IT Briefing

January 15, 2009

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Agenda

- IT Architecture
- Project Portfolio
- Campus Map
- Page to Cell
- Service Desk

- Steve Wheat
- Marisa Benson
- Joan Wang
- Jason Stanaland
- Sharon Gregory

IT Architecture

Steve Wheat

IT Architecture

Agenda

- IT architecture initiatives
- Prioritized, in-progress initiatives
- ESB Proof-of-Concept
- Portal Proof-of-Concept

IT Architecture

Initiatives

1. IT Architecture Review
2. IT Architecture Project Review Template
3. IT Architecture RFP Review Template
4. Source Code Version Control
5. Software Configuration and Deployment Management
6. Documentation Management
7. Web Content Management

IT Architecture

Initiatives (cont.)

8. Directory Services
9. Java Application Development Environment
10. Java Application Foundation
11. Java Application Server
12. Application and Middleware Server Platform
13. Database Server Platform
14. Database Management System

IT Architecture

Initiatives (cont.)

15. User Authentication (Single Sign-on)
16. User Authorization
17. Enterprise Application Integration and Service Oriented Architecture
18. Java Message Service Provider (JMS), Enterprise Service Bus (ESB), and related infrastructure
19. Portal Framework and Practices

IT Architecture

Initiatives (cont.)

20. Federated Authentication and Trusted Inter-application Authentication
21. Quality Assurance Practices
22. Deployment Coordination Practices

IT Architecture

Priorities

1. IT Architecture Wiki
2. IT Architecture Review Process and Templates
3. Source Code Version Control and Software Configuration Management (Subversion)
4. Enterprise Application Integration and Service Oriented Architecture Infrastructure

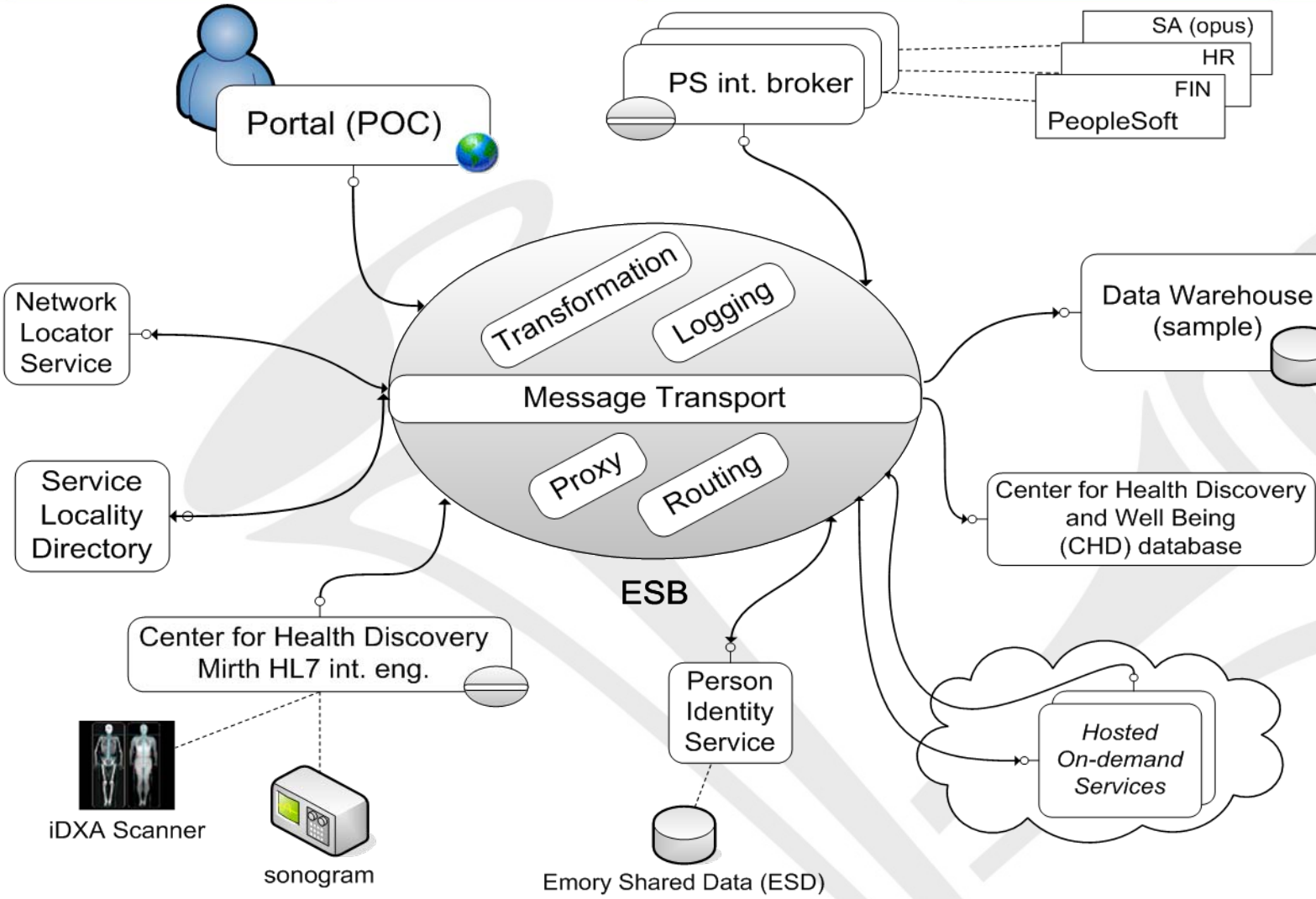
IT Architecture

Next-up

1. Java Application Development Environment
2. Java Application Server
3. Application Server and Middleware Server Platform

IT Architecture

Enterprise Service Bus (POC)



IT Architecture

EAI/SOA Infrastructure

1. SonicMQ JMS Provider
2. OpenEAI Core ESB Services
3. Subversion Software Configuration Management

IT Architecture

Portal PoC Objectives

- Deploy hardware and software to demonstrate a realistic portal deployment
- Document basic scenarios for use by Emory students, faculty, researchers, and clinicians
- Select and implement some of these scenarios for demonstration purposes
- Seek prioritization and funding to deploy enterprise-wide portal infrastructure

IT Architecture

Portal PoC Deployment (Software)

- WebSynergy Milestone 3

  -WSRP enhancements

  -OpenOffice integration

  -Portal Pack features

  WebSynergy is the name of the name of the product collaboration between Sun and Liferay. OpenPortal 7.2 is the framework basis for this collaboration.

- Glassfish v2 (we will also deploy with JBoss/Weblogic/WebSphere and report results)

IT Architecture

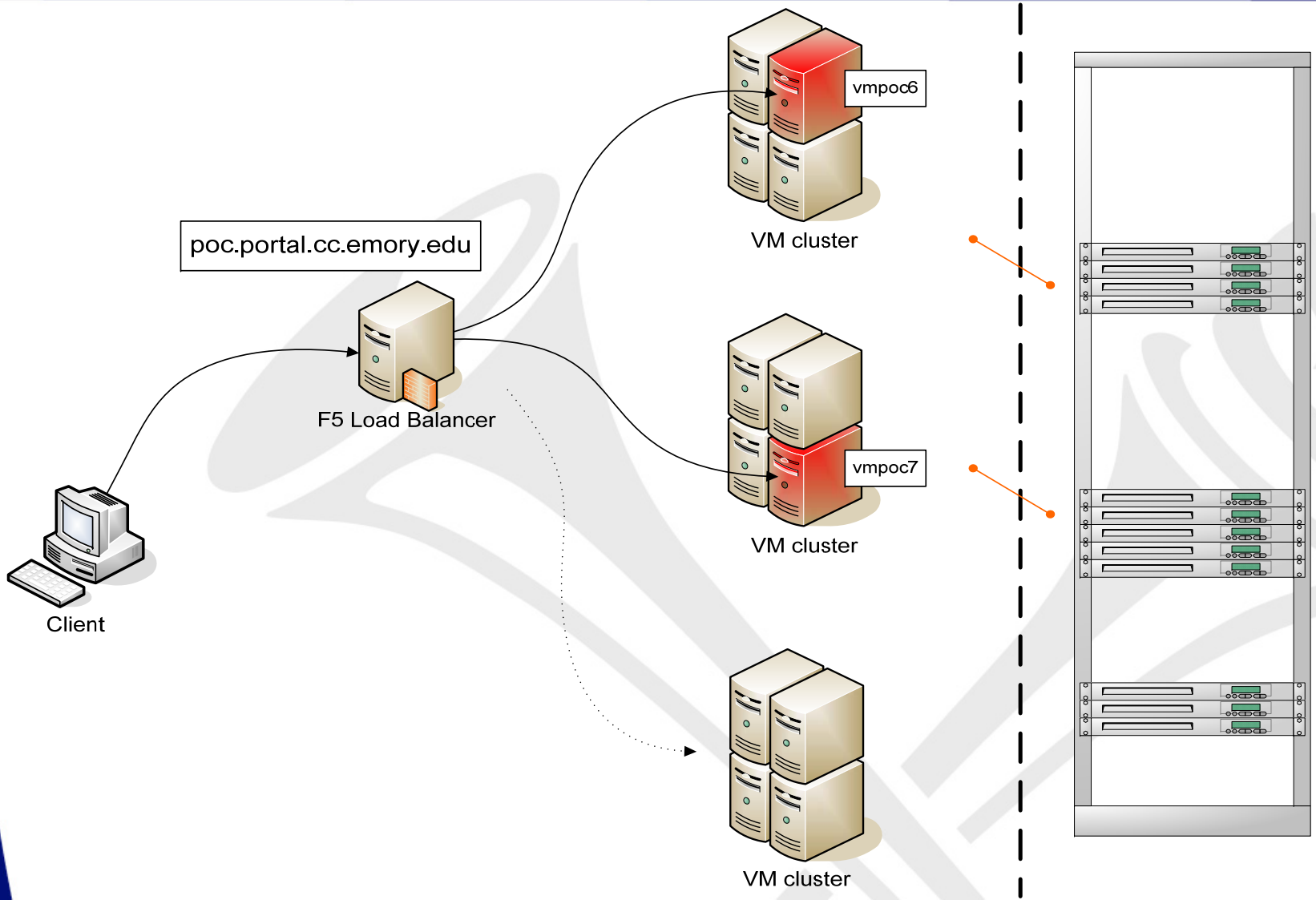
Portal PoC Deployment (Platform)

- VMware ESX Virtual Machines
- RHEL 4
- Balanced by F5 BIG-IP

(See diagram)

IT Architecture

Portal Diagram



IT Architecture

Technical Next Steps

- Configure portal cluster units to use a common Oracle database
- Develop and document a strategy for provisioning and maintaining portal user accounts
- Develop basic, repeatable performance tests and establish baseline performance to test configuration and deployment changes
- Deploy several Emory University Library, OpenEAI, and UTS demonstration portlets
- Deploy the portal framework in other Java application servers and summarize results
- Register and participate in relevant OpenPortal forums

IT Architecture

Scope and Functional Next Steps

- Narrow scope of PoC from the list of suggestions
- Document scenarios details
- Present on the PoC scenarios and how Emory units can leverage the portal

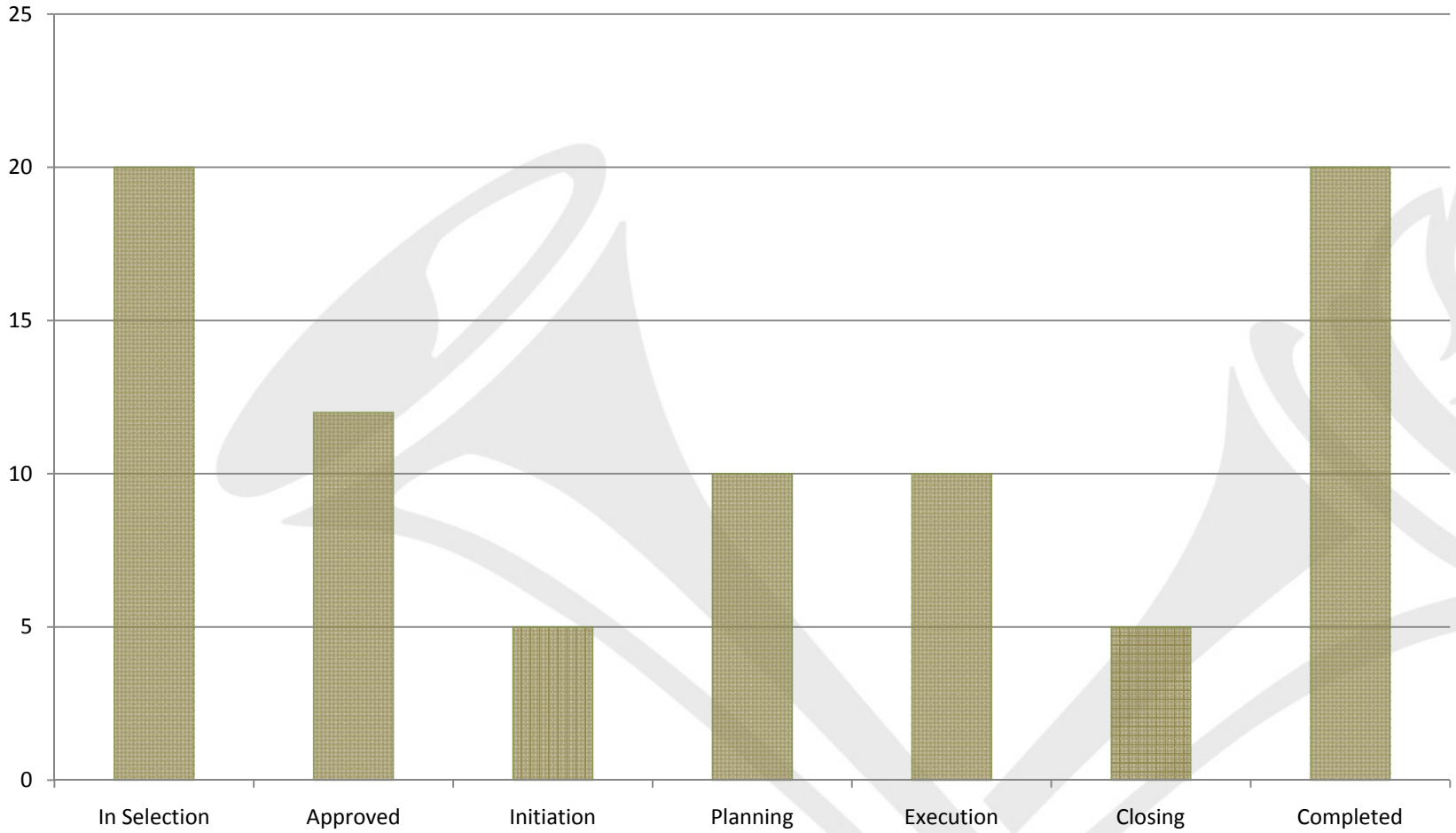

Questions

Project Portfolio

Marisa Benson

Project Portfolio

Overview



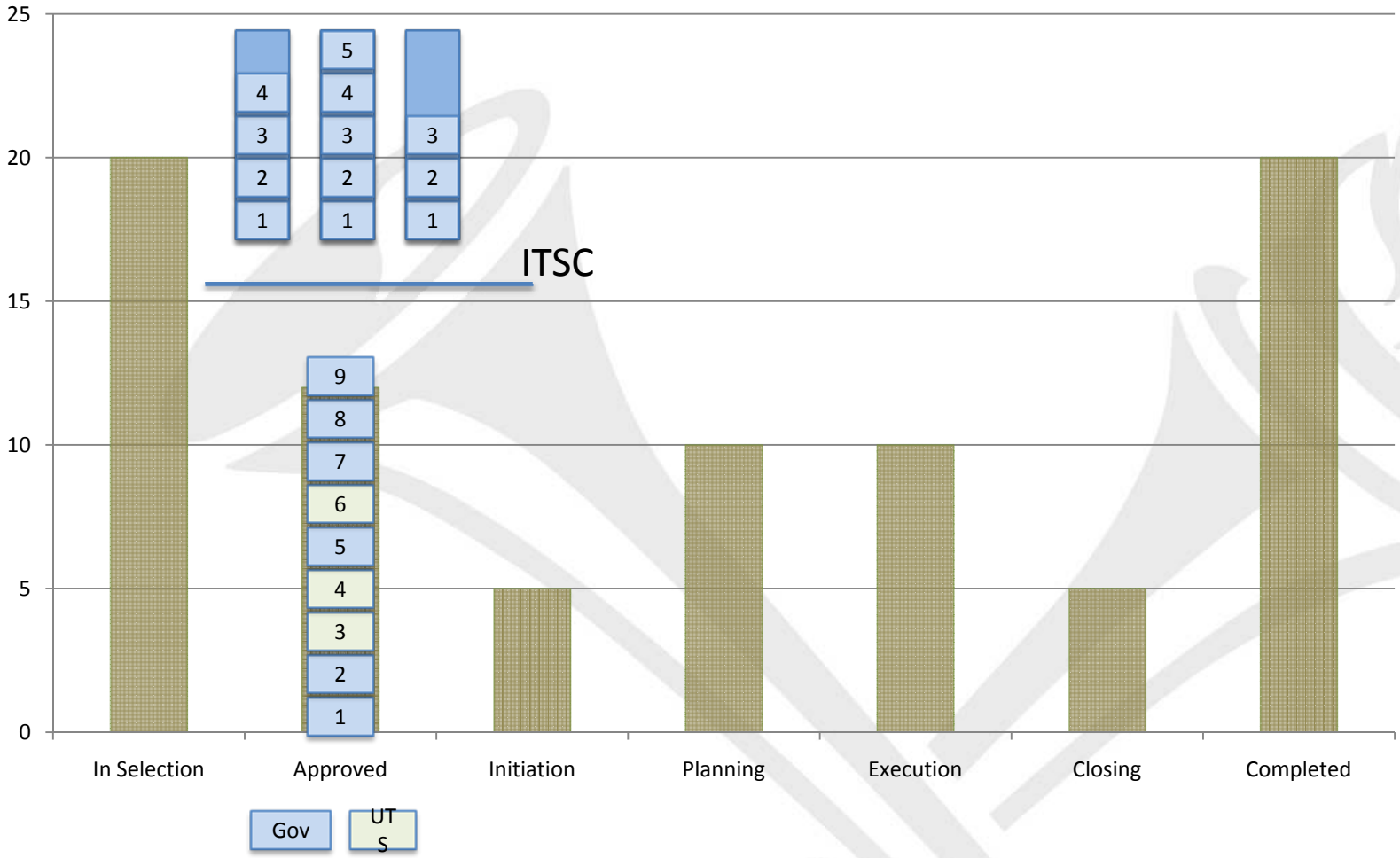
Project Portfolio

In Selection - ITSMO

- Request for Work
- Business Case
- Project Score
- Decision: Governed by University Governance?
  - >80 hours OR >$20K
  - Cross-departmental
  - Not a known, repeated process; i.e. summer classroom refreshes, back-to-school efforts
  - Case-by-case decision

Project Portfolio

Approve / Prioritize



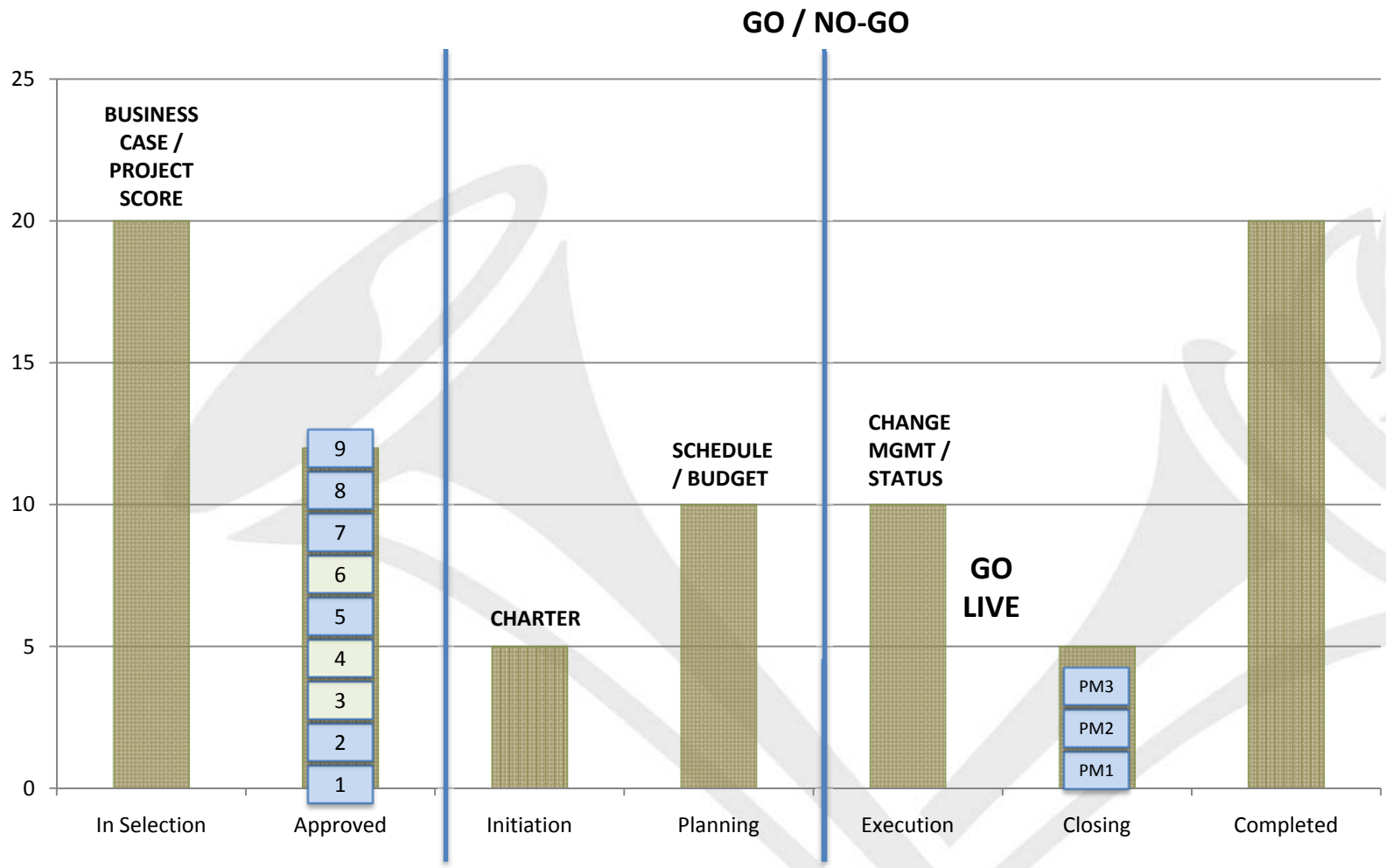
Project Portfolio

Project Release

- Review Closing pipeline
  - 30 days out
  - Skills coming available
- Available projects still adjustable
  - Depends on functional staff skills
  - Depends on technical staff skills

Project Portfolio

Project Lifecycle



Project Portfolio

Online Resources

- PM Documents / Wikis:
  - classes.emory.edu
- PM Tracking Console:
  - remedyweb.service.emory.edu
- Dashboards / Status:
  - it.emory.edu/projectstatus
- Request for Work:
  - it.emory.edu/projectrequest

Project Portfolio

Campus Map

Joan Wang, Campus Services

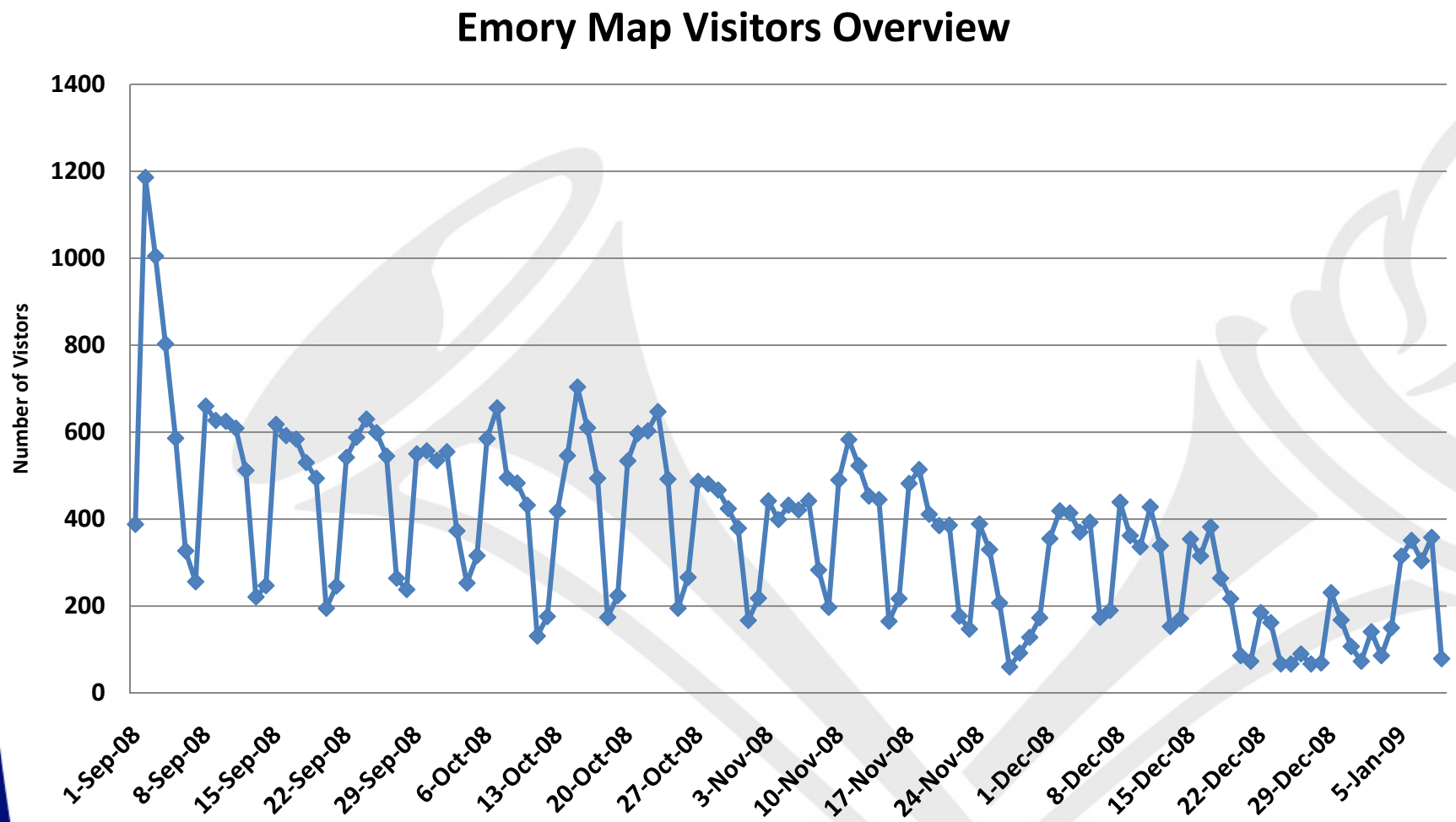
Campus Map

History

- 1st Phase:
  - From Static Map to interactive map
  - From non-GIS map to GIS map
- 2nd Phase
  - From MapGuide to ESRI

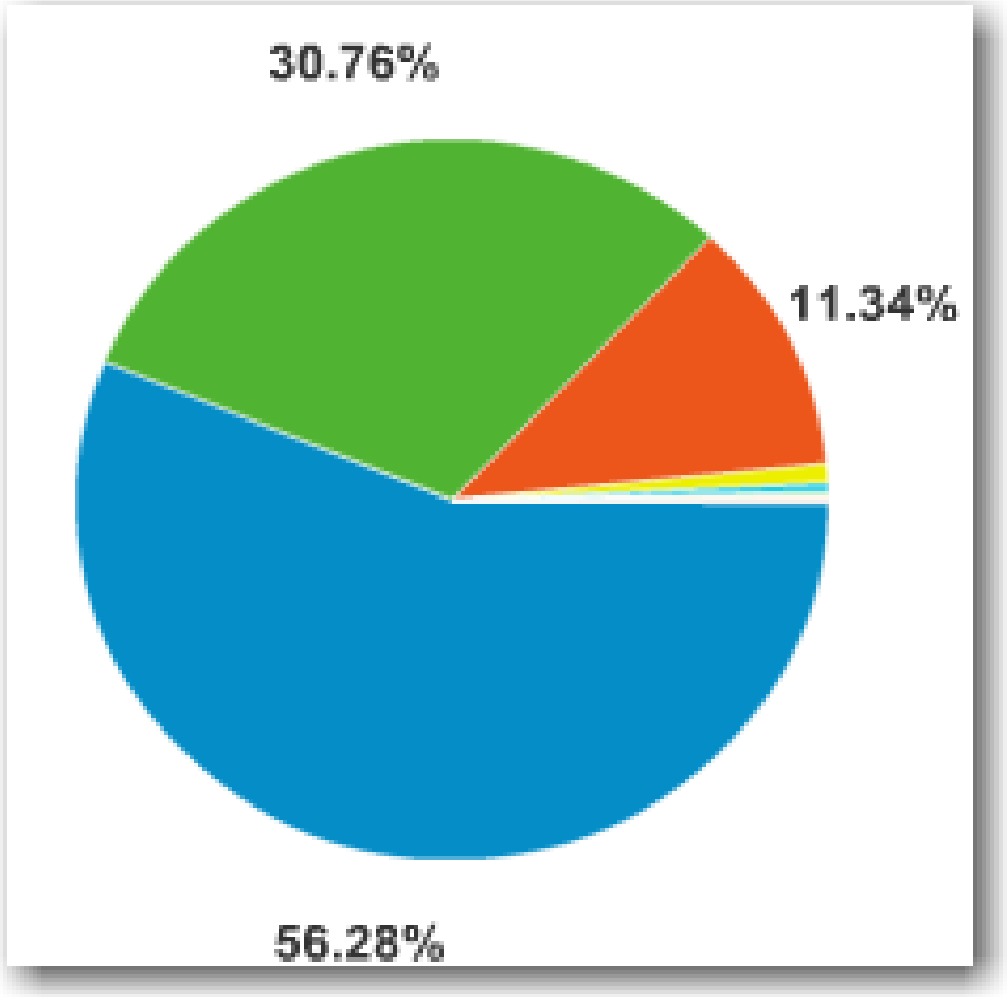
Campus Map

Statistics



Campus Map

Browser Statistics



Campus Map

Statistics on Country

Detail Level: Country/Territory		Visits
1.	United States	51,468
2.	South Korea	170
3.	United Kingdom	129
4.	China	108
5.	India	79
6.	Canada	75
7.	France	68
8.	Germany	67
9.	Japan	56
10.	Ireland	55

Campus Map

Success

- UTS -Cable Map, Wireless Map
- Facility Management- Zone Map, Ground Inventory Map, Utility Map, Control System Map
- Police Department – to locate the emergency quickly
- Fire Department - to locate the emergency quickly
- Transportation – shuttle bus route
- Emory community, Parent, patient – Direction

Campus Map

Continued ….

- Snap shot map for department
- Multiple Group access – based on the request
- Housing Map – For students
- Parking Information
- ADA Map
- Bike Route Map

Campus Map

Functions

- Url -- http://emap.fmd.emory.edu/website/campus/index.htm?queryzoom=Yes&Query=(bldg='1000')
- Print pdf
- Direction
- Query

Campus Map

Demo

http://map.emory.edu

Campus Map

Support

- To include in your website:
  1. Go to the map
  2. Locate your building
  3. Copy URL
  4. Add URL to your web site
- For technical support contact:
  - Nidhi Patel 404-712-9113

Campus Map

Acknowledgements

Map Team:

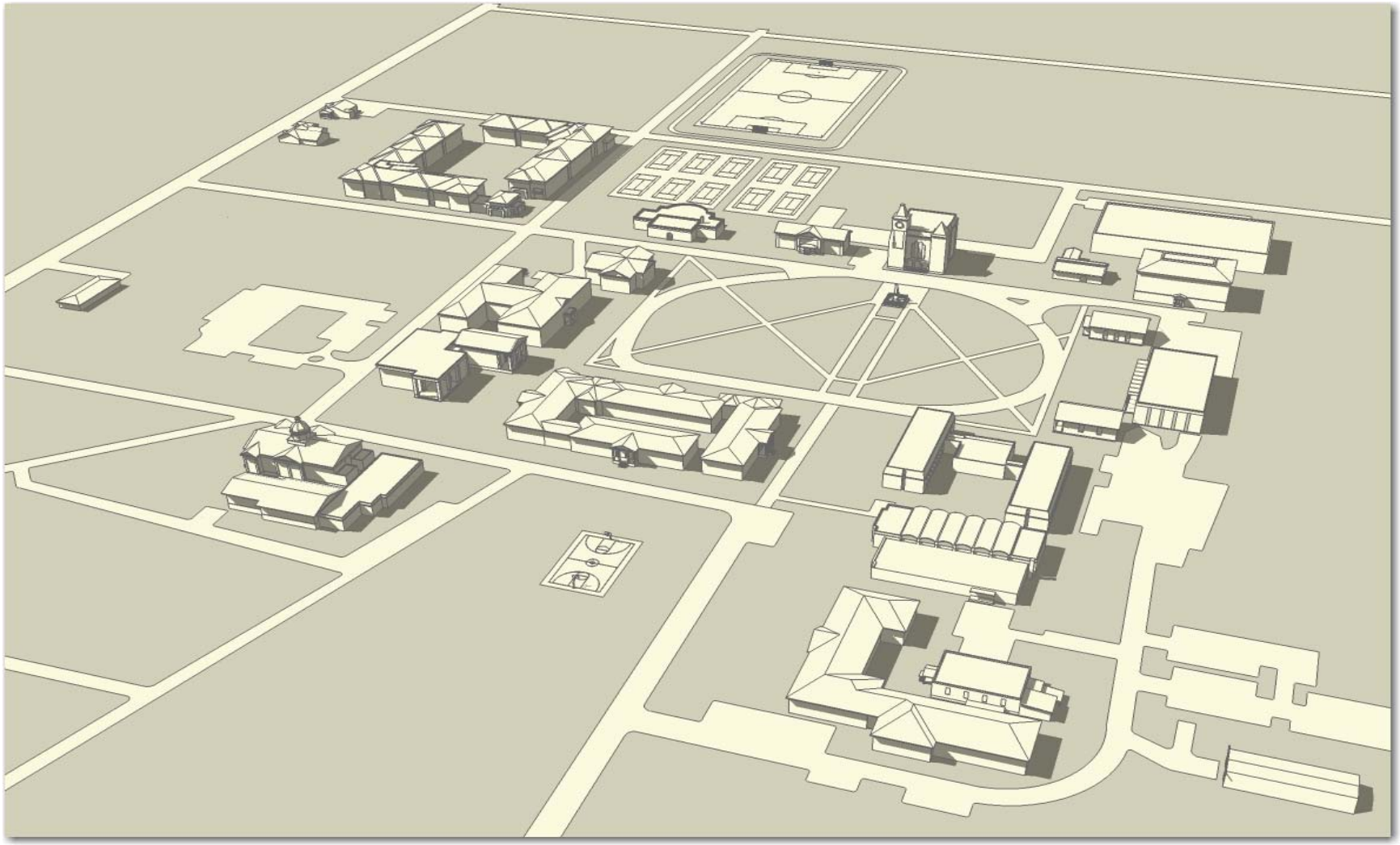
John Mills, Karen Jenkins, Marc Overcash, David McClurkin, Gordon Boice, Carole Meyers, Alan Cattier, Barry Atwood, Jonathan Milton

My team:

Edgar Sinsuan, Henry Gao, Nidhi Patel, Joe Fang, James Harper, Anil Patel, Cristina Mosu, Craig Bullock

Campus Map

Next Step



Campus Map

Page to Cell

Jason Stanaland

Page to Cell

Overview

- Emory University and Emory Healthcare leadership have expressed the need for enterprise cellular messaging.
  - Users want to use one device
  - More cell phones are being deployed
  - Device and infrastructure hardware, support and maintenance is cheaper and shared with cellular carrier
  - Integration with Smart Phone applications and new mobile Operating Systems
  - Mobile device technology appeals to the healthcare customer base due its mobility, flexibility and accessibility.

Page to Cell

Pilot Information

- Pilot Start Date: December 8, 2008
- Pilot Duration: 60 Days
- Maximum Group Size: 150

Charter Objectives

- Provide SMS gateway policy/technical specifications and requirements.
- Isolate a solution with Verizon Wireless
- Obtain signatures for the proposed solution.
- Implement the solution (Establish a fixed SMS Gateway for SMS messaging) for piloting purposes.
- Scope and Implement the Pilot
- Trial the pilot solution for 60 days (chart statistics and gather feedback).
- Provide a cost estimate for long term use of the service (for use beyond the scope of this project).
- Provide an After Action Report (AAR) and recommendations for future use of the service.

Page to Cell

Solution: Verizon EMAG

- Direct TCP/IP Gateway
  - SNPP via Port 444
  - WCTP via Port 80 http://dtd.wctp.org/wctp-dtd-v1r1.dtd
- Two way protocols: Acknowledgment back, delivery notification, response
- Faster throughput
- More reliable other than internet protocols
- Verizon EMAG GUI and Application Integration options
- Inter-carrier Messaging

Page to Cell

Verizon EMAG Limitations

- Messages are fully reliant on the network and the internet.
- Messages can be delayed or lost. Verizon will not provide an SLA for delayed or lost messages.
- Coverage will be equivalent to Verizon Wireless cellular coverage.
- Possible cellular network capacity issues during disaster events. Reserved channels and capacity will not be available
- End to end encryption will not be available. Messages not encrypted from tower to device.
- Large group throughput issues due to serial messaging.
- Lack of prioritization in the Verizon network or Verizon message centers.
- Device functionalities, inherent to pagers, such as vibrate override and emergency tones will not be available.
- Allowable characters per messages will be reduced from 300 (pagers) to 160 (cell phones)

Page to Cell

Next Steps

- Finish Pilot on February 8th
- Provide pilot project After Action Report (by 3/1/08). Will include:
  - Cost estimate for production use
  - Statistics and user feedback
  - Risk assessment
- Begin project for phase 2 pilot and assessment of long-term feasibility of a production service offering

Page to Cell

Service Desk

Sharon P. Gregory

Service Desk

Relocation

On Thursday, December 18, 2008 the **UTS Service Desk** moved from 1784 North Decatur Road to it's new location at

Emory Crawford Long Hospital

550 Peachtree Street NE

5th Floor – Davis Fischer Building

Service Desk

The Master Plan

In keeping with the organizations goal to deliver new and improved services –

The **UTS Service Desk** was formed by redeploying resources and consolidating:

* AAIT Help Desk
* NetCom Phone Repair
* NetCom Call Center

- Single front door for service
- Ability to expand services to 24 x 7
- Improve productivity

Service Desk

Expansion

The Service Desk Expansion plan will be completed in 3 Phases:

Phase I

- Cross train Service Desk Representatives to provide support for all UTS service requests
- Train Call Center Specialist to provide afterhours/weekend/holiday support for less complex computing questions, reporting and escalating critical service outages for all UTS services.
- Inform callers a ticket will be entered and addressed the next day for all call types that are not currently part of the afterhours service offering

Service Desk

Phase I Services Offered

- Create tickets in Remedy
- Password resets
- Incident follow-up
- Account status
- Basic “How to” find it on the Web
- Respond to questions
- Web Address information
- Contact information
- Escalate system wide critical outages

Service Desk

Service Expansion

Phase II

- Provide afterhours/weekend/holiday support for *more complex* computing questions
- Provide afterhours/weekend/holiday support for non-critical data questions
- Inform callers that a ticket will be entered and addressed the next day for all call types that are not currently a part of the afterhours service offering

Phase III

- Add *even more complex* call types to afterhours service offering for voice and data

Service Desk

Phase II Services Offered

- Create tickets in MySoft
- Basic computer troubleshooting
- Back to School questions
- Voice status inquiries
- Basic telephone instructions
- Resetting voicemail passwords in Audix & Meridian Mail

Service Desk

Extended Hours

- "Go Live" date for extended hours (Phase I)
  March 11, 2009

We will communicate:

Support is available M-F 7a – 6p, afterhours and weekends for basic computing questions. Find the answers to common Emory IT questions by searching the IT at Emory website.

Service Desk

Marketing Plan

Initial Marketing Plan will communicate extended hours with the services offered.

Once Service Desk is fully functional on a 24 hour basis:

“New Service Center” Announced

- New phone number
- Open 24 x 7 for all computing and telephone repair support
- Customer meetings


Questions