IT Briefing

September 18, 2008

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Agenda

- iTunes U
- Full Disk Encryption
- EMNA Demo
- Next Wave
- Alan Cattier
- Derek Spransy
- Peter Day
- Brett Coryell

iTunes U

Alan Cattier

iTunes U

URLs

- iTunes U @ Emory:
  - iTunes.emory.edu
  - iTunes U External site

Full Disk Encryption

Derek Spransy

Full Disk Encryption

Background

- 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 & Jason Hunter – Human Resources
  - Mike Chilcott & Eric Mathis– Emory Healthcare ITS
  - Richard Fischer & Dwayne Hamrick – University Administration
  - Jay Flanagan – UTS Security
  - Chioke Jaffree – Netcom
  - Stu Lipkin – Office of Research Administration
  - Eric Logan – UTS Client Technologies
  - Brandon Mayo – School of Medicine
  - Sidney McKenzie – School of Public Health
  - Derek Spransy – Emory College
  - Ben Tompkins & Paul Corigliano – Development & Alumni Relations
  - Alan White – UTS Security

Full Disk Encryption

Project Methodology

1. Definition of requirements.
2. Creation and distribution of RFP/RFI.
3. Demonstrations from vendors.
4. Product evaluations.
5. Product selection.
6. Risk assessment.
7. Submit level two request to IT governance.

Full Disk Encryption

And The Winner Is …

- We received seven responses to our RFP, and asked four vendors for onsite demonstrations.
- Based on the demonstrations we evaluated two products, and selected **PGP's Whole Disk Encryption** product.

Full Disk Encryption

PGP Strengths

- Highly regarded company with large deployments in higher education, health care, and other business sectors.
- Platform support for Windows and Mac OS.
- PGP server is trivial to install and maintain.
- Central key escrow.
- Supports key recovery in the event that a user forgets their pre-boot password.
- Support for different configuration profiles.
- Minimal user impact/interaction.
- Easy to deploy with group policy, LANDesk, and other DMS offerings.
- 50% higher education discount.

Full Disk Encryption

Current Project Status

- Conducting risk assessment.
- Drafting level two governance request to identify funding sources.

Full Disk Encryption

Emory Email Names

Peter Day– UTS IdM Team

Email Names -- General

- The “Email Name?” – is the left-hand side of the ‘@’ sign in the email address.
- Scope of Email Names Application is @emoryhealthcare.org and @emory.edu.
- Self-service interface is only for University (@emory.edu) faculty, staff, and students

Email Names – Purpose

- Issue of Email Name Collisions between University and Healthcare
- Issue of differences in email address display in GAL and On-Line Directory
- Issue of separate management of exchange email aliases and fn.ln@emory.edu email aliases
- LISTSERV issues

Name Collisions

University

- John A. Doe gets JADOE@emory.edu
- Gets email alias john.doe@emory.edu

Healthcare

- John B. Doe gets john.doe @emoryhealthcare.org

- Different people with same email name: Confusing
- What happens if one moves to other org?
- Need to manage @emory.edu and @emoryhealthcare.org names for uniqueness
- Claim name, release name

Directory Inconsistency

- Mary Jane Doe gets exchange as MJDOE@emory.edu and both appear in GAL and On-Line Directory.
- She obtains directory name Jane Doe and gets alias jane.doe@emory.edu

GAL	On-Line Directory
MJDOE@emory.edu	jane.doe@emory.edu

Email Alias Management

- Exchange mailbox can have multiple receive addresses. All act as aliases.
- One of these, called “Primary” is used as the From address and shows in the GAL.
- University employees and students can obtain a fn.ln@emory.edu alias via a separate process.

Email Alias Management

- Student Jane Doe via a self-service process gets an Eagle email alias of jane.doe@emory.edu
- At the same time, employee Jane Doe gets an exchange account with primary address jane.doe@emory.edu
- Need enterprise management of email names for simplification and to avoid conflicts.

LISTSERV Issues

- Mary Jane Doe has default Exchange From address of mjdoe@emory.edu
- A colleague creates a manually-populated LISTSERV list and adds her using her On-Line directory address: jane.doe@emory.edu
- She attempts to send to the list and it rejects her.

User Impact of EMNA

- For *Exchange* users, their On-Line directory email address becomes the same as their GAL (From) address.
- New form for University employees and students to select an *emory.edu* alias.
- The new form allows selection of Exchange *emory.edu* email aliases and designating which one is the primary, “From” address.
- Email name for email address shown in On-Line Directory and GAL does not have to be a form of the directory name.
- If have Exchange mailbox, then cannot use PEACH.

Example: No Impact

- Chris Alexander has same address in On-Line Directory and GAL:

Name	Title	Business Phone	E-mail Address
Alexander, Chris	Operating Sys An/Dev, Lead	404-727-8333	chris.alexander@emory.edu
Alexander, Claris	Registered Nurse II	404-712-7334	Claris.Alexander@emoryhealthcare.org

Chris Alexander

Title : Operating Sys An/Dev, Lead
Department : UTS ITS Infrastructure Applications

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E-mail Address: cjalexa@emory.edu
Mail Delivery Host: empp2.cc.emory.edu
Mail Forwarding Address: CJALEXA@enterprise.emory.net
Alternate Address: chris.alexander@emory.edu

FAX : 404-727-3246
E-mail Address : chris.alexander@emory.edu

Example: No Impact

- Mary Kay O'Brien has same address in On-Line Directory and GAL:

Name	Title	Business Phone	E-mail Address
O'Brien, Mary Kay	Manager, Clinical Apps	404-778-1295	Mary.Obrien@emoryhealthcare.org
O'Brien, Melanie	Registered Nurse II	404-686-2303	Melanie.O'Brien@emoryhealthcare.org

Mary Kay O'Brien

Title : Manager, Clinical Apps
Department : Emory Healthcare Corporate
Sub Department :

Work Phone : 404-778-1295
Student Phone :
FAX : 404-727-1940
E-mail Address : Mary.Obrien@emoryhealthcare.org

Example: No Impact

- Not in Exchange but different GAL and On-Line Directory:

Name	Title	Business Phone	E-mail Address
LaRossa, Maureen	Nurse Clinician	404-778-1461	mlaross@emory.edu

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E-mail Address: maureen_larossa@oz.ped.emory.edu
Mail Delivery Host: miriam.cc.emory.edu
Mail Forwarding Address: maureen_larossa@oz.ped.emory.edu
Alternate Address:

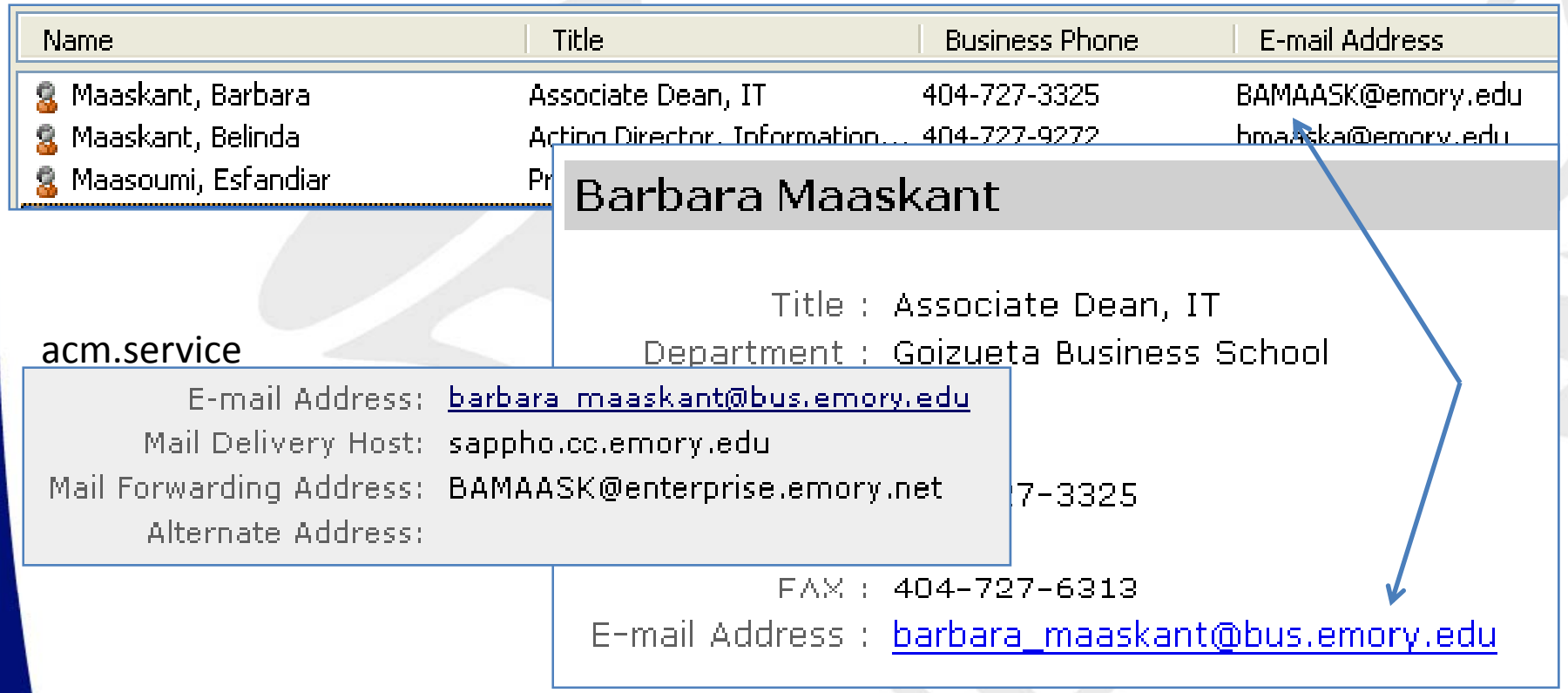
Maureen LaRossa RN

Title : Nurse Clinician

FAX : 404-778-1467
E-mail Address : maureen_larossa@oz.ped.emory.edu

Example: Impact

- Barbara Maaskant – Exch & different address in On-Line Dir and GAL:



Example: Impact

- Peter Day – In Exch & different address in On-Line Dir and GAL:

Name	Title	Business Phone	E-mail Address
Day, Peter W	Operating Sys Analyst/Dev,...	404-727-7678	ospwd@emory.edu
Day, Peter William			

Peter W Day PhD

Title : Operating Sys Analyst/Dev, Lead
Department : UTS ITS Infrastructure Applications

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E-mail Address: ospwd@emory.edu
Mail Delivery Host: sappho.cc.emory.edu
Mail Forwarding Address: OSPWD@enterprise.emory.net
Alternate Address: peter.day@emory.edu

78

38

E-mail Address : peter.day@emory.edu

Example: Impact

- After EMNA, Peter Day's On-Line Directory email address changes:

Name	Title	Business Phone	E-mail Address
Day, Peter W	Operating Sys Analyst/Dev,...	404-727-7678	ospwd@emory.edu
Day, Peter William	Work Study Student		pday@emory.edu

acm.service

E-mail Address: ospwd@emory.edu
Mail Delivery Host: sappho.cc.emory.edu
Mail Forwarding Address: OSPWD@enterprise.emory.net
Alternate Address: peter.day@emory.edu

Peter W Day PhD

Title : Operating Sys Analyst/Dev, Lead
Department : UTS ITS Infrastructure Appli ions
78
FAX : 404-727-2838
E-mail Address : ospwd@emory.edu

GAL TRUMPS

Example: Old EMAL Form

Your Email Aliases Creating an Email Alias - Step 1 of 4

Your current email alias is peter.day@emory.edu for your ospwd@emory.edu email account.

Below are your choices for creating a new email alias for display in the Emory on line directory. Please choose one of these options:

- ○ Use peter.w.day@emory.edu
- ◉ Use my current email alias (peter.day@emory.edu)
- ○ I do not want to use an email alias.

Choose Your Email Alias

Directory Name

You may change your directory name, and generate another email a
directory name will be listed in the Emory phone book, and in the or
an appropriate business name.

Your Directory Name: Peter W DAY

Change Your Name in the Emory Directory

Don't like your email alias options?

Your Emory email alias options are generated from your legal name and from your directory name, which is the name listed for you in the Emory printed campus and on-line directories. You can get another email alias option by changing the way your name appears in the Emory printed and on-line directories.

Change Your Name in the Emory Directory

Example: New Form

Select An Email Name

Select an email name from the list below and click 'Save'. Do not use the 'Back' button to navigate; please use the buttons below.

- To get a name that is not listed, choose 'Select/Edit self-selected name' and enter the name you want.
- Self-selected names must be at least 9 characters long and will be screened for appropriateness.
- You may only have 3 self-selected email names.
- This process will not change your name nor whether you appear in the external online or printed directory - click here to change your directory listing.
- Click here for more information.

Email Name: peter.day @emory.edu

Make this choice my official Emory e-mail address

Note By making this choice your official Emory e-mail address, your Exchange "from" address will also be updated. Prior to completing this form, you **must** update any Listserv subscriptions to peter.day@emory.edu. Please click here for the sequence of steps to complete this action.

Assigned email names (self-selected email names in **bold**)
peter.day@emory.edu
pwday@emory.edu

Save Cancel

Email Name: Select/Edit self-selected name
- Select/Edit self-selected name
- p.w.day
- peter.day
- peter.w.day
- pwday

Enter a new email name, and click 'Check if Email Name is Available' to see if that email name is available to choose.

Select/Edit self-selected name: [ ] Check if Email Name is Available

Email Name: Select/Edit self-selected name

Demo

- Demo of ENID self-service interface
- http://enid.emory.edu/myaccount
- Redirects to /idm/user

Example: Impact

- Acknowledging email:

From: idmteam-l@listserv.cc.emory.edu [mailto:idmteam-l@listserv.cc.emory.edu]
Sent: Wednesday, September 10, 2008 10:33 AM
To: Day, Peter W
Subject: Email Name Selection Notification

You have successfully selected a new email name:

Give it time!

peter.day

Please allow up to 48 hours for peter.day@emory.edu to become fully active.

peter.day@emory.edu has been selected as your official Emory e-mail address.

The address on all mail that you send from Exchange has also been changed to peter.day@emory.edu. You should have already updated any listserv subscriptions that you might have, in order to be able to continue to send to any lists to which you have subscribed. For more information, see http://it.emory.edu/showdoc.cfm?docid=11073.

If you have received this email WITHOUT visiting ENID to request or change your email name, please reply to this email immediately, or contact the Emory University Help Desk at (404) 727-7777.

Example: Impact

- Official Email Name Notification:

Always there

From: idmteam-l@listserv.cc.emory.edu [mailto:idmteam-l@listserv.cc.emory.edu]
Sent: Wednesday, September 10, 2008 10:33 AM
To: EmailNames-L@listserv.emory.edu
Subject: New Primary email address selected

For Peter W Day (HR emplid: 0004759; HC emplid: ; SA emplid: ; ESD Person Number: 4759):

The user's directory email address has changed to:

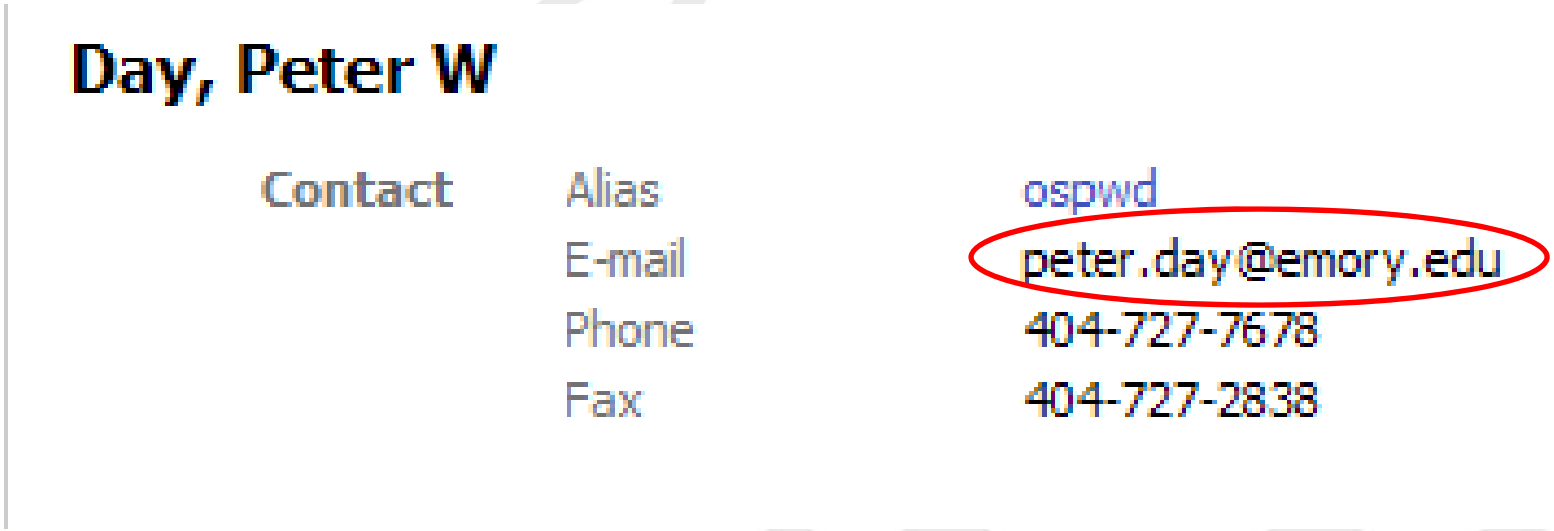
peter.day@emory.edu

Can be missing

This email was automatically generated by ENID Administrator.
If you have questions please contact the Identity Management team at idmteam-l@listserv.cc.emory.edu

Example: Impact

- Check in 15-20 minutes via OWA or EHCOWA

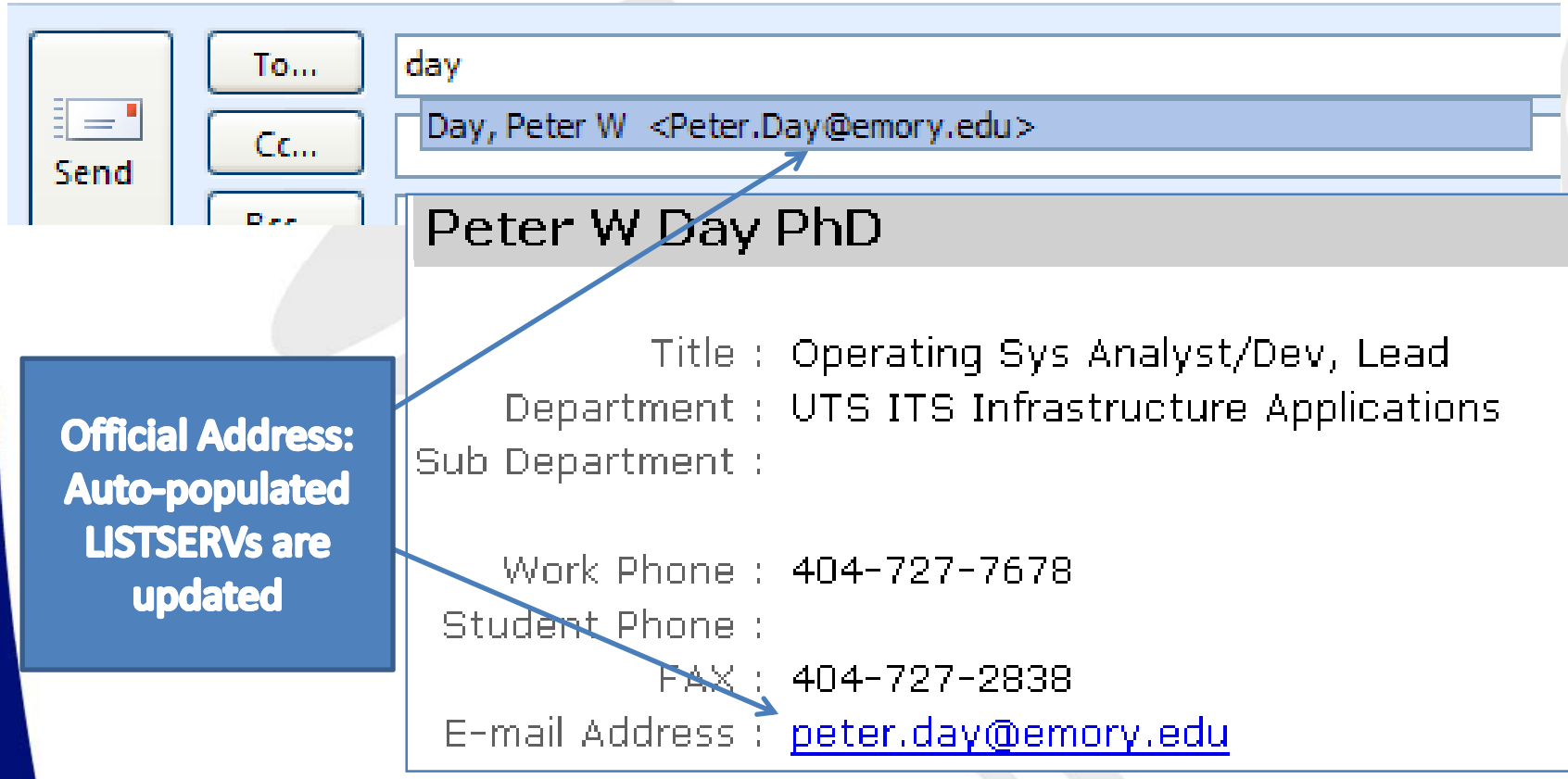


Day, Peter W

Contact	Alias	ospwd
	E-mail	peter.day@emory.edu
	Phone	404-727-7678
	Fax	404-727-2838

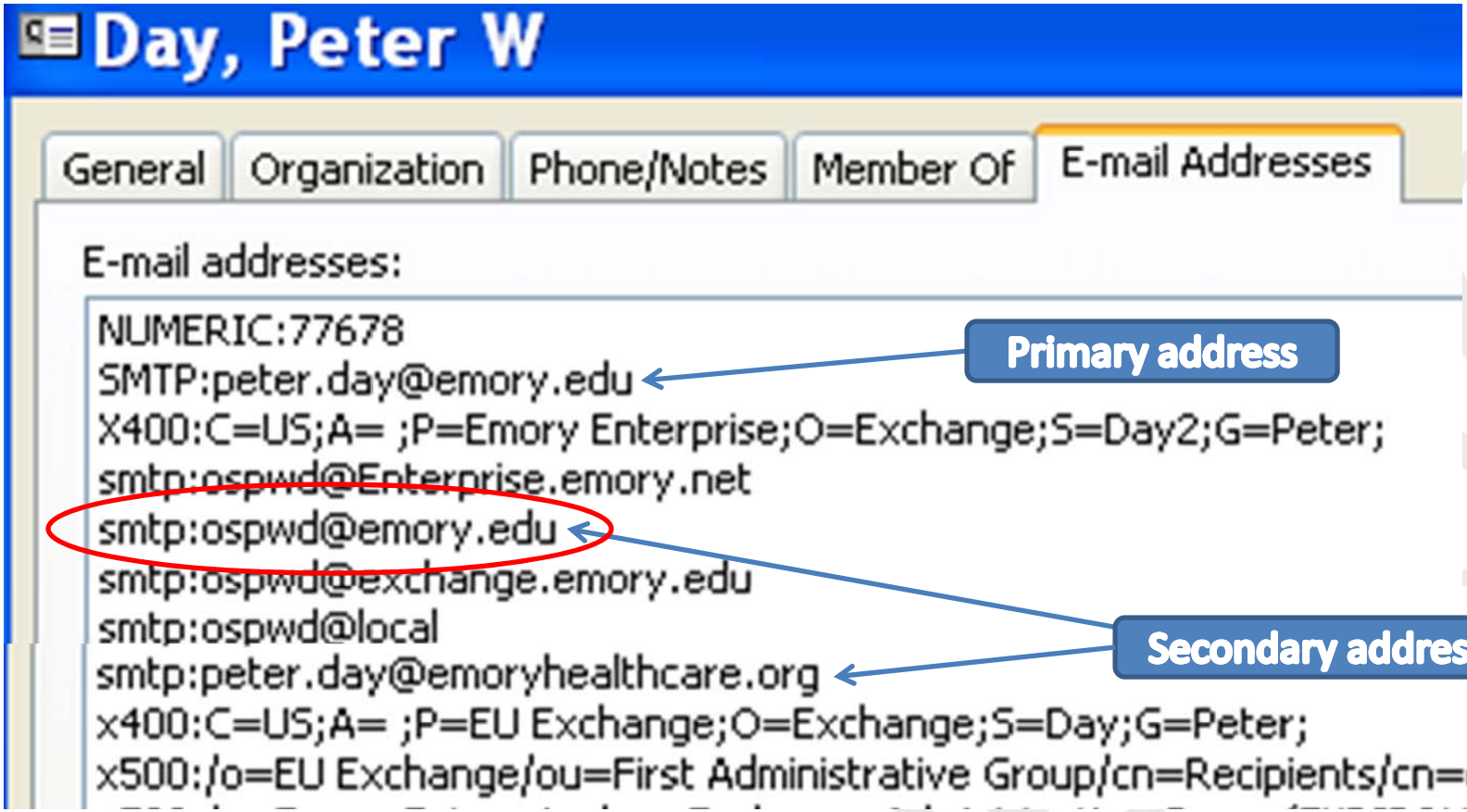
Example: Impact

- Next business day he has same address in On-Line Dir and GAL:



Example: Impact

- Can still receive at ospwd@emory.edu:



Self-Selected Names

- Existing University aliases are assigned as non-self selected email names (except duplicates)
- An email name becomes self-selected only when selected through ENID form
- Maximum is 3 self-selected names
- Self-selected names are shown in bold

Email Notifications

- Official Email Address Change
  - User receives acknowledging email
  - EMORY-DIRECTORY@listserv.emory.edu receives email with new address
- Self-selected Email Name
  - User receives acknowledging email
  - EmailNames-L@listserv.emory.edu receives email with name
- EmailNames-L@listserv.emory.edu
  - Includes directors of Email and IdM teams

Example: Impact

- Acknowledging email:

From: idmteam-l@listserv.cc.emory.edu [mailto:idmteam-l@listserv.cc.emory.edu]
Sent: Wednesday, September 10, 2008 10:51 AM
To: Day, Peter W
Subject: Email Name Selection Notification

You have successfully selected a new email name:

grand.poobah

Please allow up to 48 hours for grand.poobah@emory.edu to become fully active.

If you have received this email WITHOUT visiting ENID to request or change your email name, please reply to this email immediately, or contact the Emory University Help Desk at (404) 727-7777.

Give it time!

Example: Impact

- Secondary Email Name Notification:

Always there

From: idmteam-l@listserv.cc.emory.edu [mailto:idmteam-l@listserv.cc.emory.edu]
Sent: Wednesday, September 10, 2008 10:40 AM
To: EmailNames-L@listserv.emory.edu
Subject: New email name selected

For Peter W Day (HR emplid: 0004759; HC emplid: ; SA emplid: ; ESD Person Number: 4759):

Peter W Day (4759) has selected email name:

grand.poobah

Data can be missing

Please notify the Identity Management Team (idmteam-l@listserv.cc.emory.edu) if this name is considered inappropriate or if you have any questions.

This email was automatically generated by ENID Administrator.

Duplicate Names

- Happens when a University email alias name is the same as an email name used in Healthcare
- Not assigned to anyone
- Not seen by the ENID user form
- Alias continues to be useable
- GAL trumps use in On-Line Directory
- Managed manually

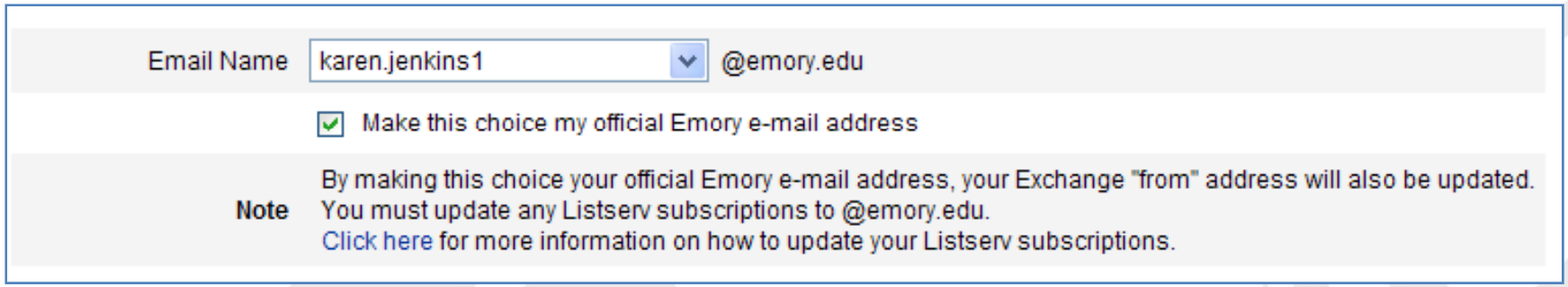
Example: Impact

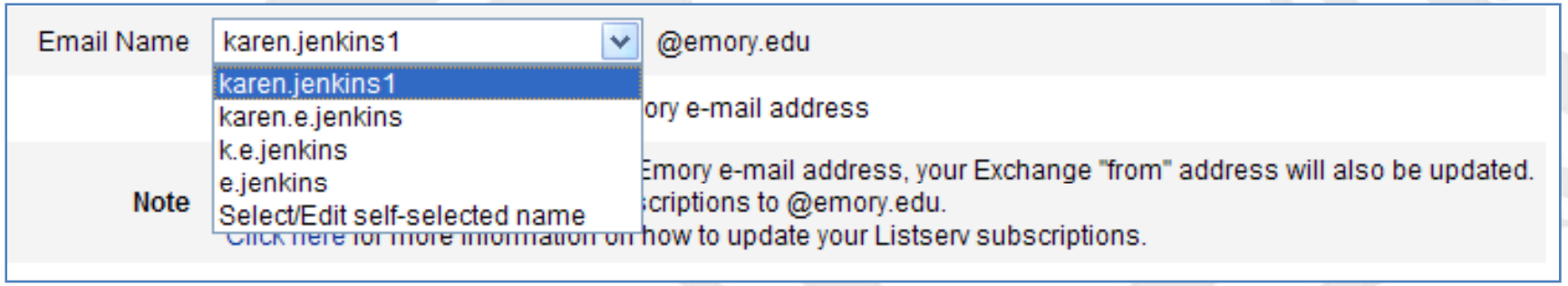
- Duplicate Names:

Name	Work Phone	E-mail Address	School/Division
Karen M Jenkins	404-686-1960	Karen.Jenkins@emoryhealthcare.org	Crawford Long Hospital
Karen E Jenkins	404-712-9475	karen.jenkins@emory.edu	University Technology Service

Example: Impact

- Duplicate Names:





Questions

Next Wave Organization

Brett Coryell

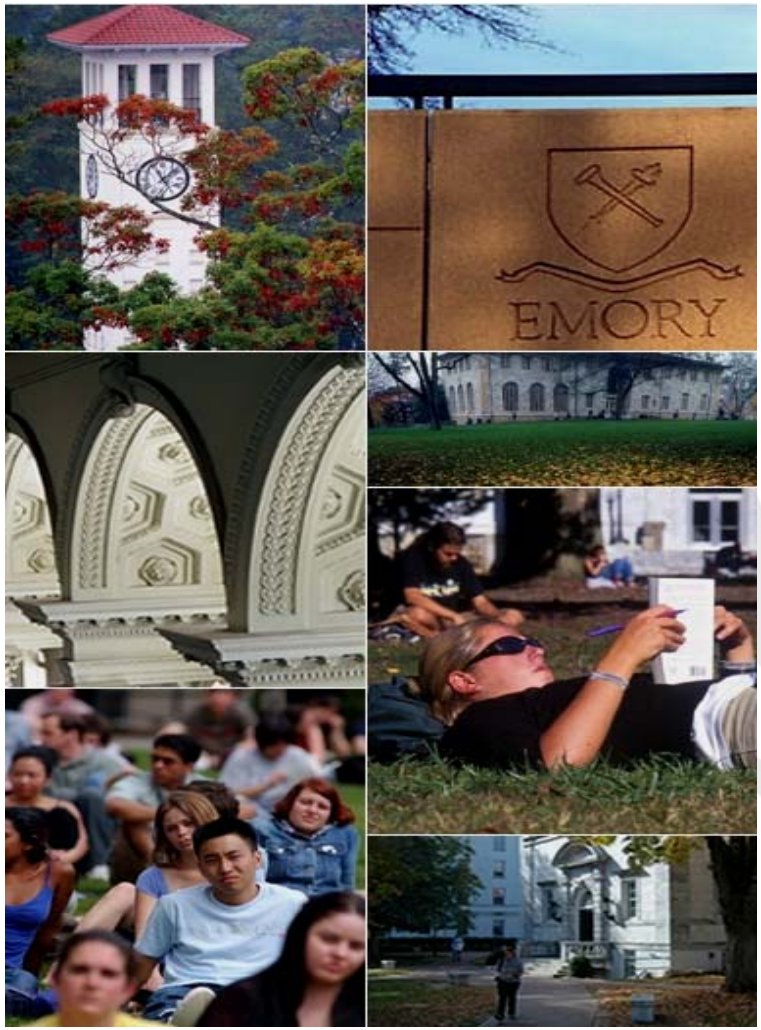
Why We are Doing This

Emory Office of Information Technology Mission

As a key enabling function at Emory, the mission of the OIT is to create and sustain **a seamless, agile, innovative and efficient information technology environment** that advances the educational, clinical and research activities and aspirations of Emory University and the Woodruff Health Sciences Center.

Next Wave Organization

Why We Are Doing This

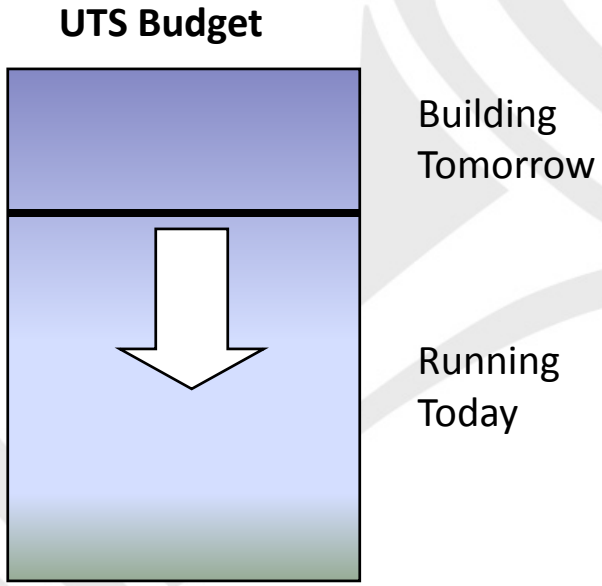


Our vision is to help Emory create the future.

Next Wave Organization

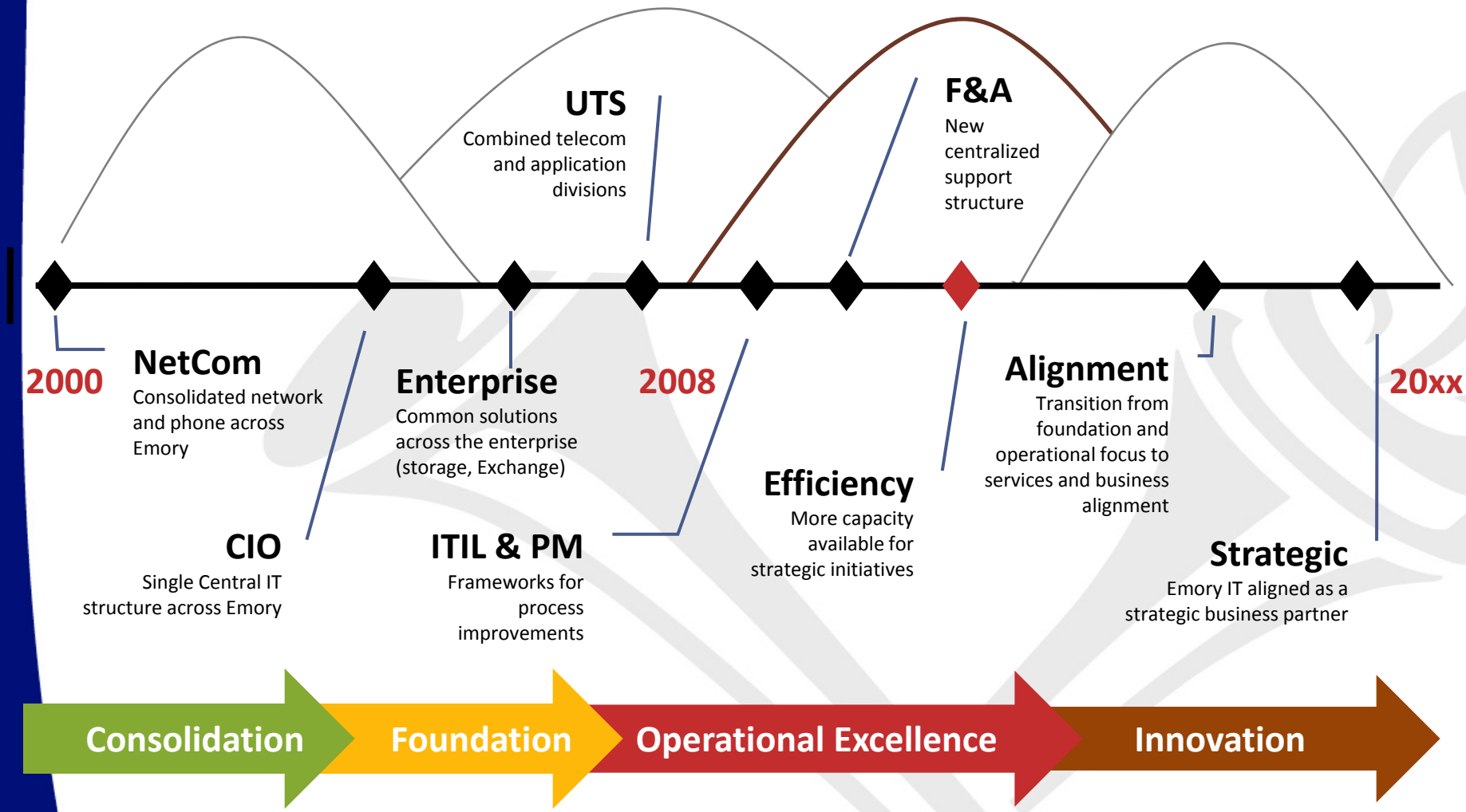
Why We Are Doing This

- Pursuing operational excellence
- Adopting industry standard best practice frameworks for project and service management
- We will manage by fact, transparently, to steadily:
  - Reduce duplication of effort
  - Tear down silos
  - Integrate our toolsets
  - Improve communication
  - Foster user self-service
  - Avoid manual efforts
  - Leverage automation
  - Increase staff training



Next Wave Organization

Where We Have Been

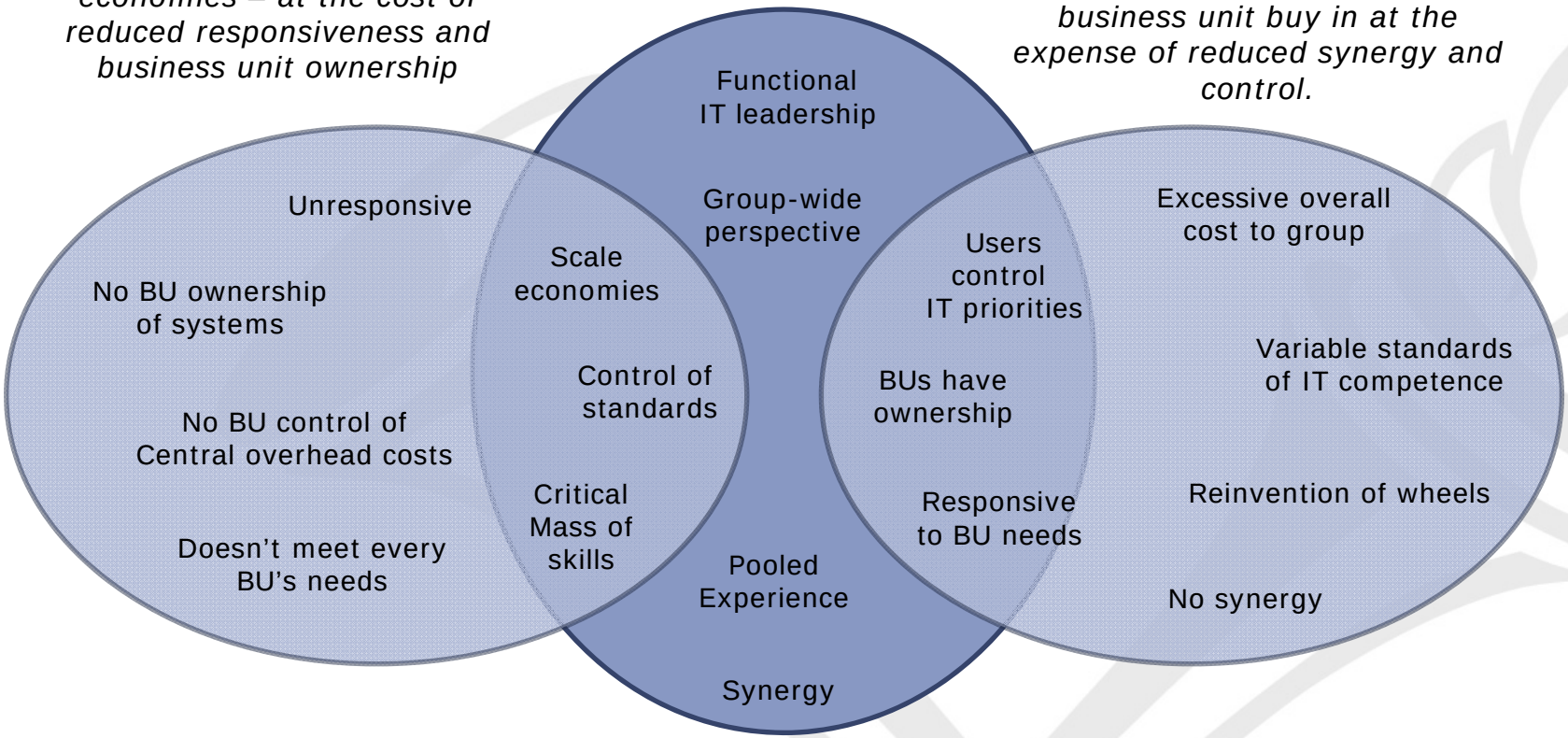


Next Wave Organization

Centralize vs Decentralized

Fully centralized IT approach offers control and scale economies – at the cost of reduced responsiveness and business unit ownership

In contrast, decentralized approaches provide flexibility for rapid response and increased business unit buy in at the expense of reduced synergy and control.



Next Wave Organization

What We Are Doing

Goals:

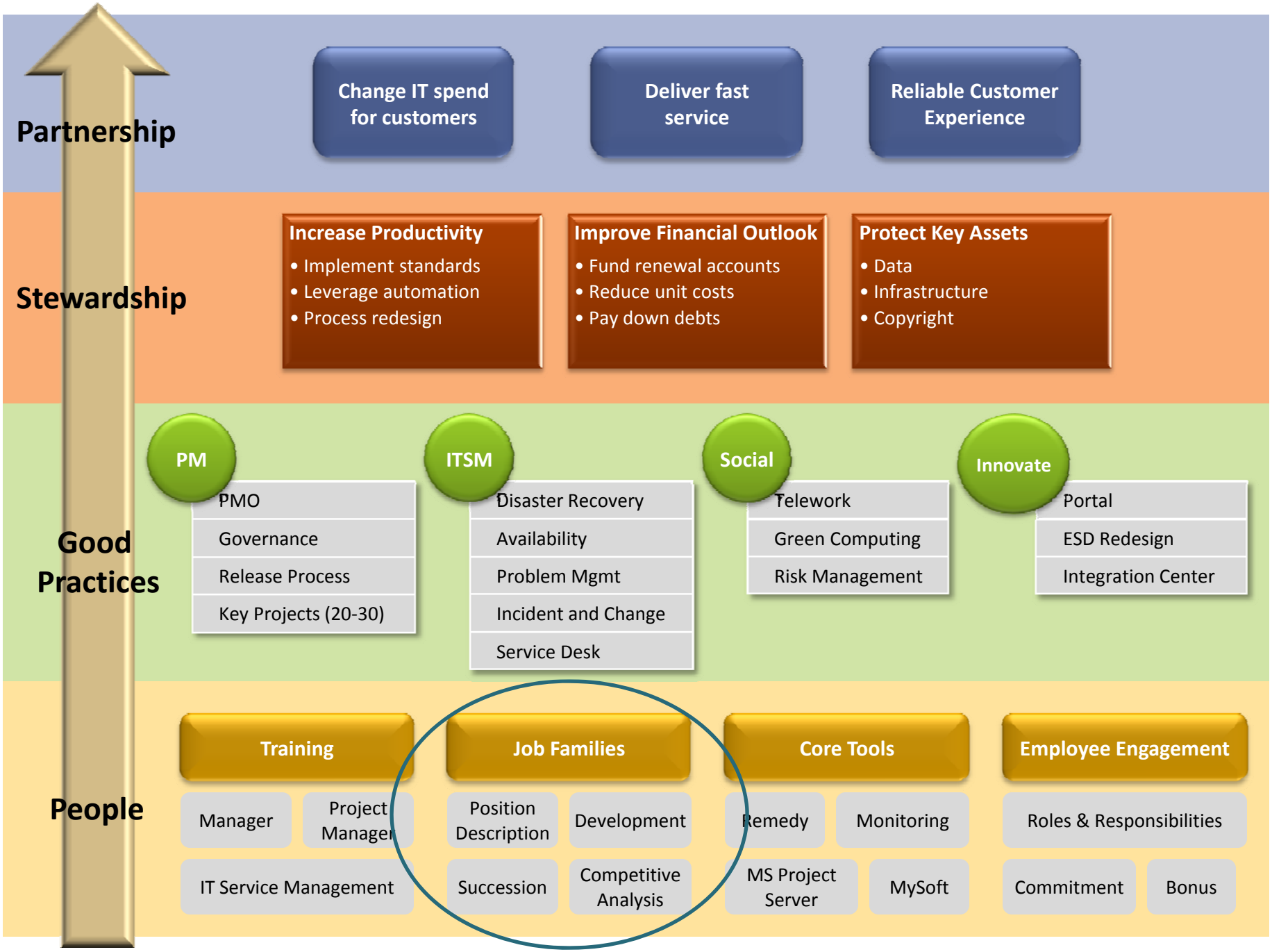
- Create capacity to develop and deliver new and improved services to Emory
- As a team, we will design our organization to:
  - Eliminate duplication of effort
  - Redeploy resources to expand our services
  - Use proven practices to improve productivity
  - Create capacity to relieve departments of duplicate, redundant IT
  - Begin to build capability to deliver innovation through integration
  - Build new competencies to improve reliability, efficiency

Next Wave Organization

How We Are Doing This

Project Planning
Info Gathering
Refine Approach
Meeting Planning
Communication

Sept 12	Sept 19	Sept 26	Oct 3	Oct 6 - Nov 3
		Sponsor check-in	Sponsor check-in	
Lay Foundation	Define The Work	Design the Organization	Create the Implementation Plan	Deploy the Organization
Make Me Smart Meeting	Identify the Work Meeting	Define The Target Organization Meeting.	Define Implementation Plan Meeting	Work on implementation plan tasks
• IT Org-Design 101 • Define 'must-haves for the organization design • Customer Panel: customers define value	• Group "like" work • Call out work that delivers value	• Create organization structures • Complete assessment of impacted groups	• Present to key stakeholders • Communication Planning • Make assignments for implementation	
• Organization Design Approach • Organization Design Guiding Principles	• Operating Model • Processes & projects meeting customer needs	• Target Organization Structure • Impact Assessment • From-To Maps • Staffing/Headcount Analysis	• Stakeholder Presentations • Implementation Plan: workstream workplans • Communication plan	• Target organization model


Partnership
Change IT spend for customers
Deliver fast service
Reliable Customer Experience
Stewardship
Increase Productivity
• Implement standards
• Leverage automation
• Process redesign
Improve Financial Outlook
• Fund renewal accounts
• Reduce unit costs
• Pay down debts
Protect Key Assets
• Data
• Infrastructure
• Copyright
Good Practices
PM
PMO
Governance
Release Process
Key Projects (20-30)
ITSM
Disaster Recovery
Availability
Problem Mgmt
Incident and Change
Service Desk
Social
Telework
Green Computing
Risk Management
Innovate
Portal
ESD Redesign
Integration Center
People
Training
Manager
Project Manager
IT Service Management
Job Families
Position Description
Development
Succession
Competitive Analysis
Core Tools
Remedy
Monitoring
MS Project Server
MySoft
Employee Engagement
Roles & Responsibilities
Commitment
Bonus

Next Wave Organization