Agenda

- FY09 Review & FY10 Goals
- ITSMO Update
- Security Update
- UTS Web Hosting: New Features and Future Plans
FY09 Review & FY10 Goals

Brett Coryell
Answer: $130
Equipment, installation, taxes, franchise fees, the Regulatory Recovery Fee or other applicable charges (e.g., per call or international charges) extra.
Excludes programming filmed in 1080p.
Not all features, including McAfee, compatible with Macintosh systems.
$29.95 activation fee applies.
EMTA required ($3/month).
Service (included 911/emergency services) may not function after an extended power outage.
Call for restrictions and complete details.
The Triple Play

The HD Triple Play—only from Comcast.

FREE HD with no HD fees  Faster Internet  Unlimited nationwide calling

The Comcast HD Triple Play: 3 great products that work together, for just one low price.
81,000 wired locations
Almost 2,000 wireless
Advanced phone features
20x Faster
8,000 calls per day
6,000 pagers, 14 transmitters
Live desktop support
Websites for 100 departments
Collocation. Hosting.
Imaging, scheduling, calendaring
Admitting, teaching, grading
A small thing called payroll
Accounting. Purchasing.
AV Support for 200+ rooms
iTunes U: Millionth Milestone

August 26, 2009: In its first 10 months, one million downloads have been made. The site now offers more than 1,700 audio and video podcasts related to the University’s hosts public lectures and events, interviews with top faculty and researchers, health and less-commonly taught language materials. Apple has featured many noteworthy sections of its home page... access Emory on iTunes U at: itunes.EMORY

1,000,000 downloads

James W. Wagner, President
Rich Mendola, Vice President for Information Technology and CIO
Ron Sauder, Communications
Gobs (1 million GB) o’ storage
Our cost?
Wait for it ...
Next Wave

Strategic Themes

- 2000: NetCom
- 2007: Enterprise
- 2009: ITIL & PM
- 20xx: Next Wave

Consolidation → Foundation → Operational Excellence → Innovation
Help Emory create the future.

Push the line down.
<table>
<thead>
<tr>
<th>Our Customers value a focus on...</th>
<th>Evidenced by</th>
<th>...Our Guiding Principles.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Culture</td>
<td>-&gt;</td>
<td>We CARE: collaboration, awareness, respect, empowerment</td>
</tr>
<tr>
<td>2. Customer Relationship Management</td>
<td>-&gt;</td>
<td>Develop solid, positive relationships that allow us to meet the needs of our institutional partners and internal teams.</td>
</tr>
<tr>
<td>3. Innovation</td>
<td>-&gt;</td>
<td>Support and reward time spent on creativity and new idea generation in collaboration with our customers and local institutional partners.</td>
</tr>
<tr>
<td>4. Operational Excellence</td>
<td>-&gt;</td>
<td>A process driven organization that adopts sustainable best practice frameworks for project and service management.</td>
</tr>
<tr>
<td>5. Customer Service</td>
<td>-&gt;</td>
<td>Focus daily on doing what’s right to meet the needs of the customer by ensuring that each team member has the ownership and authority to make decisions quickly, manage expectations, and change the course as required and within guidelines.</td>
</tr>
<tr>
<td>6. Service Delivery</td>
<td>-&gt;</td>
<td>Ensure that we have mutually agreed upon SLAs that are developed in collaboration with our institutional partners. The SLAs need to be published, referenced and monitored regularly to ensure we hit targets.</td>
</tr>
<tr>
<td>7. Employee Development</td>
<td>-&gt;</td>
<td>Ensure that employees have the tools, skills, and resources to perform at an optimal level so that they can meet our customers’ needs.</td>
</tr>
</tbody>
</table>
Compass is Now Available!

On September 1, 2009, Compass, Emory’s new enterprise-wide financials system replaced the University and Healthcare accounting systems (FAS and CODA). Compass standardized and automated the financial management process throughout Emory.

This web site is your source for help and guidance during the transition.
Then reality sets in
Emory loses $1.0 - $1.5 billion
Stanford loses $4.6 billion
Yale loses $5.6 billion
The Dip

- Technology Trigger
- Peak of Inflated Expectation
- Trough of Disillusionment
- Slope of Enlightenment
- Plateau of Productivity

Visibility vs. Maturity graph.
Project throughput increased 30%
Speed through Governance decreased 50%
134 seats of ITSM training
379 seats of PM training over 2 years
Active Directory, LDAP, Web Hosting redesign
Extra edge & server refresh
MySoft, Remedy, LANDesk, Symantec upgrades
Firewall, RAC, & Storage expansion
Element monitoring across all CIs
Introduced new services:
Server Virtualization
Enterprise Service Bus
Subversion
Service Catalog
Service Level Agreements
Business Intelligence POC
SRMA
iTunes U & Pharos
With no new staffing
Wireless ‘N’ Trials
Increased productivity:
Field Services, Coordinators
PS Developers
System Administrators
Service Desk
Cox Hall
Ideas

- Gift phones
- Wireless dorms
- Retire Kronos
- Retire eGenera
- Service-now
- Mysoft Shopping Cart
- Reduce overtime
- Fiber ring optics debt
- Self service phones
- Print quotas
- Retire the mainframe
- Staff reductions
People

Stewardship

Partnership

Direction

Common Goals

- Single front door, Service Desk
- Single construction door, BRMs
- Implement FY10 Cost Savings Ideas
- Automation, Self-Service
- Strengthen Security
- Incident & Request SLAs
- Increase project throughput
- IT-Alert & Change
- Matrix management
- Job Family System
- Weekly status report
- Training & performance
Questions
ITSMO Update

Karen Jenkins
SMCC Members:
Enid Britton, UTS
Luciano Dalla Venezia, UTS
Dana Haggas, UTS
Tiffany Kady, SPH
Mary Kinney, UTS
WeiMing Lu, College
Joel Thomas, SOM

Steering Committee:
Mark Conde, SPH
Chuck Elliott, SOM
Karen Jenkins, UTS
Carole Meyers, College
Incident Status

Open > 3 Weeks

Total for all Support Organizations = 477
Incident Quick Wins

1. Verify Request Type = Incident (not Work Order)
2. Contact customer to verify incident is still open/active
3. Promptly resolve!
ITSMO Update

Incident Management Reminder

Enter detailed information in Work Info!!
Subversion Training

Informational Sessions Dates

November 13 and December 4
9 -11am, 4th Floor Auditorium, NDB

Subversion Overview and its Use at Emory
Source Code Version Control
Software Build and Packaging
Software Configuration Management

Register at:
https://wiki.service.emory.edu/display/cita/Training+in+Subversion+at+Emory
Subversion Training

Technical Developer Sessions Dates

November 16 and December 7th
9am-1pm, Location TBD

An introduction to version control, parallel development, and Subversion

Register at:

https://wiki.service.emory.edu/display/cita/Training+in+Subversion+at+Emory
Questions
Security Update

Brad Judy
October Updates

• National Cyber Security Awareness Month
• Monthly topic: Sensitive data security
  – Be aware of what data you handle
  – Everyone has a role in protecting data
• Security awareness group forming
• Topic survey coming soon
Risk Distribution by Computer

100 entries

Top Computers as Pie Chart

Computer as Histogram

<table>
<thead>
<tr>
<th>Computer</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>austin-PC</td>
<td>778</td>
<td>30.8%</td>
</tr>
<tr>
<td>hp-60d5d1b0dca6</td>
<td>463</td>
<td>18.3%</td>
</tr>
<tr>
<td>402Music</td>
<td>253</td>
<td>10%</td>
</tr>
<tr>
<td>milan-PC</td>
<td>194</td>
<td>7.7%</td>
</tr>
<tr>
<td>□□□-PC</td>
<td>148</td>
<td>5.9%</td>
</tr>
<tr>
<td>user-PC</td>
<td>106</td>
<td>4.2%</td>
</tr>
<tr>
<td>VVML-SpecialUse2/178111111086</td>
<td>98</td>
<td>3.9%</td>
</tr>
<tr>
<td>seouls-computer</td>
<td>78</td>
<td>3.1%</td>
</tr>
<tr>
<td>super-mario</td>
<td>76</td>
<td>3%</td>
</tr>
</tbody>
</table>
Questions
UTS Web Hosting

Elliot Kendall
UTS Web Hosting

Agenda

• Upcoming Architectural Changes
• The Web Technology Advisory Group (WTAG)
• New features
• Planned functionality
Architecture Changes

Current Configuration
From Solaris to Linux

• One of our last Solaris hold-outs
• Difficult to support
• Ships with less/worse software than a modern Linux distribution
• So, custom-built software

• Not much user-visible change
From Monolithic to Distributed

• Currently, two redundant web servers
• Limited isolation – a problem can easily affect all sites

• Splitting hosting into pairs of redundant VMs
• Isolate high-profile sites, and problematic software (ColdFusion)
From Solaris NFS to NAS

- Non-preferred OS on weird hardware
- Only semi-redundant
- Stability problems: VXFS, proprietary hardware drivers

- NAS is reliable, high-performance, dedicated appliance
Architecture Changes

From SFTP to WebDAV

• Currently use ACLs for permissions
• Slow to make changes
• Difficult to manage
• Easy to get out of sync
• NAS does not support

• Switching (back) to WebDAV fixes these problems
SFTP to WebDAV: Customer Impact

- Must reconfigure Dreamweaver, Contribute and Webdrive
- Others (Tectia, Fetch, Fugu, etc.) must be replaced

- Transition coming soon – winter break at latest
- Will institute 2-3 day change freeze afterward to allow roll-back
Who we are

- WTAG is the Web Technology Advisory Group
- Sponsored by UTS in June
- Composed of web admins/developers from throughout the enterprise
- John Mills, Daryl Sistrunk, Adelle Frank, Wendy Darling, Donna Merit, Lee Clontz, Elliot Kendall
What we do

- Facilitate development of new functionality for UTS Web Hosting
- Monitor customer needs
- Recommend technologies for deployment
- Evaluate offerings prior to public release
How you can help

- Let us know what you like and don’t like
- What do you need that we don’t offer?
- How can we get you to switch from off-site/DoItYourself web hosting?
- webgroup@emory.edu
New Functionality

Blogs

• Powered by Wordpress Mu
• Anyone with an Emory ID can make a blog – go to blogs.emory.edu
• Can authorize non-Emory people to post
• Use default Emory “standard template” theme or make your own
• Still in beta testing!
New Functionality

Message Boards

- Customers with a site on UTS hosting can get a message board
- Configurable privacy – public, Emory-only, limited group, etc.
- Optional moderation
- Emory “standard template” theme
- Anti-spam technology
- Get one: help.emory.edu or 7-7777
Email and Database Forms

• Need a simple web form to collect responses?
• Receive responses via email, or retrieve as a spreadsheet
• CAPTCHA support
• Minimal configuration – no code to write!

• it.emory.edu/webforms
New Functionality

Enterprise Web Hosting

• Need something we don’t offer as part of standard web hosting?
  – Shell access
  – Your own ColdFusion instance
  – MySQL
  – Complete isolation from other sites

• Add-on for UTS Infrastructure’s hosted VM offering – standard costs apply
Self-service permissions changes

- Grant and revoke edit access to websites without calling UTS
- Has been ready for months, but bugs in Solaris NFS server kept it from being released
- Also upload/download files from the web, ala WebDrive
- Coming soon after WebDAV switch!
Surveys

- Tired of paying for Surveymonkey?
- UTS-hosted LimeSurvey install in development
- Usual goodies: Emory ID integration, “standard template” theme, etc.
- Probably in next 6 months
Planned Functionality

Make .htaccess files in Cascade

- Take some of the effort out of .htaccess files
- Use a web form in Cascade to select options
- Cascade users only, of course
- In early development – maybe next 6 months
Planned Functionality

Wikis

• Easy collaboration between members of the Emory community and others
• WYSIWYG editor or wiki markup
• In early planning – no release date estimate
Support more programming languages

- Java/JSP, Python, Ruby, etc.
- Probably not ASP, .NET, C#
- More modern/easy to support than ColdFusion
- In early planning – no release date estimate
Questions