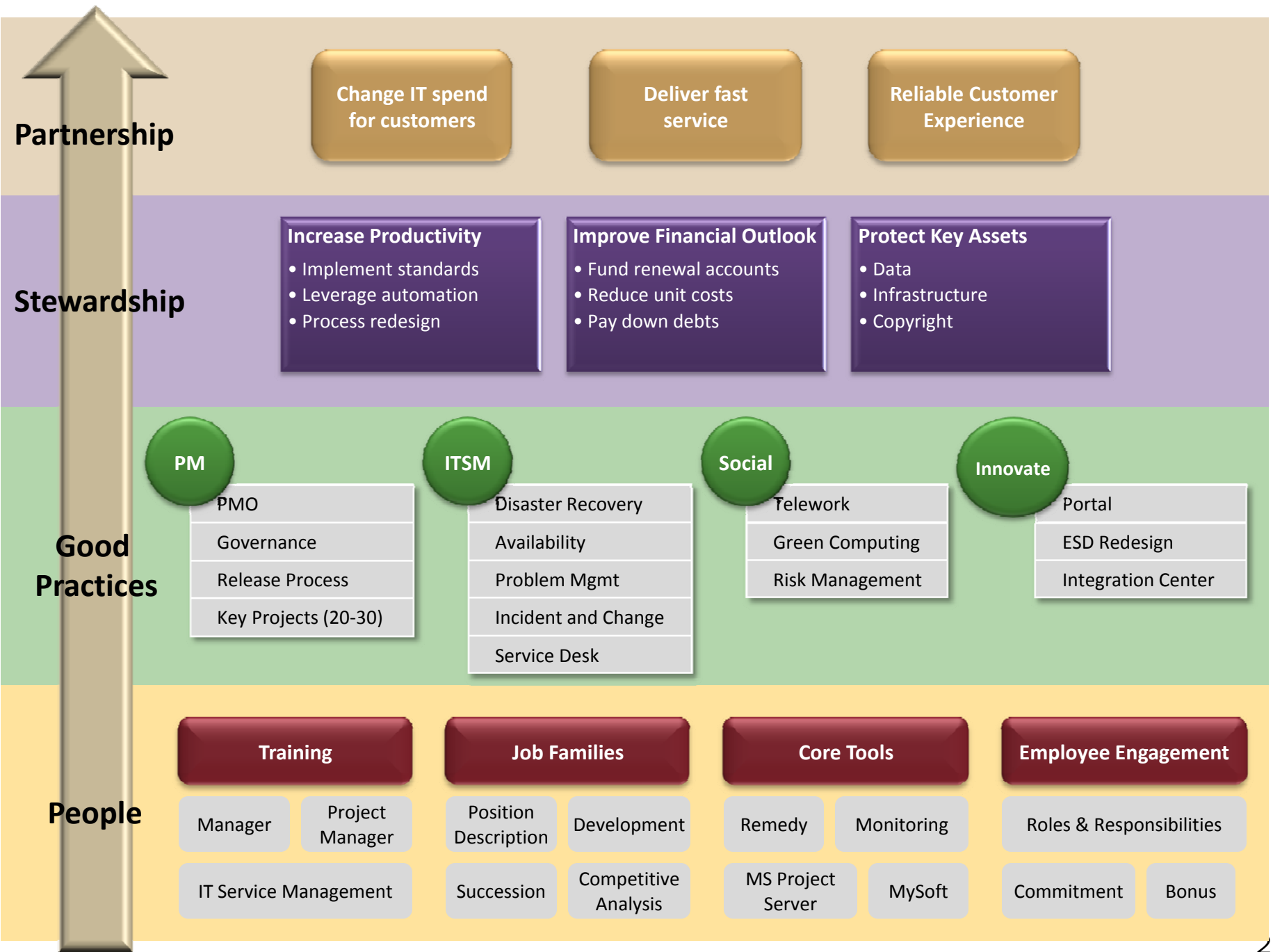
Innovation

Functional Overview



Organizational Chart





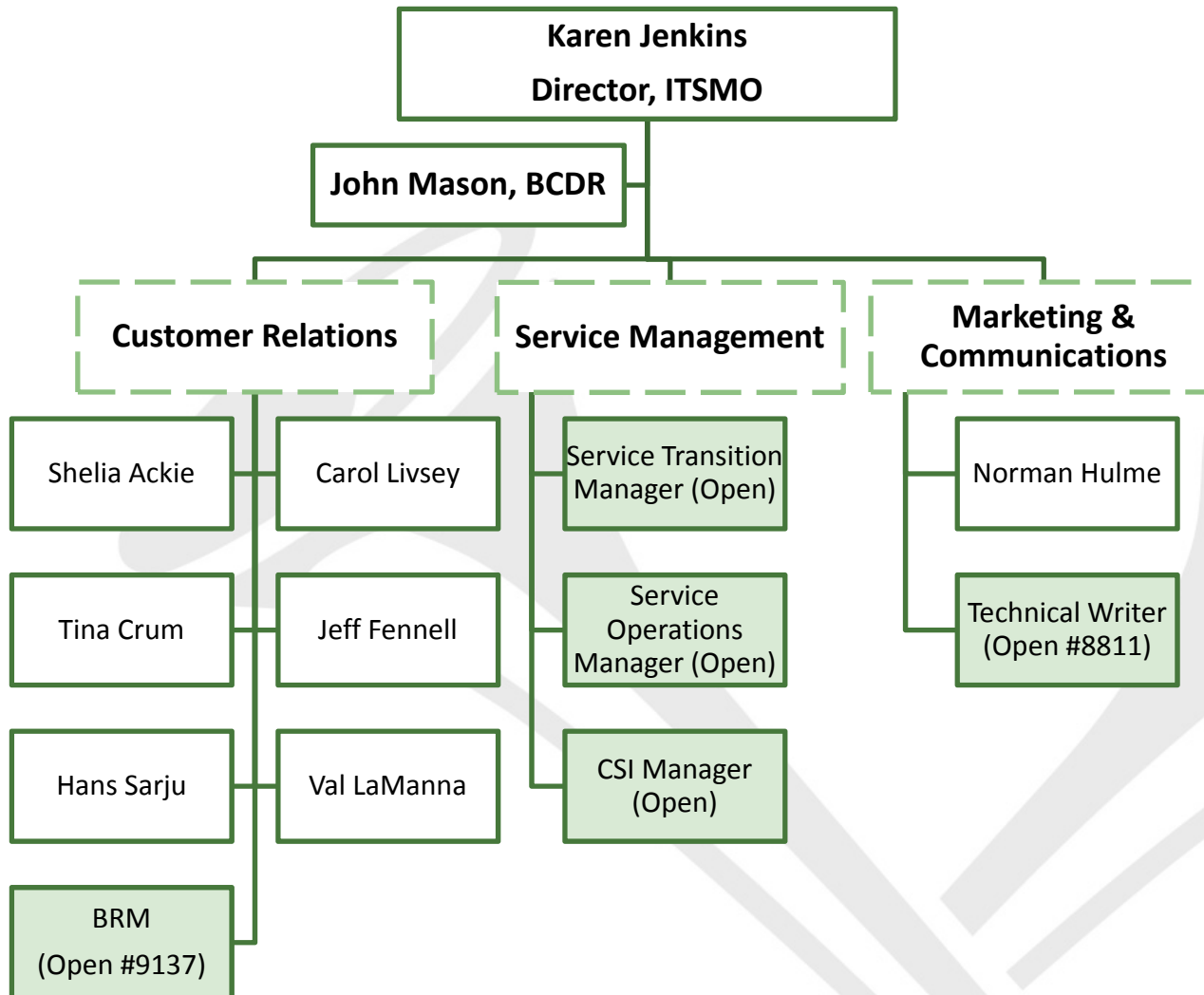
Objectives

- Improve customer intimacy and the alignment of services to business needs
- Increase operational efficiency through specialized organizational capabilities using industry standard frameworks
- Lead and develop Emory Business Continuity and Disaster Recovery plan
- Market and communicate services clearly, consistently, and continuously

Mission

To align services to business needs and maximize operational efficiency

Organizational Chart



Business Continuity

Roles & Responsibilities

- Lead Emory-wide comprehensive BCDR plan
 - Work with key stakeholders to define BCDR needs
 - Develop prioritized plan and sequence of service recovery based on business impact analysis
 - Complete risk assessment for each identified IT service
 - Socialize plan and train staff
- On-going administration, maintenance, and development of BCDR plan
 - Develop, conduct, and measure performance on spontaneous IT disaster drills
 - Review and revise plan on a quarterly basis

Customer Relations

Terminology

Term	Definition
Customer	Person or group who defines service needs and agrees to the service level targets
User	A person who uses the IT Service on a day-to-day basis.
Business Relationship Management	The process or function responsible for maintaining a relationship with the Business ensuring the IT unit is satisfying the business needs of the Customers

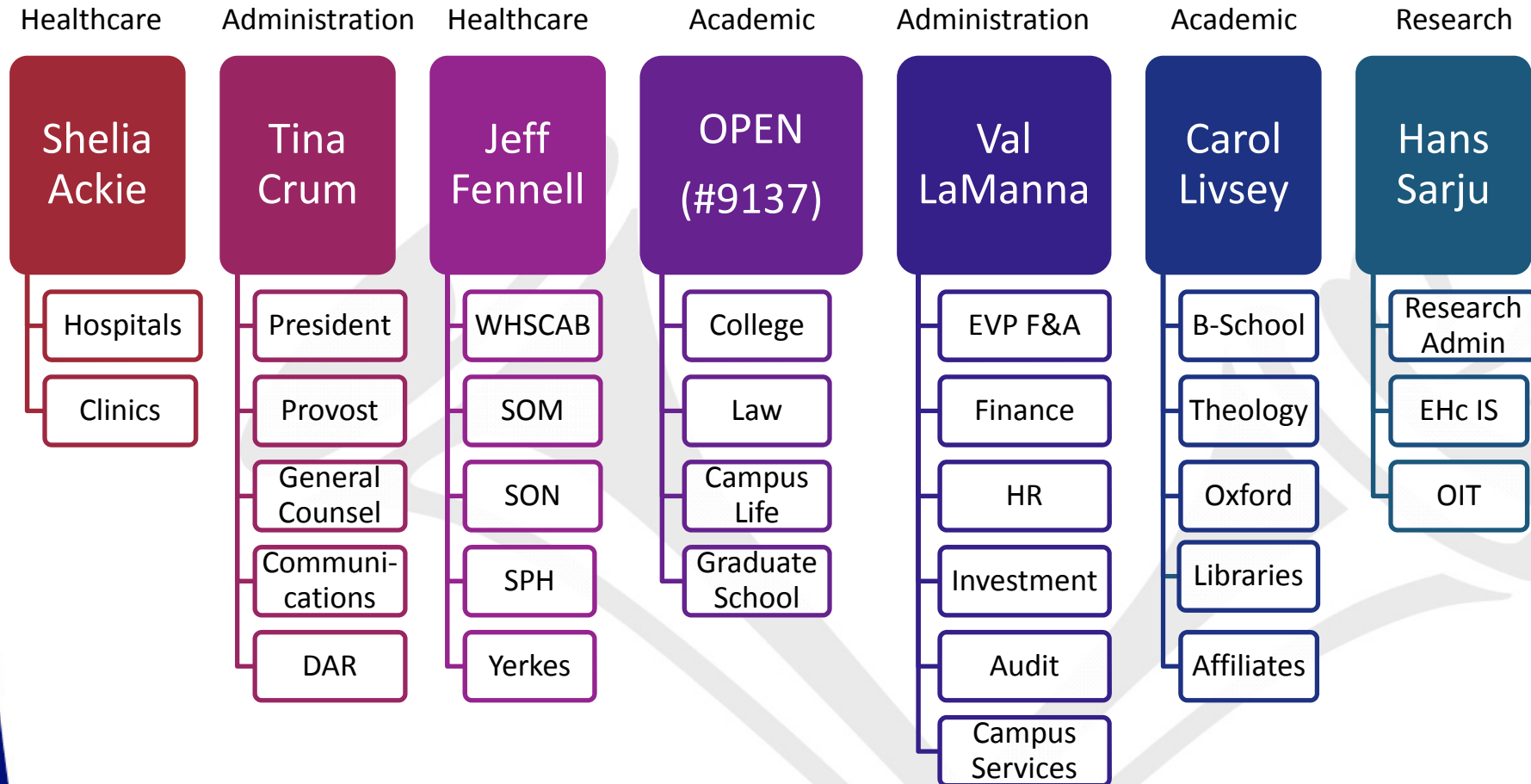
Customer Relations

Roles & Responsibilities

- Work with defined set of customers
 - Understand their business needs
 - Align and communicate services portfolio
 - Facilitate cross-organizational customer requests/needs
- Negotiate and revise Service Level Agreements
 - Provide regular reports on Key Performance Indicators
- Create Business Case for all new or enhanced service/project requests
 - Gather detailed business requirements
 - Work with customers and appropriate Governance committee
- Create and maintain an actionable Business Service Catalog

Customer Relations

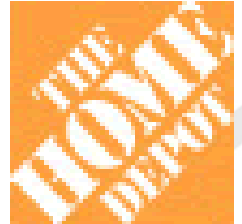
BRM Customer "Accounts"



Customer Relations

When do I call my BRM?

- New or enhanced services/needs
- Governance facilitation including business case definition
- Service not meeting business requirements and/or expectations
- Cross-functional UTS initiatives requiring participation and/or escalation from multiple departments
- When you don't know who to call!



Customer Relations

Suggestions & Brainstorming

- How to introduce BRM to key customers?
- Specific meetings or committees recommended?
- How to “train” BRM on academic and business environment so they understand your needs?
- Additional roles & responsibilities?
- How to measure success?
- Other thoughts/suggestions?
 - *Contact your BRM or email itsmo@emory.edu*

Service Management

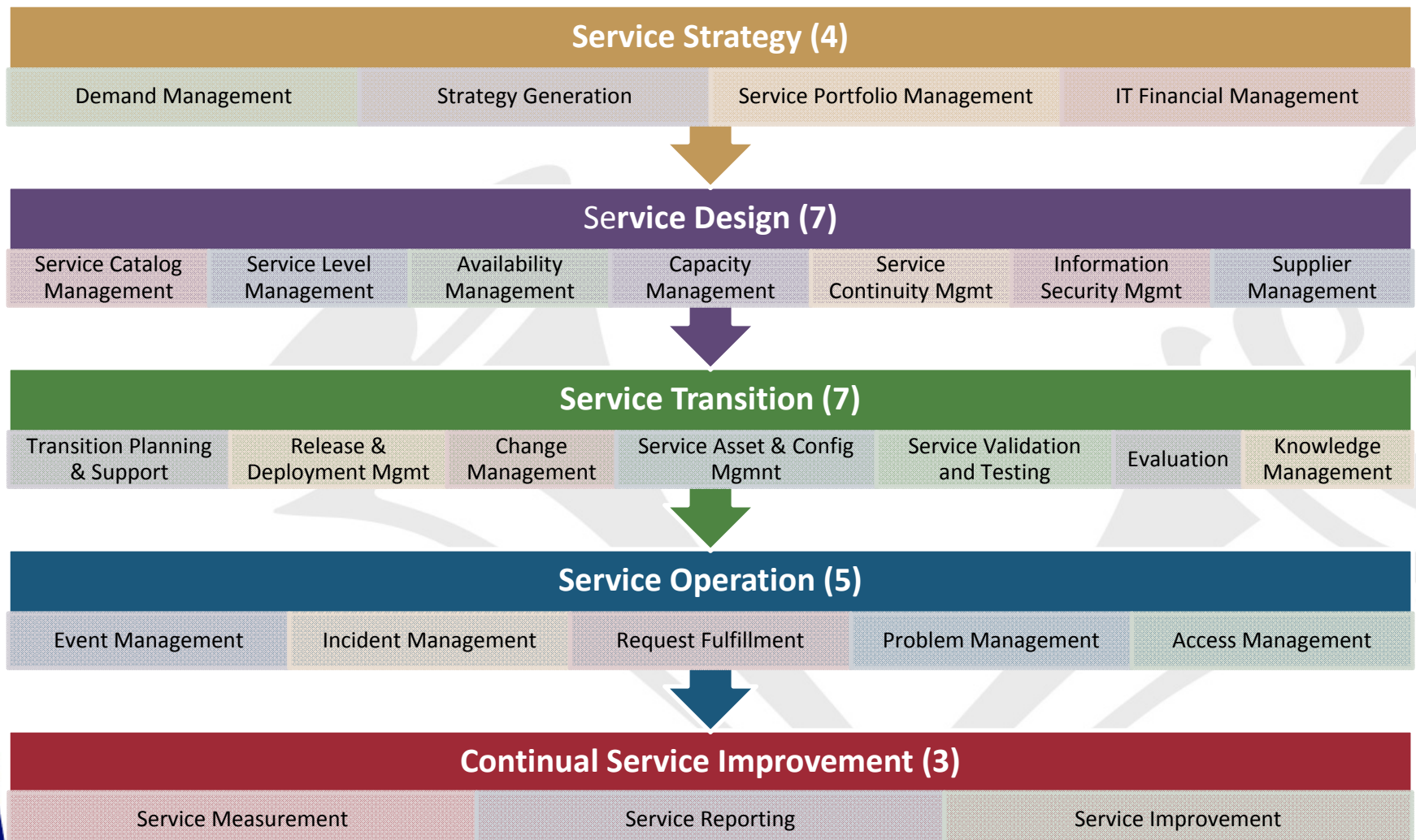
Roles & Responsibilities

- Design set of UTS “Good Practices” based upon the ITIL v3 framework
- Develop process roadmap & prioritize processes
- ITIL awareness and certification training
 - UTS and campus program
- Define process responsibilities across the organization
 - Add measures to individual S.M.A.R.T goals
- Continuously revise and adapt processes to align with changing business needs and priorities
- Define requirements and help implement Business Service Management tools

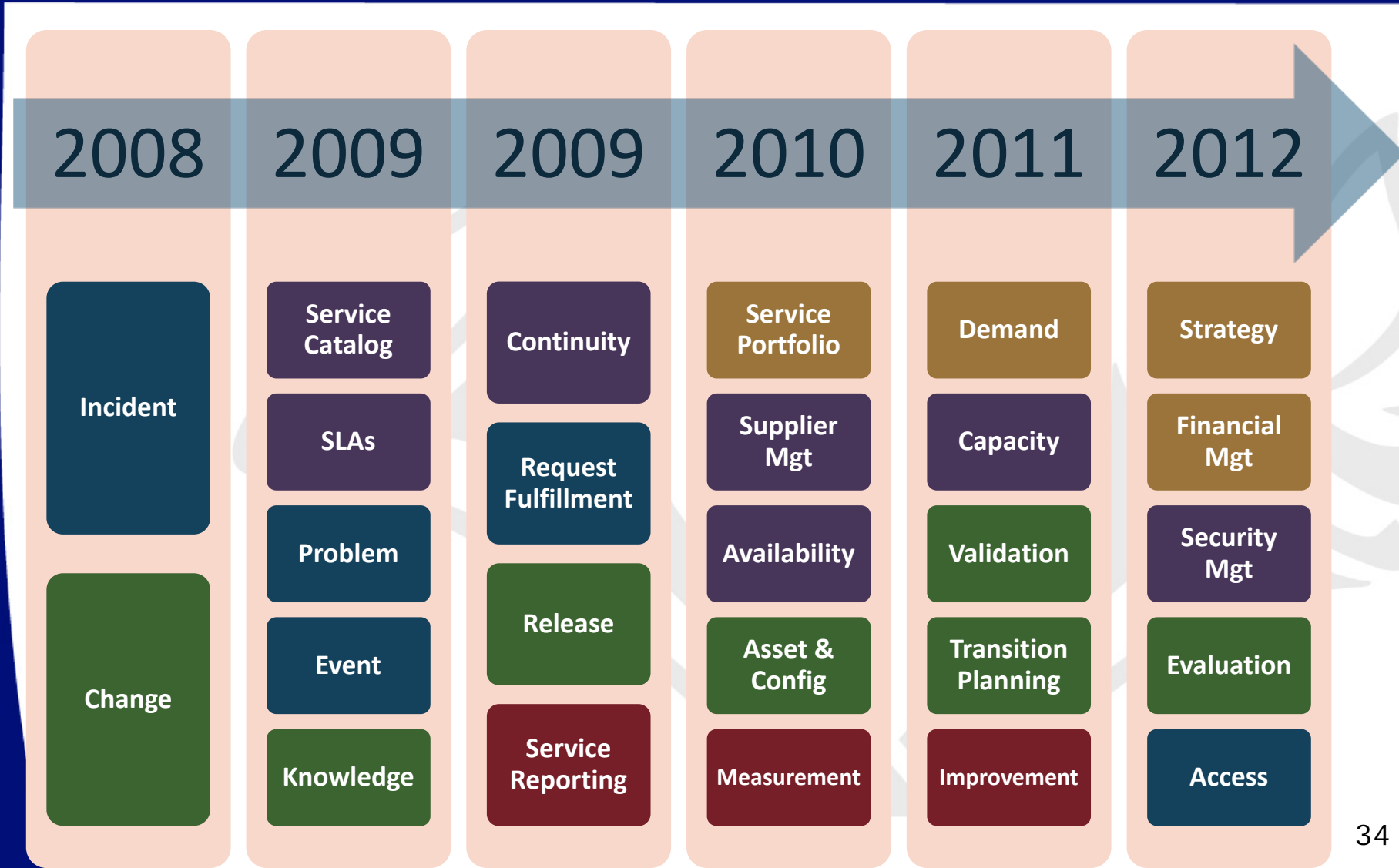
ITSMO & ITIL



ITIL v3 Process List (26 total)



Process Roadmap



Foundations Certification Training

- 3-day ITIL v3 on-site training
 - Includes ½ day Polestar simulation
 - Certification exam
- Estimated cost (including lunch) = \$490
- Scheduling 5 classes in '09 with about 5 seats in each reserved for local support
 - January, February, March, April, and June
 - *Contact Tina Crum if you are interested:
tcrum@emory.edu*

Roles & Responsibilities

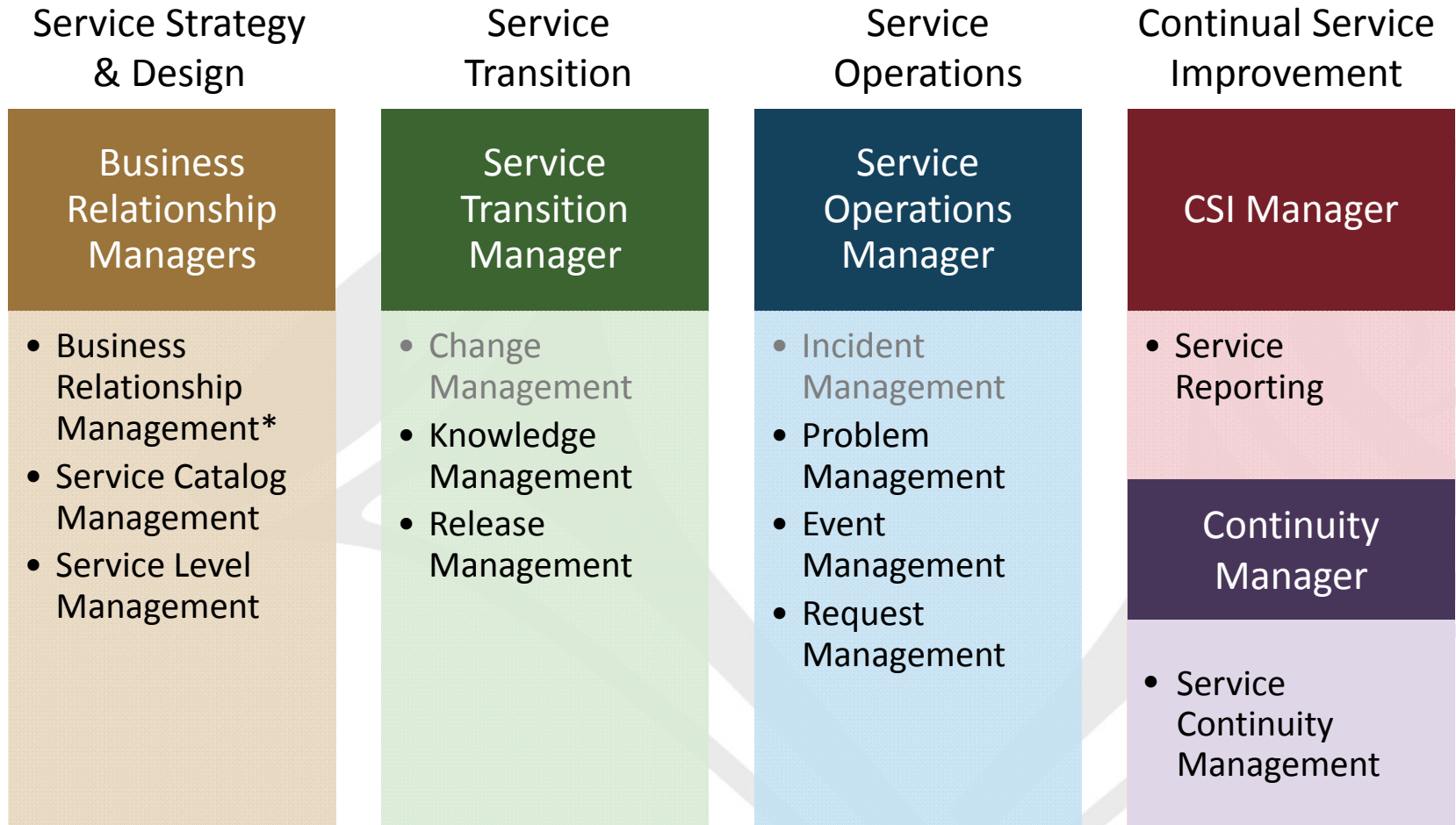
- Develop innovative marketing & communications campaign for UTS
- Write technical documentation
 - User manuals, process charts, service catalogs, etc.
- Design and maintain IT website
- Develop print based collateral for UTS services
 - Flyers, posters, other signage
- Research, collect information, coordinate, and write materials for Emory publications
 - Emory Report, UTS Annual Report, IT News, etc.
- Create consistent UTS and Emory brand across all publications

MarComm

Outreach Suggestions?

- Suggestions for outreach and communications efforts?
- IT Website - collecting input and feedback
 - What works, what doesn't, and everything in between
 - *Interested in helping? Contact Norman Hulme at nhulme@emory.edu*

ITIL & ITSMO Framework



*ITIL Function



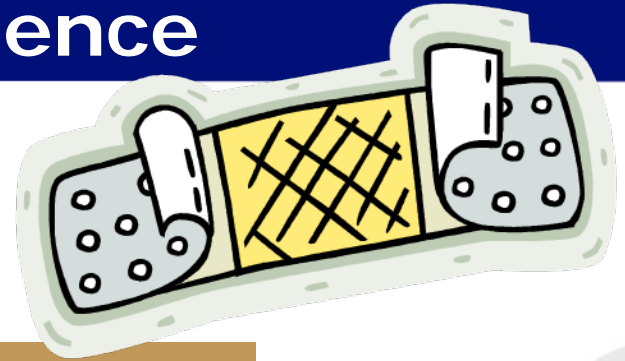
Questions



Moving Day

One More Plea For Patience

JANUARY 7th !!



Department	Locations
Academic Services	Library & Cox Hall
Call Center	ECLH
Enterprise Applications	1599 & NDB
Enterprise Services	NDB & 1762
Infrastructure	NDB
Integration	NDB
ITF&A	1762
ITSMO	1762
PMO	NDB

