IT Briefing

November 19, 2009
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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
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
SMCC Overview

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
SMCC Overview

Service-now Phase Approach

Phase 1
- Foundations
- Categorization
- Change Mgmt

Phase 2
- Discovery
- Configuration Mgmt
- Knowledge Mgmt
- Incident Mgmt
- Request Mgmt ‘Lite’

Phase 3
- Request Fulfillment
- Problem Mgmt
SMCC Overview

Preliminary: Service-now Project Roadmap

Q4 2009
- Foundations
- Change Mgmt

Q1 2010
- Incident Mgmt
- Categorization
- Knowledge Mgmt

Q2 2010
- Request Mgmt 'Lite'
- Discovery
- Configuration Mgmt

Q3 2010
- Problem Mgmt

Q4 2010
- Request Fulfillment

Q1 2011

- Change Mgmt
- Foundations
- Incident Mgmt
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
Symantec Endpoint

• Server is currently at revision SEP 11 MR4
• Server will be updated to SEP11 RU5 on 12/5/09
  – Patches, better JAVA support for console, 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
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

**Initial goal:** Eliminate Incidents older than 3 Months
Incident Status

Open > 3 Weeks

- SOM: 177 (Oct) / 178 (Nov)
- Finance: 98
- UTS: 44 (Oct) / 5 (Nov)
- College: 41 (Oct) / 28 (Nov)
- Campus Life: 34 (Oct) / 31 (Nov)
- B-School: 34 (Oct) / 38 (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

- Low (5)
- Medium (10)
- High (8)

Business Case Monthly Pipeline (including UTS)

Business Cases In Approval

- HR
  - Outsource PS HR Upgrades
- Infrastructure
  - Retire ACM & Eagle
  - Emory Security Portal
- Finance
  - Fraud Awareness

Graph showing Business Case Pipeline from Nov-09 to Feb-10.
# ITSMO Update

## High Priority Business Cases

<table>
<thead>
<tr>
<th>Initiative / Project</th>
<th>Approval Body</th>
<th>BRM Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Imaging</td>
<td>Finance</td>
<td>Tina Crum</td>
</tr>
<tr>
<td>Service Activation Process</td>
<td>Technology</td>
<td>Jeff Fennell</td>
</tr>
<tr>
<td>Network Registration</td>
<td>Technology</td>
<td>Hans Sarju</td>
</tr>
<tr>
<td>Exchange 2010</td>
<td>Technology</td>
<td>Tina Crum</td>
</tr>
<tr>
<td>Enterprise Web Hosting</td>
<td>Technology</td>
<td>Hans Sarju</td>
</tr>
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<td>Blackboard Mobile Website</td>
<td>Univ. Relations</td>
<td>Tina Crum</td>
</tr>
<tr>
<td>PS Application Managed Services</td>
<td>UTS</td>
<td>Val LaManna</td>
</tr>
<tr>
<td>ESD and Data Warehouse Migration</td>
<td>UTS</td>
<td>Jeff Fennell</td>
</tr>
</tbody>
</table>
Questions
IdM Roadmap: Update

John Ellis
Director, Integration
# IdM Roadmap: Update

## Within the horizon (done or soon to be)

<table>
<thead>
<tr>
<th>Legacy</th>
<th>To</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>AD &amp; LDAP Provisioning/Status (ACM/acm.service)</td>
<td>→</td>
<td>enid/admin</td>
</tr>
<tr>
<td>Postini login (<a href="http://www.app/av-spamfilter">www.app/av-spamfilter</a>)</td>
<td>→</td>
<td>enid/myaccount</td>
</tr>
<tr>
<td>Change password (password.service)</td>
<td>↔</td>
<td>enid/myaccount</td>
</tr>
<tr>
<td>ACM Admin PW Reset (acm.service)</td>
<td>→</td>
<td>enid/admin</td>
</tr>
<tr>
<td>Self-service PW Reset (password.service/selfserve)</td>
<td>TBD</td>
<td>enid/myaccount</td>
</tr>
<tr>
<td>MyData (<a href="http://www.app/mydata">www.app/mydata</a>)</td>
<td>→</td>
<td>enid/myaccount</td>
</tr>
<tr>
<td>Mail Forwarding (webmail.service/forward)</td>
<td>↔</td>
<td>enid/myaccount</td>
</tr>
<tr>
<td>PEACH (<a href="http://www.app/peach">www.app/peach</a>)</td>
<td>X</td>
<td>TBD</td>
</tr>
<tr>
<td>Auto-provisioning Timeshare</td>
<td>X</td>
<td>TBD</td>
</tr>
<tr>
<td>Password sync to RSPH</td>
<td>→</td>
<td>Delegate LDAP OU</td>
</tr>
<tr>
<td>ACM, Sluggo, &amp; Math/CS</td>
<td>X</td>
<td>TBD</td>
</tr>
</tbody>
</table>
### Within the horizon (continued)

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

Jay D. Flanagan
Manager, UTS Messaging Infrastructure
Eagle Decommissioning

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

• **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](https://enid.emory.edu/myaccount)
Eagle Decommissioning

- 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
Eagle Decommissioning

• 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
IDOL Archiving Project

- 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
Questions
Information Security

Brad Judy
Senior Information Security Specialist
OIT Enterprise Security
Security Awareness

• 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