January 15, 2009

Agenda

• IT Architecture  • Steve Wheat
• Project Portfolio • Marisa Benson
• Campus Map     • Joan Wang
• Page to Cell    • Jason Stanaland
• Service Desk    • Sharon Gregory
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
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
20. Federated Authentication and Trusted Inter-application Authentication

21. Quality Assurance Practices

22. Deployment Coordination Practices
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

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
WebSynergy Milestone 3
- WSRP enhancements
- OpenOffice integration
- Portal Pack features

WebSynergy is 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)
Portal PoC Deployment (Platform)

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

(See 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

In Selection  Approved  Initiation  Planning  Execution  Closing  Completed

0  5  10  15  20  25
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

In Selection Approved Initiation Planning Execution Closing Completed

ITSC

Gov UT S
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
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
Questions
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

Emory Map Visitors Overview

Number of Visitors

1-Sep-08  8-Sep-08  15-Sep-08  22-Sep-08  29-Sep-08  6-Oct-08  13-Oct-08  20-Oct-08  27-Oct-08  3-Nov-08  10-Nov-08  17-Nov-08  24-Nov-08  1-Dec-08  8-Dec-08  15-Dec-08  22-Dec-08  29-Dec-08  5-Jan-09
Campus Map

Browser Statistics

- Internet Explorer: 56.28%
- Firefox: 30.76%
- Safari: 11.34%
- Chrome: 2.74%
- Mozilla: 0.32%
- Netscape: 0.18%
- Opera: 0.03%
### Campus Map

### Statistics on Country

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<tr>
<th>Detail Level:</th>
<th>Country/Territory</th>
<th>Visits</th>
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<tbody>
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<tr>
<td>2.</td>
<td>South Korea</td>
<td>170</td>
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<tr>
<td>3.</td>
<td>United Kingdom</td>
<td>129</td>
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<td>4.</td>
<td>China</td>
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<td>5.</td>
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<td>7.</td>
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<td>8.</td>
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<tr>
<td>10.</td>
<td>Ireland</td>
<td>55</td>
</tr>
</tbody>
</table>
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')](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
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
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
Questions
Page to Cell

Jason Stanaland
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.
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.
Solution: Verizon EMAG

- Direct TCP/IP Gateway
  - SNPP via Port 444
  - WCTP via Port 80 [http://dtd.wctp.org/wctp-dtd-v1r1.dtd](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)
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
Service Desk

Sharon P. Gregory
On Thursday, December 18, 2008, the UTS Service Desk moved from 1784 North Decatur Road to its new location at Emory Crawford Long Hospital, 550 Peachtree Street NE, 5th Floor - Davis Fischer Building.
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
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
- “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.
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