IT Briefing

December 17, 2008
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Agenda

- Cascade
- Verizon & AT&T
- Project Compass

- Lee Clontz
- Wade Sanner
- Scott Swann
# Moving Day

## One More Plea For Patience

**JANUARY 7th !!**

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

Lee Clontz
Cascade

The CMS Initiative

- Driven by need for CMS to support new Homepage, news, strategic plan, campaign sites
- Cross-functional team from ECG, SOM, SPH, College, UTS
Cascade

Why Hannon Hill?

- Focus on higher education clients
- Strong support
- Glowing recommendations
- Local company
- “Right fit” product
What is Cascade?

- Web Content Management System
- Designed for site templating, easy content updating
- Entirely browser-based
- “Push” publishing
Cascade

Features

• Workflow
• Permissions
  – Multilevel group perms
• Content sharing
• Import of Dreamweaver templates
• WYSIWYG editing (TinyMCE)
• Content expiration
• Version control
• Customizable metadata
• Structured data input
• Content drafts
• Link checking
• Automatic Navigation
Cascade

Limitations

• Cascade designed for publishing of static pages
  – *Can* publish .php or .cfm pages, but not made for a dynamic site
• Roles are currently fixed
• Authoring and administering site requires training
  – XML/XSL at the heart of everything
• Permission model can get complex
Cascade

Roles & Responsibilities

- **UTS:**
  - Accounts
  - Provisioning
  - Standard template deployment
  - Publishing to UTS Web Hosting environment

- **Local Support:**
  - Custom development
    - Hannon Hill available for fee based consulting services
  - Content creation
  - Workflow
Cascade

Architecture

- Two load-balanced nodes fronted by F5
- All traffic is SSL-encrypted
- Cascade runs atop Tomcat
- LDAP-authentication (ldap-proxy)
- Oracle General RAC
Cascade Architecture

Cascade Server

- web2a
- HP Blade
- Red Hat EL4
- Cascade Node 1
  - 170.140.202.145:8080

- LDAP-Proxy
  - Authentication Server
  - 170.140.52.230

- web2b
- HP Blade
- Red Hat EL4
- Cascade Node 2
  - 170.140.202.146:8060

DMZ

F5 Load Balancer

Oracle RAC
Cascade Database
sp609-vip.cc.emory.edu
170.140.38.30

Admin
Cascade

Permissions

• All permissions assigned at group level
• Group types
  – Contributors
    • Can add and edit content and start workflows
  – Approvers
    • Can approve or edit content in a workflow
  – Publishers
    • Can publish content to a site
  – Managers and Administrators
    • Not generally going to be provisioned
Cascade

New “General Use” Template
Emory University’s core purpose is to create, preserve, teach, and apply knowledge in the service of humanity.

Emory’s Where Courageous Inquiry Leads: 2005 – 2015 Strategic Plan provides a means to build upon the University’s strengths and create a vibrant future. The goals and strategies expressed in the plan will allow Emory to achieve its vision of becoming a destination university, internationally recognized as an inquiry-driven, ethically engaged, and diverse community whose members work collaboratively for positive transformation in the world through courageous leadership in teaching, research, scholarship, health care, and social action.

Based upon this strategic plan, Emory will secure and direct resources, take action, and measure progress. Emory is committed to the strategic planning process which turns shared vision into action by charting a course for growth and development. The plan is built upon the aspirations of all students, faculty, and staff that intersect in a common set of goals and key University-wide priorities.

Emory has identified four strategic goals:

- Emory has a world-class, diverse faculty that establishes and sustains preeminent learning, research, scholarship and service programs.
- Emory enrolls the best and brightest undergraduate and graduate students and provides exemplary support for them to achieve success.
- Emory’s social and physical environment enriches the intellectual work and lives of faculty, students, and staff.
- Emory is recognized as a place where engaged scholars come together in a strong and vital community to contrast the human condition and experience and explore 21st-century frontiers in science and technology.

The first three goals reflect the core elements of how Emory will achieve its vision -- strengthening faculty distinction, preparing engaged scholars, and creating community-engaging society. The last goal focuses on what Emory will contribute to local, national, and international communities through inquiry focused on the tough issues facing society and by developing cutting-edge programs focused on leading research, scholarship, and social action.
Cascade

XML/XSLT

• Cascade sites built almost entirely with XML/XSLT
  – Templates
  – Stylesheets
  – Workflows
Do you have a **Bright Idea** that will save Emory time, money, or improve work life?

Can you identify strategies that will make Emory more efficient or effective?

Employee talent and expertise are an invaluable asset at Emory. We’re looking for problem-solving ideas best created through the imaginations of our employees. You know your job better than any outside expert so if you have an idea for a new initiative or a solution to a workplace challenge, big or small, we want to hear about it.

Emory is focused on providing the highest quality work processes and improving the lines of communication. Our success depends on your input and participation. Let us know how we can:

- Improve working conditions
- Increase efficiencies
- Save time and money
- Boost workplace productivity
- Streamline administrative processes
- Increase safety
- Enhance customer service

The Bright Ideas program started as one of the initial project charges from the Emory Excellence Through Leadership (ETL) program in 2006. One of the ETL teams was assigned innovation as their goal for the program. The team took the initial concept, conducted research and benchmarking, developed the Bright Ideas approach, and formally launched the program in November 2007.

Please keep this valuable initiative moving forward by submitting your innovations throughout the year!
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Cascade Demonstration

- [https://cascade.emory.edu](https://cascade.emory.edu)
Cascade

Training Opportunities

• UTS-taught “Introduction to Cascade” on Jan. 5 at 2 p.m.
  – Please RSVP to Iclontz@emory.edu
• Hannon Hill-taught XSLT class on Jan. 6-7
Questions
Cellular Services

Wade Sanner
## Cellular Services

### RFP Process

<table>
<thead>
<tr>
<th>RFP Criteria</th>
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<tbody>
<tr>
<td>Commitment to on-going investments to improve signal strength</td>
</tr>
<tr>
<td>On-site assistance in managing billing issues with a focus on bill optimization</td>
</tr>
<tr>
<td>Improved pricing on devices and services</td>
</tr>
<tr>
<td>On-site services to support University and HealthCare personnel with device issues and/or replacements</td>
</tr>
<tr>
<td>Requirements for emergency notification systems met</td>
</tr>
<tr>
<td>Changing provider must be at no cost to Emory</td>
</tr>
</tbody>
</table>

### Verizon selected as Primary Cellular Services Provider

<p>| |</p>
<table>
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<tr>
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<tbody>
<tr>
<td>AT&amp;T was not able to meet ‘no-cost switch’ criteria, or ‘no-cost signal upgrades.’</td>
</tr>
<tr>
<td>A contract was awarded to AT&amp;T to support iPhone initiatives and improve existing discounts</td>
</tr>
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</table>
## New Verizon Agreement

<table>
<thead>
<tr>
<th>Feature</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved pricing on services</td>
<td>23% discount from 22% current</td>
</tr>
<tr>
<td>On-site assistance in managing billing issues</td>
<td>with a focus on bill optimization</td>
</tr>
<tr>
<td>Improved discount on devices and free Blackberry Curve 8330</td>
<td>for new subscribers and customers eligible for an upgrade</td>
</tr>
<tr>
<td>Replacement units provided</td>
<td>to manage device issues and/or replacements</td>
</tr>
<tr>
<td>Requirements for emergency notification systems</td>
<td>met</td>
</tr>
<tr>
<td>“Share” fees waived</td>
<td>to allow no cost optimization/consolidation.</td>
</tr>
</tbody>
</table>

Currently there are 240 Emory corporate paid lines through AT&T

| Discount rates will improve from 15% to 22% on corporate-paid lines |
| Employees will continue to be eligible for a 15% discount, and Students will now be extended a 10% discount. |
| iPhones are not eligible for equipment discounts, but services will move to an improved discount percentage. |
## Value of Consolidation and Optimization

- Reduce/eliminate cost of unused minutes ($1.1 million over the 3 year contract)
- Streamline payment process by moving 590 current Verizon accounts to one University Verizon account. Eliminate paper bills.
- Create an approval process for obtaining cellular services and devices
- Use of “My Business” web portal to allow individual access to review minutes, and administrative review access to view bills and statements.

## Path to Consolidation and Optimization

- Staged migration of business units into a single corporate account
- Identify list of Approvers for business units on campus
- Give Approvers access and training for “My Business” web portal
- As more lines move into corporate plan, most users will move to less expensive plans
- All new accounts set up under consolidated account
Questions
Project Compass

Scott Swann
Project Compass

Timeline

Plan & Prepare
IDP & Design
Build & Configure
Test & Train
Deploy & Support

Phase II - Analyze & Design
Phase III - Configure & Develop
Now - May ’09
Phase IV - Test & Train
Jan ’09 – Sept ’09
Phase V - Deploy & Optimize
Feb ’09 – Nov ’09

Now – May ’09

Project Today
## Environment Overview

<table>
<thead>
<tr>
<th>Database</th>
<th>Description</th>
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<tbody>
<tr>
<td>DMO</td>
<td>Delivered Demo data.</td>
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<tr>
<td>GLD</td>
<td>Production staging area for configuration and development</td>
</tr>
<tr>
<td>TST</td>
<td>Functional configuration and unit testing</td>
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<tr>
<td>DEV</td>
<td>Developer development and unit testing</td>
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<tr>
<td>CNV</td>
<td>Conversion testing ground</td>
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<tr>
<td>RPT</td>
<td>Disruptive experimental activities</td>
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<tr>
<td>TS1</td>
<td>System Testing</td>
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<tr>
<td>TS2</td>
<td>Integration Testing</td>
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<tr>
<td>TS3</td>
<td>User Acceptance Testing</td>
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<tr>
<td>TR1</td>
<td>Formal Training</td>
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<tr>
<td>TR2</td>
<td>Formal Training</td>
</tr>
<tr>
<td>PRD</td>
<td></td>
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Project Compass

PSFIN Modules

- General Ledger
- Commitment Control
- Accounts Payable and SciQuest/PMM
- Asset Management
- Travel and Expense
- Billing
- Accounts Receivable
- Grants Management
- Project Costing
<table>
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<th>Field Name</th>
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<th>Length</th>
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*Required only if Project/Grant

**Select SETIDs: EMUNV, HCEHC, SHARE
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