



IT Briefing

November 19, 2009

Agenda

- Service Management Competency Center (SMCC)
- Remedy and Symantec Updates
- ITSMO Update
- IdM Roadmap Update
- Eagle Decommission/Archiving
- Security Update
- Joel Thomas
- John Wilson
- Karen Jenkins
- John Ellis
- Jay Flanagan
- Brad Judy



Service Management Competency Center (SMCC)

Joel Thomas

Senior Technical Project Manager

Information Technology Services

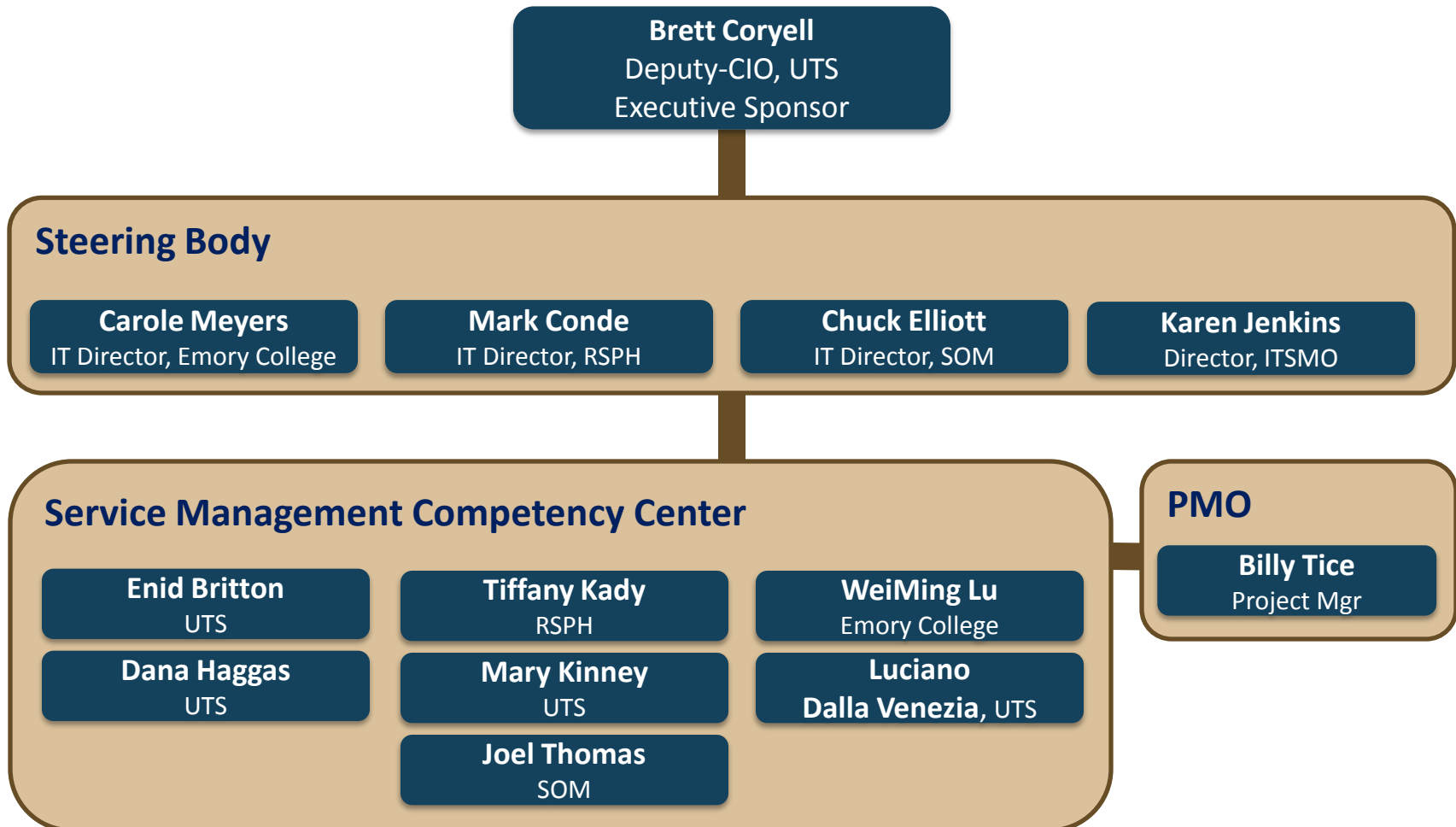
Emory University School of Medicine

Introduction

Cross-functional group created to:

- Improve and lead in overall IT operational excellence goals for Emory University
- Guidance toward adopting industry standards of Service Management
- Lead in adoption of industry standard best practices for IT Service Management
- Ensure the determined standards, best practices, & previous Lessons Learned are reflected in the implementation of our new IT Service Management tool, Service-now

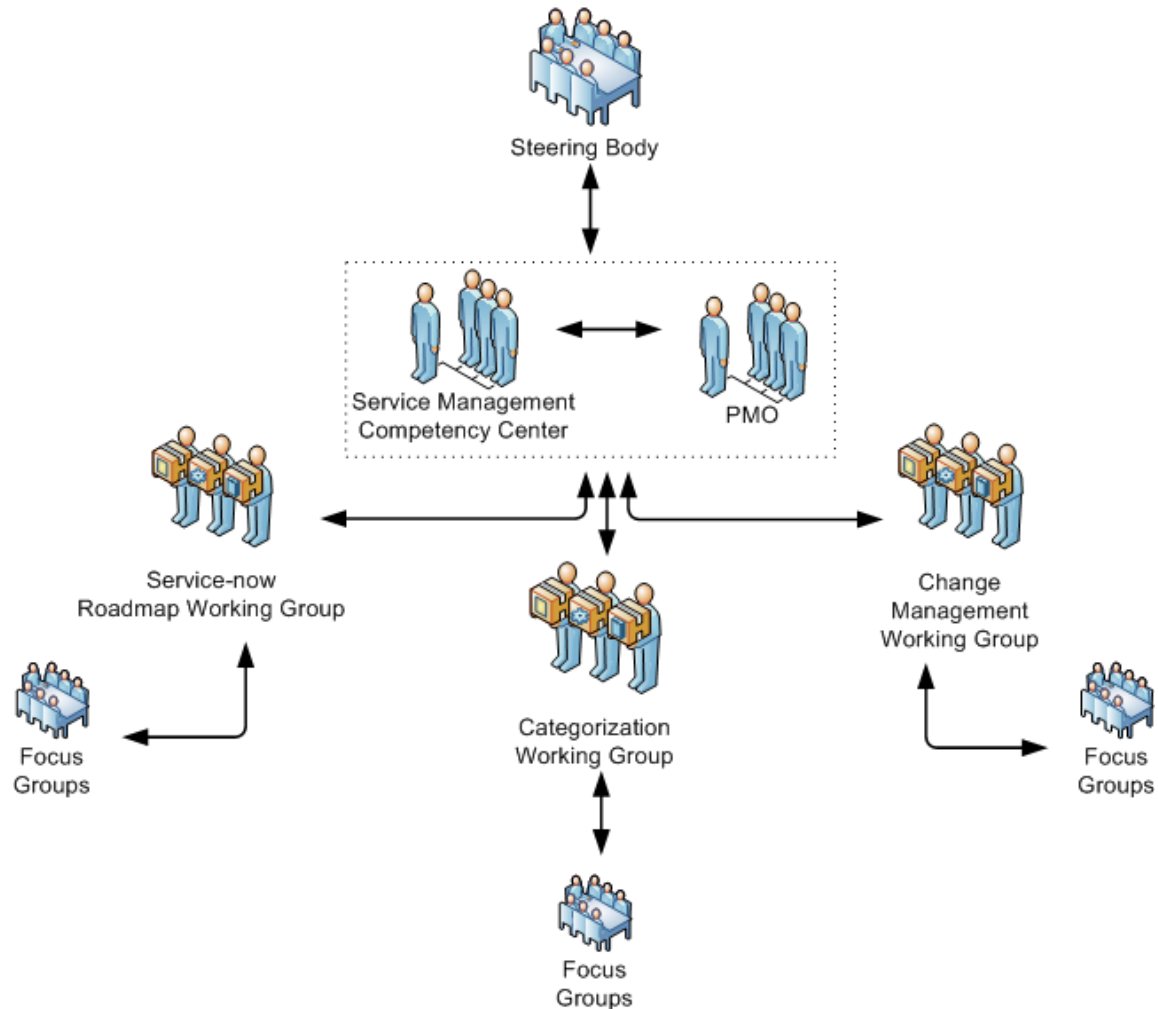
Organizational Structure



Initial Projects

- Compiling a Service-now implementation & enablement Roadmap
- Defining the Emory Categorization for use in Service-now
- Implementing the Change Management process within Service-now

Working Structure



Critical Community Involvement

Success factors:

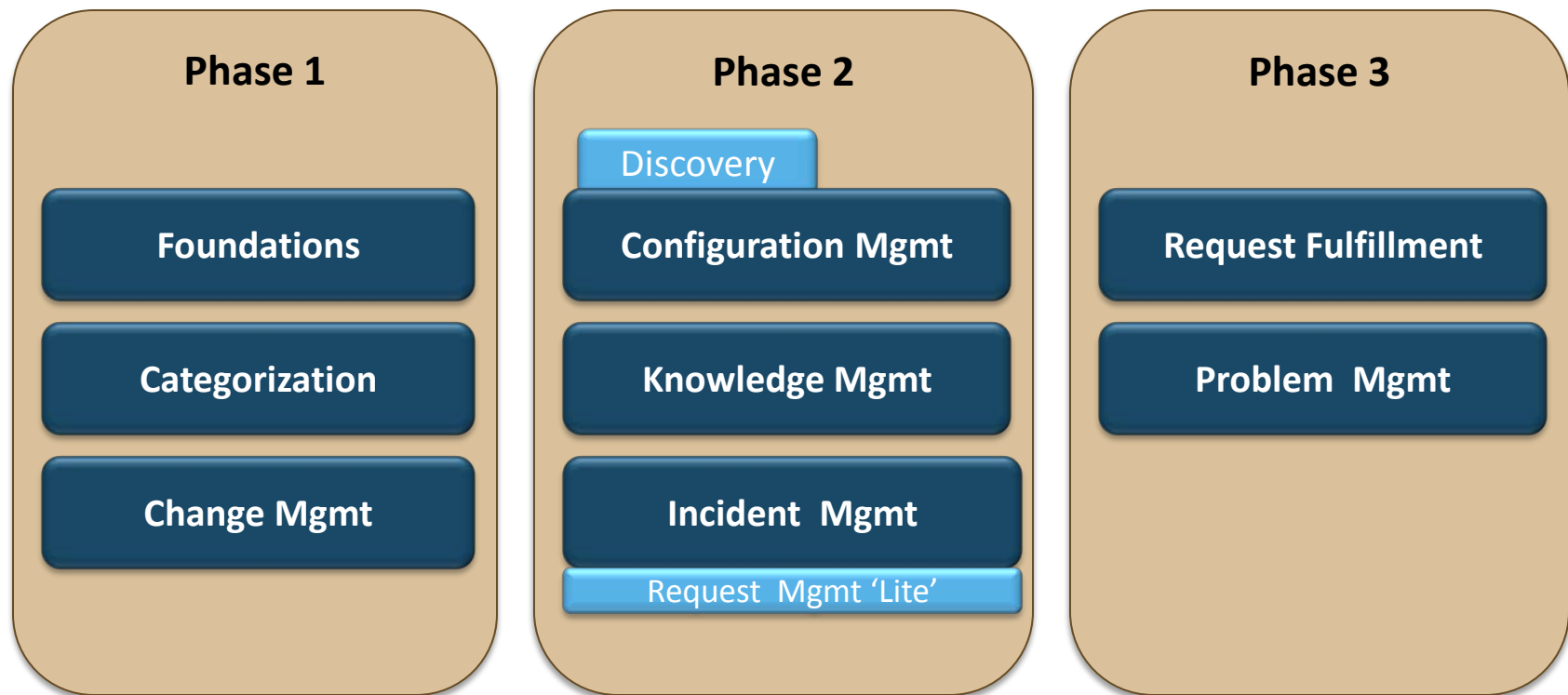
- Align IT Service Management needs through the majority of University business units
- Community Involvement within all phases of implementation. This will be accomplished by:
 - Working Groups
 - Focus Groups
 - SMCC / Steering Body Representation
 - IT Briefings
 - SMCC Distribution List (smcc@emory.edu)

Present Status

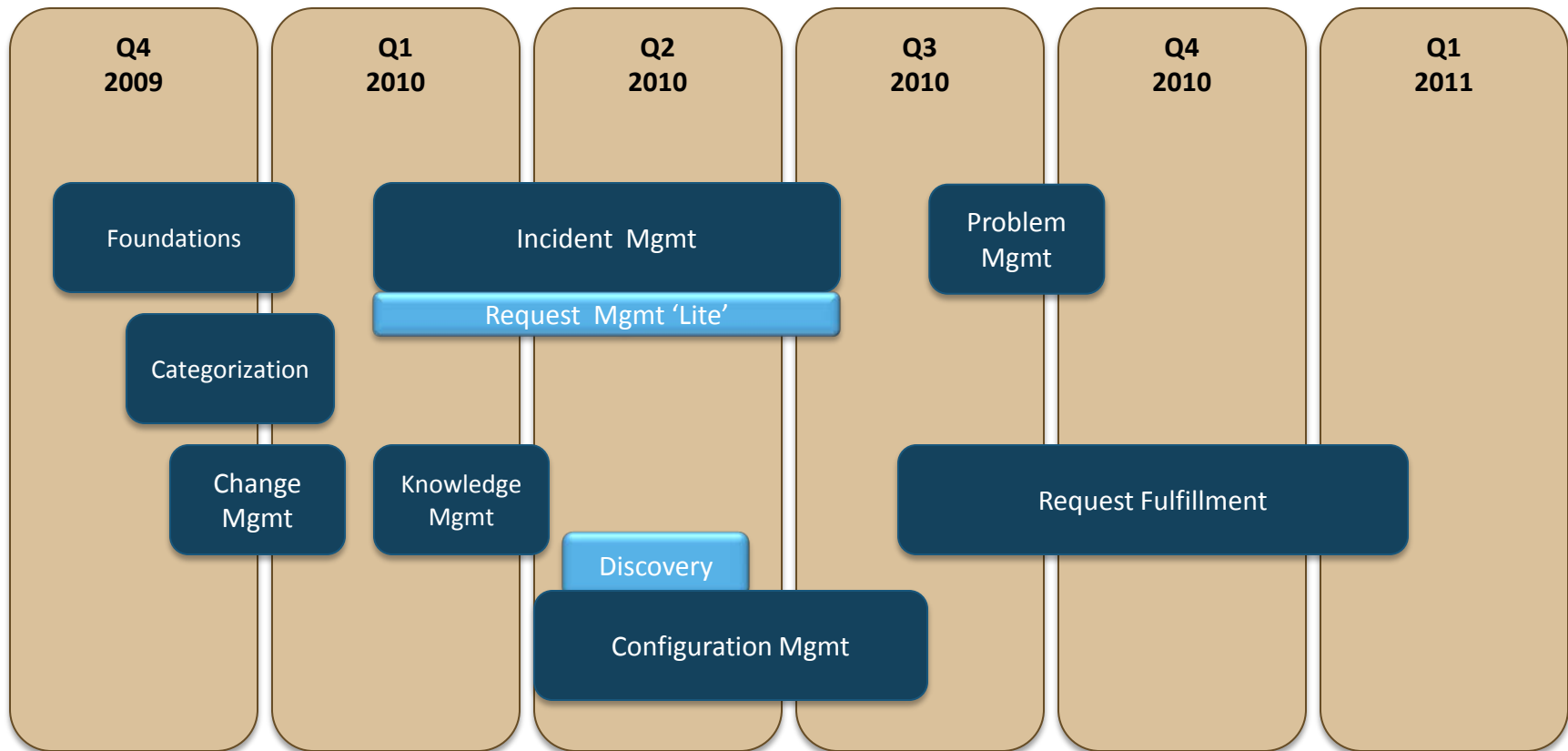
Completion of:

- SMCC Charter
- SMCC Procedures
- SMCC Working Group Procedures
- Initiation & Engagement with the PMO
- Developing ITSM/Service-now Roadmap, Process implementation order, and identification of project, workgroup, & focus group resources
- In-Process of identifying Working Group Members

Service-now Phase Approach



Preliminary: Service-now Project Roadmap





Questions

smcc@emory.edu



Remedy Update

John Wilson

IT Senior Manager, UTS Business Systems

Enterprise Applications

Three most Frequently Asked Questions:

1. Why are so many new users missing from Remedy?
2. How long will Remedy be around?
3. When will my feature request be available?

Why are so many users missing from Remedy?

- Nightly update process turned off on September 1, 2009
- ESD now reflects Compass departments/hierarchies
- Remedy/Compass conversion is progress
- "Quick fix" Remedy update options:
 1. Turn on people update and dump into "unknown" for company, org, dept...
 2. Manually move new people into "old" departments
 3. Turn on people load and map to new departments...
- The longer term solution is to implement #3 and verify mappings with customers

How long will Remedy be around?

- SMCC is currently developing an ITSM product implementation strategy
- Remedy will be around until the Service-now Incident module is operational

When Will My Feature Request be Available?

- Administration – Will continue
 - Adding users
 - Fixing broken routes
- Configuration – Will continue, but will be limited
 - Creating a new queue and routing rules
- Customizations - Frozen
 - SLM implementation
 - Notification queue
- Goal is to minimize “gap” between Remedy and Service-now
- A list of all outstanding feature requests will be created for SMCC review and scheduling



Questions



Symantec Endpoint Protection 11 (SEP11)

Tom Armour

Application Developer

Enterprise Applications

Replacing Symantec Antivirus 10 (Wolf-vm)

- Currently 9800 clients remain
- Recent Definition update issues Caused by MASIVE influx of log entries from about 40 machines. These are Lenovo laptops and there tools created tamper protection messages.
- Recently updated server to 10.1.9 (clients are at 10.1.8 and will not be updated)
- No Scheduled decommission date yet. We need your help retiring this server by upgrading people to SEP11

- There are ~2900 clients in emory_common group (mostly students)
 - Should only be students or staff without local support
- Other groups have ~600 clients
- Currently 19 top level groups and ~100 sub groups
- If you do not have a group and think you should, contact me

- Server is currently at revision SEP 11 MR4
- Server will be updated to SEP11 RU5 on 12/5/09
 - Patches, better JAVA support for consol, Win7/Server 2008R2 support
- Created Listserv: Ent-app-antivirus for antivirus management
- Added a group of people to the list
 - Contact me to add additional people
- Contact me to access the console for management or reporting

tarmour@emory.edu



Questions



ITSMO Update

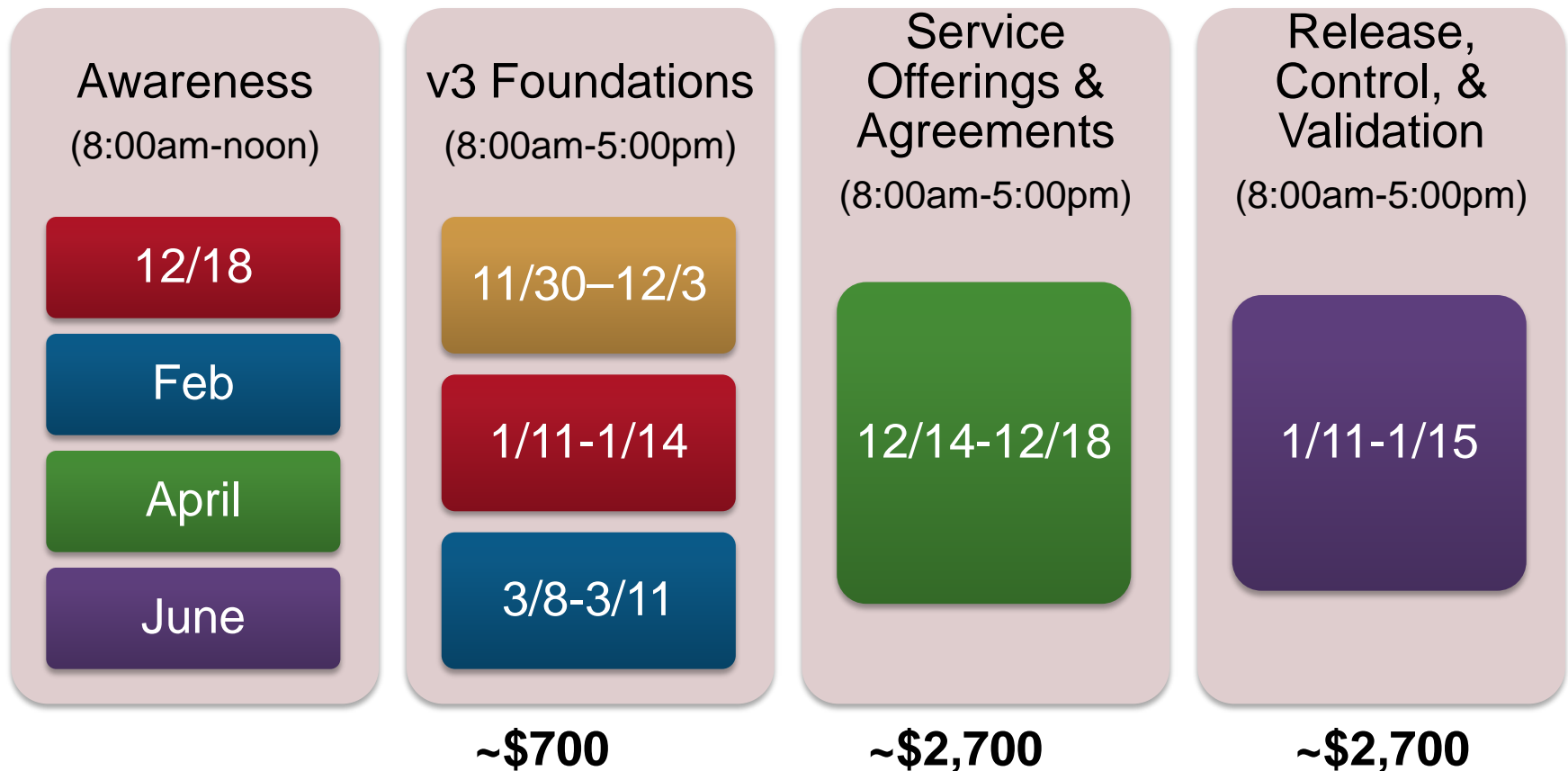
Karen Jenkins

Director

Office of IT Service Management

ITIL Training

<https://wiki.service.emory.edu/display/public/FY2010+ITIL+Training+Schedule>

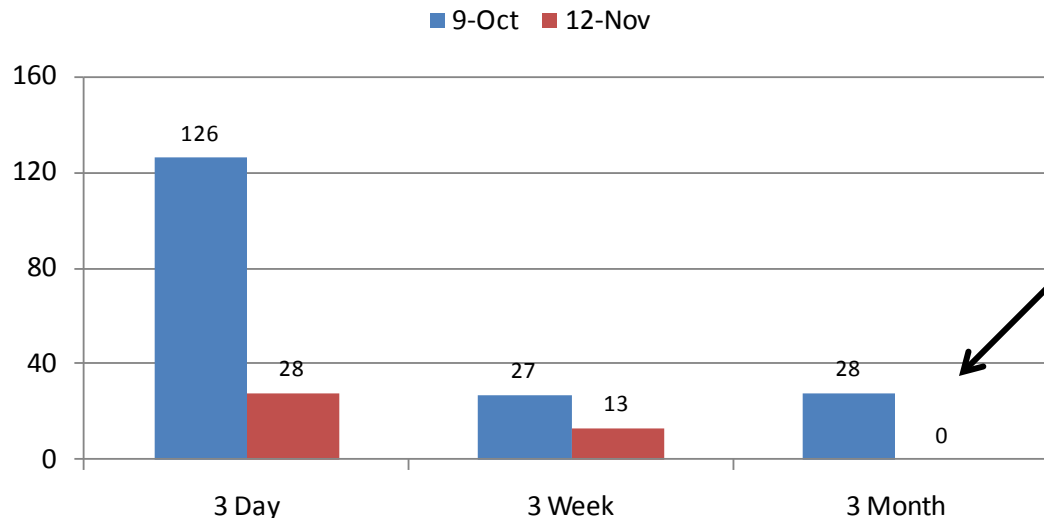


CONTACT SHEILA ACKIE AT sheila.ackie@emory.edu

UTS Healthcheck

- Incident Best Practices **now** to prepare for Service-now
- Quick 30 minute review each Friday

UTS Open Incidents

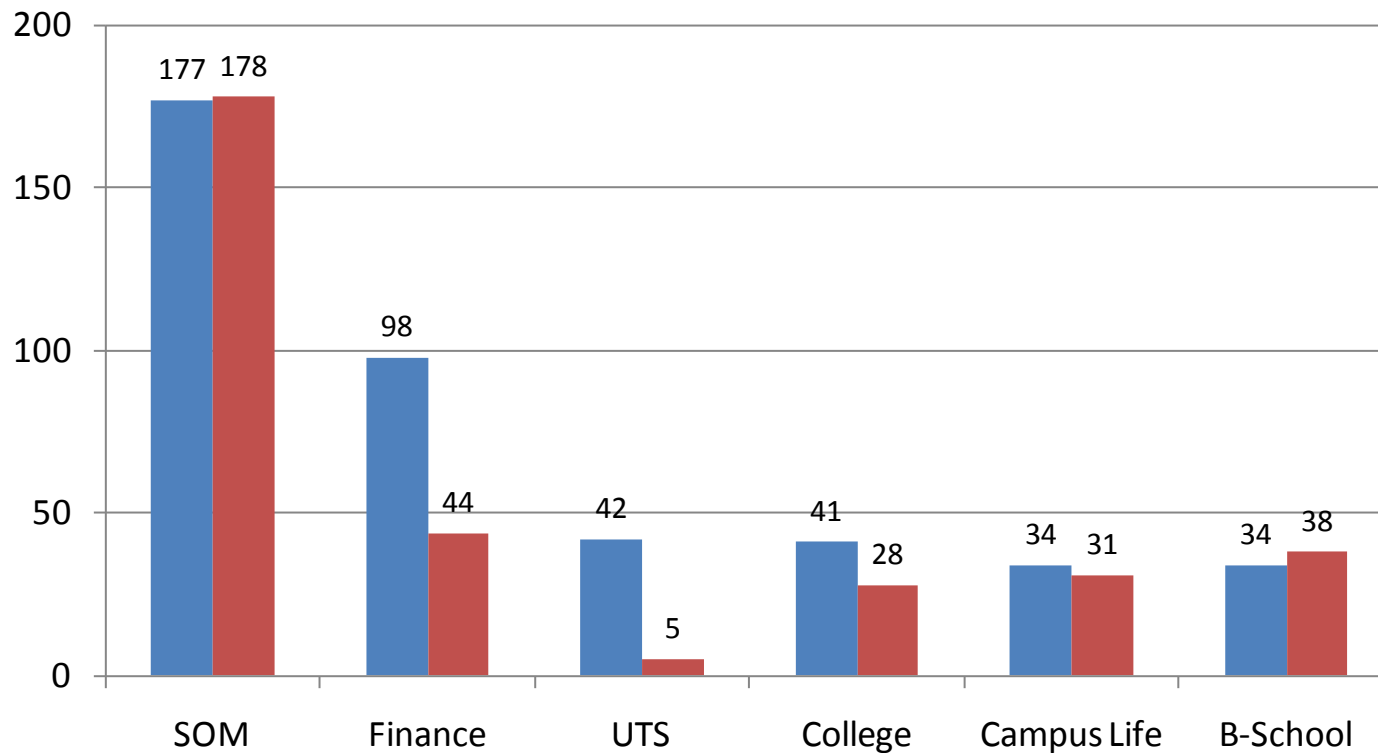


Initial goal:
Eliminate Incidents
older than 3
Months

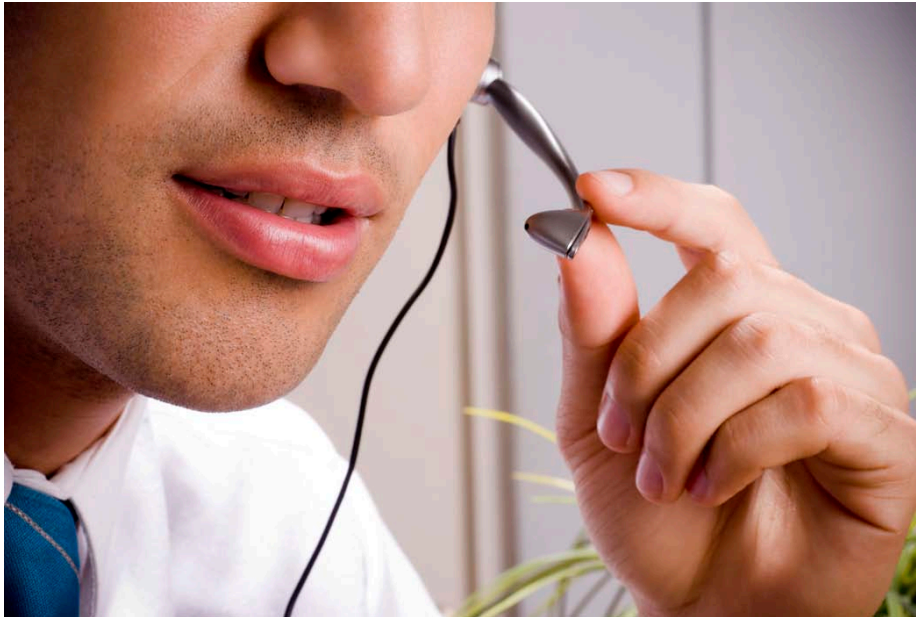
Incident Status

Open > 3 Weeks

■ Oct ■ Nov



Incident Quick Win



After 2 weeks of no response from customer, change status from Pending to Resolved – No Further Action Required

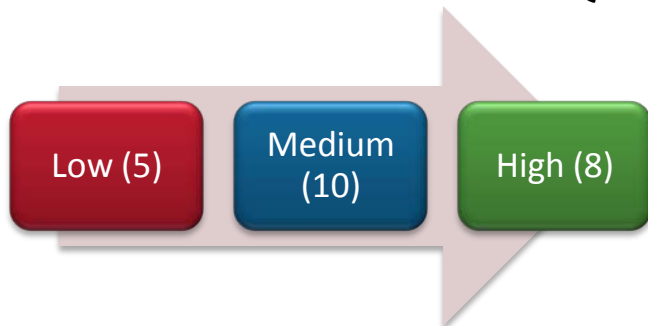
Incident Management Reminders



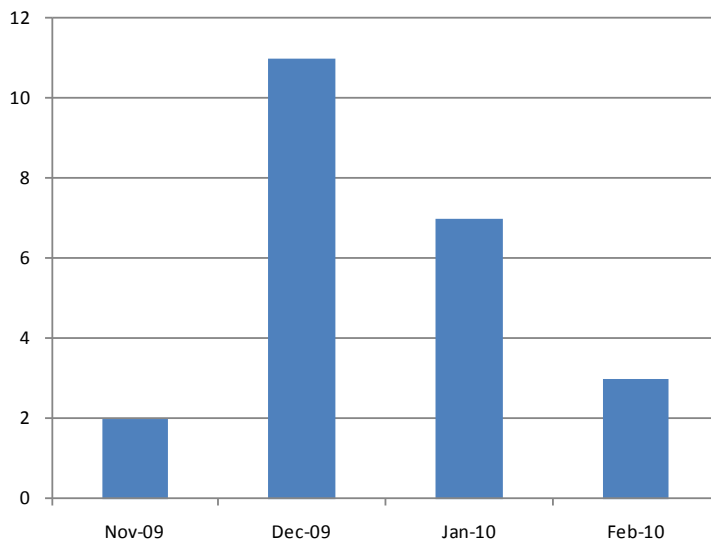
1. Verify Request Type = Incident (not Work Order)
2. Contact customer to verify incident is still open/active
3. Promptly resolve!
4. Enter detailed information in Work Info!

Business Case Overview

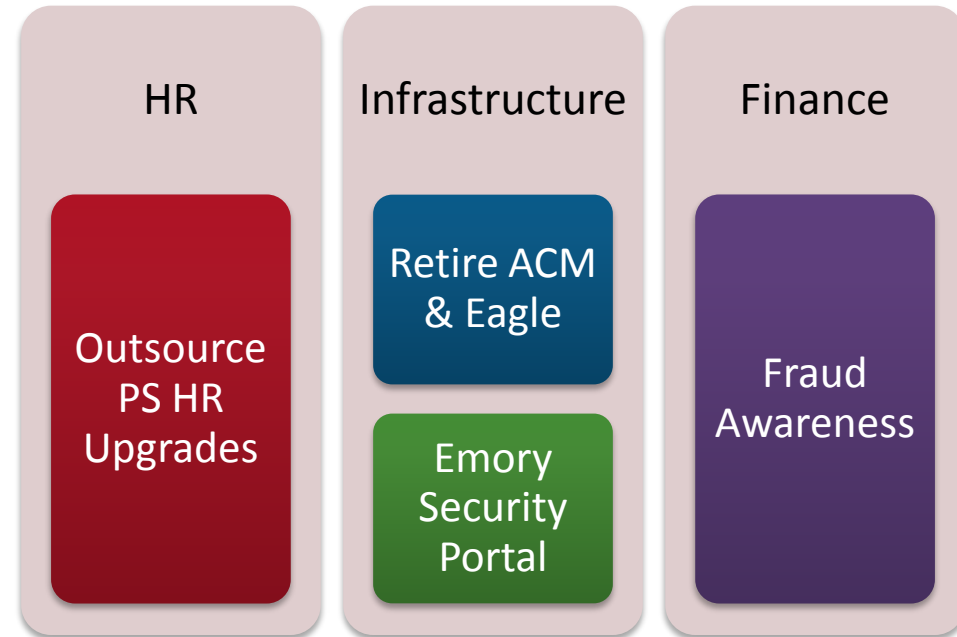
Business Cases In Queue



Business Case Monthly Pipeline
(including UTS)



Business Cases In Approval



High Priority Business Cases

Initiative / Project	Approval Body	BRM Assigned
Enterprise Imaging	Finance	Tina Crum
Service Activation Process	Technology	Jeff Fennell
Network Registration	Technology	Hans Sarju
Exchange 2010	Technology	Tina Crum
Enterprise Web Hosting	Technology	Hans Sarju
Blackboard Mobile Website	Univ. Relations	Tina Crum
PS Application Managed Services	UTS	Val LaManna
ESD and Data Warehouse Migration	UTS	Jeff Fennell



Questions

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IdM Roadmap: Update

John Ellis

Director, Integration

Within the horizon (done or soon to be)

Legacy	To	New
AD & LDAP Provisioning/Status (ACM/acm.service)	→	enid/admin
Postini login (www.app/av-spamfilter)	→	enid/myaccount
Change password (password.service)	↔	enid/myaccount
ACM Admin PW Reset (acm.service)	→	enid/admin
Self-service PW Reset (password.service/selfserve)	TBD	enid/myaccount
MyData (www.app/mydata)	→	enid/myaccount
Mail Forwarding (webmail.service/forward)	↔	enid/myaccount
PEACH (www.app/peach)	X	TBD
Auto-provisioning Timeshare	X	TBD
Password sync to RSPH	→	Delegate LDAP OU
ACM, Sluggo, & Math/CS	X	TBD

Within the horizon (continued)

Legacy	To	New
Auto-provisioning Eagle for sponsored accounts	X	Exchange for \$100/year or LearnLink if business need
Auto-provisioning Eagle for students forwarding LearnLink (BUS, SPH)	X	Governance approved change scheduled for 11/29/09
Auto-provisioning Eagle for all students	X	TBD; pending governance approval
Auto-provisioning Eagle for employees	X	TBD; pending governance approval
Auto-provisioning Exchange for employees	→	ENID. TBD, pending governance approval
Auto-provisioning LearnLink for (some) students	→	ENID. TBD, pending governance approval and capability



Questions



Eagle Decommissioning

Jay D. Flanagan

Manager, UTS Messaging

Infrastructure



- Begin migration of all users off Eagle
 - When?
 - Waiting on governance approval
 - By the end of next year
 - Where?
 - Exchange
 - LearnLink
 - Windows Live

- **Enabling LDAP for Eagle Access / Authentication**
 - Currently interfaces with LDAP, but keeps a local copy of the password
 - Only use LDAP password
 - Working with IDM Team on this
- **All sponsored accounts will get Exchange**
 - No longer placing sponsored accounts on Eagle
 - A cost will be associated with a sponsored account
- **Forwarding for @emory.edu changes**
 - Now must be done at <https://enid.emory.edu/myaccount>

- Staff / Faculty / Some Students
 - Migrate to Exchange
 - Waiting on governance approval
 - Students to Exchange could/will include:
 - SPH
 - Graduate/Professional Students could possibly move to Exchange
 - SOM / Nursing could possibly move to Exchange
 - Other – Dealing with ePHI and possibly other confidential and restricted information

- Students (Undergraduate/Others)
 - Migration to other systems
 - LearnLink
 - Set up IMAPS on LearnLink
 - More secure
 - Hosted System
 - Windows Live
 - » Interfaces with Emory Exchange for Calendaring, contacts, GAL
 - » 10 gig mailbox
 - » Could do automatic forwarding



Questions



IDOL Archiving Project

Jay D. Flanagan

**Manager, UTS Messaging
Infrastructure**

- Move all users and data to new archiving search engine, IDOL
- Off old outdated Alta Vista search engine
 - Alta Vista no longer supported
 - Harder searching, used only and not and / or
- Scheduled to complete in March of 2010
- **All users and data moved as of 11/13/09**
- Some final clean up completed this week
- Close out of project should be within 30 days



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Information Security

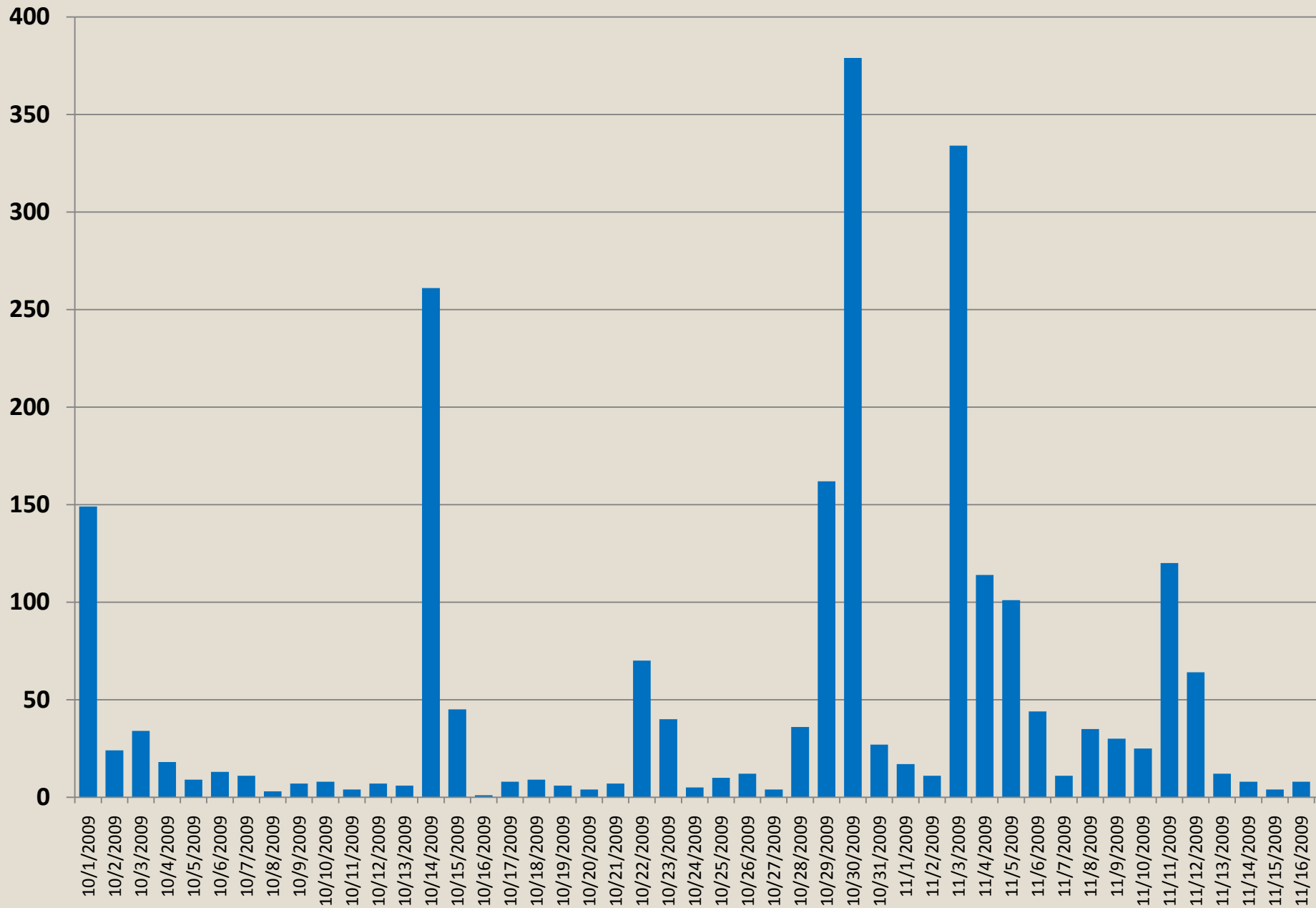
Brad Judy

Senior Information Security Specialist

OIT Enterprise Security

- Monthly awareness topic
 - Smartphone security
- Thanks for participation in the awareness topics survey
- Check out the InfoSec blog:
 - <https://secure.web.emory.edu/blogs/infosec/>

Auto-quarantined hosts per day; Oct 1 - Nov 17 2009





Questions