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...
...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!
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
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.
Questions
Single Voice Platform
Phase 2
Val LaManna
Converging 3 telephone systems onto 1 Single Voice Platform (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.
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

Network

Internet

Border Router

LANDesk Core Server
Uts-landesk.cc.emory.edu
170.140.14.??

LANPOC
170.140.14.20

ACL Firewall

DMZ

LANDesk Gateway
ldmg.service.emory.edu
170.140.52.98

Admin Log

Oracle Dev Landesk

Oracle Production Landesk
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

Consolidation

Foundation

Operational Excellence

Innovation

2000
NetCom
Consolidated network and phone across Emory

CIO
Single Central IT structure across Emory

UTS
Combined telecom and application divisions

Enterprise
Common solutions across the enterprise (storage, Exchange)

2008
ITIL & PM
Frameworks for process improvements

Efficiency
More capacity available for strategic initiatives

Alignment
Transition from foundation and operational focus to services and business alignment

F&A
New centralized support structure

Strategic
Emory IT aligned as a strategic business partner

20xx
Consolidation

Foundation

Operational Excellence

Innovation
Guiding Principles

Stakeholder Input

Positive Culture
Customer Service
Customer Relations
Operational Excellence
Service Delivery
Employee Development
Innovation
UTS

Functional Overview

Customer Relations & Service Management

Governance & Project Management

Infrastructure
- Systems
- Storage & Data
- Network & Messaging
- Facilities

Support
- Service Desk
- Monitoring
- Deskside Support
- Call Center

Services
- Enterprise
- Academic
- Business
- Consulting

Integration Competency Center
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
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
## Terminology

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

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
## ITIL v3 Process List (26 total)

### Service Strategy (4)
- Demand Management
- Strategy Generation
- Service Portfolio Management
- IT Financial Management

### Service Design (7)
- Service Catalog Management
- Service Level Management
- Availability Management
- Capacity Management
- Service Continuity Mgmt
- Information Security Mgmt
- Supplier Management

### Service Transition (7)
- Transition Planning & Support
- Release & Deployment Mgmt
- Change Management
- Service Asset & Config Mgmt
- Service Validation and Testing
- Evaluation
- Knowledge Management

### Service Operation (5)
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management

### Continual Service Improvement (3)
- Service Measurement
- Service Reporting
- Service Improvement
ITIL

Foundations Certification Training

- 3-day ITIL v3 on-site training
  - Includes 1/2 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
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*
# ITSMO

## ITIL & ITSMO Framework

<table>
<thead>
<tr>
<th>Service Strategy &amp; Design</th>
<th>Service Transition</th>
<th>Service Operations</th>
<th>Continual Service Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business Relationship Managers</strong></td>
<td><strong>Service Transition Manager</strong></td>
<td><strong>Service Operations Manager</strong></td>
<td><strong>CSI Manager</strong></td>
</tr>
<tr>
<td>• Business Relationship Management*</td>
<td>• Change Management</td>
<td>• Incident Management</td>
<td>• Service Reporting</td>
</tr>
<tr>
<td>• Service Catalog Management</td>
<td>• Knowledge Management</td>
<td>• Problem Management</td>
<td><strong>Continuity Manager</strong></td>
</tr>
<tr>
<td>• Service Level Management</td>
<td>• Release Management</td>
<td>• Event Management</td>
<td>• Service Continuity Management</td>
</tr>
</tbody>
</table>

*ITIL Function*
Questions
# Moving Day

## One More Plea For Patience

**JANUARY 7th !!**

<table>
<thead>
<tr>
<th>Department</th>
<th>Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Services</td>
<td>Library &amp; Cox Hall</td>
</tr>
<tr>
<td>Call Center</td>
<td>ECLH</td>
</tr>
<tr>
<td>Enterprise Applications</td>
<td>1599 &amp; NDB</td>
</tr>
<tr>
<td>Enterprise Services</td>
<td>NDB &amp; 1762</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>NDB</td>
</tr>
<tr>
<td>Integration</td>
<td>NDB</td>
</tr>
<tr>
<td>ITF&amp;A</td>
<td>1762</td>
</tr>
<tr>
<td>ITSMO</td>
<td>1762</td>
</tr>
<tr>
<td>PMO</td>
<td>NDB</td>
</tr>
</tbody>
</table>