April 16, 2009

Agenda

- ACM Retirement Roadmap
- IDOL Upgrade
- Business Continuity
  Disaster Recovery
- RSA Secure ID
- Business Case Review
- Sustainability

John Ellis

Jay Flanagan

John Mason

Andy Efting

Karen Jenkins

Alan Cattier
ACM → ENID Roadmap

John Ellis
ACM ➔ ENID Roadmap

- April – May: AD provisioning
- April 18: ENID writes use new LDAP
- May 3rd: password change (Disney?)
- May 17th: 7.1.1.11 code enables self-service password reset
- May – June 2009: ENID LDAP provisioning
- Next I: passwords, including self-service reset, admin reset
- Next II: password sync (Math/CS, RSPH), Timeshare, Eagle
Questions
IDOL
(Intelligent Data Operating Layer)

Jay Flanagan
IDOL Upgrade

Current Update

• Database upgrade - completed
• Upgrade (Enterprise Archiving Service) EAS to 6.1 - completed
• Upgrade Archiving engines and Storage manager to 6.1 - completed
• Install and configure IDOL - completed
• Package EAS 6.1 client for users - completed
• Migrate 100 users from AltaVista To IDOL – 70 % complete
Next Steps

• Test the MAC client and IDOL
  - Waiting on vendor for update – should be ready by April 21st
• Cutover EHC VDT - April 29th
• Move all NEW accounts to IDOL–Immediately
  – [http://userwww.service.emory.edu/~tmarker/archiving/](http://userwww.service.emory.edu/~tmarker/archiving/)
• Roll out client
  – Tech Tools
  – Landesk
• Migrations begin behind the scenes once the client is installed
  – We will be contacting you to move your group / department in the near future
• Finish no later than 8/31/2009
Questions
Business Continuity
Disaster Recovery (BC/DR)

John Mason
UTS BC/DR Overview

Approach

• Document Services by Importance to Emory (What)
• Defined Channels of Communications (How)
• Identify All Critical Roles and Document Backups (Who)
• Practice Processes and Procedures (Continual Improvement)
BC/DR in a Nutshell

- BC/DR procedures are not additional processes.
- BC/DR manages IT service offerings, to ensure delivery of the level of business value upon which was agreed.
- We will accomplish this with standardized, documented processes through a structured approach (ITIL).
UTS BC/DR Overview

Structure
UTS BC/DR Overview

BC/DR Big Picture

- **BC Strategy**
  - BC/DR Steering Committee
  - BC/DR Policy
  - Develop BIA
  - Identify and Prioritize BC targets

- **Update Control Processes**

- **Define and Publish Internal Measurements**

- **Execute BC Project Plan by Phase**

- **Build BC Project Plan**

- **Build and Maintain BC/DR Resource Network**

- **Perform DR Test and Drills**

- **Training and awareness**

**Time**
Questions
RSA Secure ID

Andy Efting
RSA

VPN Change

• RSA fob is currently required for VPN access to DMZ and HIPAA cores.

• **On May 6th** you will also need to use your fob for access to the Admin Core
Business Cases

Process Updates

• ITSC moving to a bi-annual review and approval process
  – Spring submissions due in May
  – Fall submission due in November

• Research, study, and vendor evaluation projects will not go to Governance for review / approval
  – UTS leadership will add to current review of operational projects
Business Cases

Status Overview

Business Cases In Queue

- Low (4)
- Medium (10)
- High (10)

Business Cases In Approval

- HR
  - Electronic Residency Application Services (ERAS)
- Infrastructure
  - Academic Firewall Rule Restructuring
  - Enterprise Printer Consolidation

Completed by Week

30 Business Cases Completed to date in FY09
### Business Cases

#### High Priority Details

<table>
<thead>
<tr>
<th>Initiative / Project</th>
<th>Approval Body</th>
<th>BRM Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEC Non-Physician PTO Recording</td>
<td>HR/Payroll</td>
<td>Sheila Ackie</td>
</tr>
<tr>
<td>PS-SA Admissions: Graduate School</td>
<td>Student Services</td>
<td>Tina Crum</td>
</tr>
<tr>
<td>Exchange Student Offering</td>
<td>Student Services</td>
<td>Tina Crum</td>
</tr>
<tr>
<td>EHC Radiology Transfer</td>
<td>HR/Payroll</td>
<td>Sheila Ackie</td>
</tr>
<tr>
<td>DAS Campus Wide Study</td>
<td>UTS</td>
<td>Val LaManna</td>
</tr>
<tr>
<td>SVP Phase III</td>
<td>UTS</td>
<td>Sheila Ackie</td>
</tr>
<tr>
<td>Single Sign On: Research</td>
<td>UTS</td>
<td>Hans Sarju</td>
</tr>
<tr>
<td>Avaya IQ Upgrade</td>
<td>UTS</td>
<td>Sheila Ackie</td>
</tr>
<tr>
<td>LearnLink Upgrade</td>
<td>UTS</td>
<td>Carol Livsey</td>
</tr>
<tr>
<td>Exchange-14 Upgrade</td>
<td>UTS</td>
<td>Tina Crum</td>
</tr>
</tbody>
</table>

Will be submitted with the May Governance proposals
SUSTAINABILITY

Alan Cattier
Questions