December 17, 2009

Agenda

- Emory Onboarding
- Low Cost Phone Offerings
- SMCC Update
- Service Desk
- SiteMinder Retirement+
- GoodLink Retirement
- Security Update

- Peter Buch
- Laura Smith
- Luc Dalla Venezia
- Mollie Burrows
- John Ellis
- Jay Flanagan
- Brad Judy
Housekeeping

- Decline your Exchange invite series for any and all IT Briefing meetings
- New meeting will be proposed shortly
What is Onboarding?

- Aberdeen Group’s Definition:
  Onboarding is the strategic process designed to attract and engage new talent, reaffirm their employment decision, acclimate them into the organization's culture, and prepare them to contribute to a desired level in the shortest possible time.
Main Elements of the Process

- HRAF or ERS Hire Transfer Form
- I-9, W-4, G-4, Direct Deposit Forms
- PeopleSoft Data Entry
- NETID
- Email Account
- Emory Orientation
- Benefits Enrollment
- Computer Hardware/Access

- Communications
- Application Access
- Emory Card / Proc Card
- Phone
- Parking Pass
- Safety Training
- Department Orientation
- Job Orientation
Current Issues

• Paper Forms
  – Physical Transportation
  – Multiple approvals slow down the approval process

• Lack of Transparency
  – Who has the forms?
  – No central point of contact for status information

• NETID creation tied to PeopleSoft job record creation

• Redundant user information is rekeyed to make multiple service requests for each hire
Pre-Start Service Form went live 11/22/09

- NetID activation
- Orientation registration (Mandatory for benefits eligible Faculty & Staff)
- Parking Office eligibility & work location
- Emory Card selection and billing & Lock Shop Prox access request
- UTS Exchange Email & Calendaring account request (automatically requested as of 11/26/09)
- LearnLink Email Account request (optional)
Phase II: Employee Experience

- Emory Online Orientation starts as soon as offer is accepted or prior to the first day on the job
- Easy I-9, W-4, G-4, and Direct Deposit form completion
- Emory Card Picture upload and scheduled pickup
- Voluntary in person benefits only orientation
Phase II: Hiring Official or Manager’s Portal

- Onboarding Dashboard
  - View/Change new hire eHRAF and eHRAF approvals
  - I-9 and E-Verify status
  - PeopleSoft and Hiring forms entry status
  - Orientation Progress Dashboard
  - Assign Computer and Communications Setup
  - Exchange Account status
  - Parking Registration status
  - Emory Card and Lockshop status
  - Create and assign custom tasks
Next Steps

- Continue to gather data from departments
- Identify solutions that can be automated in future versions
- Build application
- Provide end user usability focus groups and training
- Roll out to pilot groups
- Implement Phase II campus wide
Low Cost Phone Offerings

Laura Smith
# Low Cost Phone Offerings

## Cost Comparison

### Telephone Service: Plan Options

<table>
<thead>
<tr>
<th></th>
<th>UTS Supported</th>
<th>Vendor Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Premium (Avaya)</strong></td>
<td><strong>Mid-Level (SIPX)</strong></td>
</tr>
<tr>
<td><strong>Availability</strong></td>
<td>Today</td>
<td><strong>Coming Soon</strong></td>
</tr>
<tr>
<td><strong>Monthly Cost</strong></td>
<td>$30.50</td>
<td>$19.00</td>
</tr>
<tr>
<td><strong>One-Time Cost</strong></td>
<td>$80.00 +</td>
<td>$80.00 +</td>
</tr>
<tr>
<td><strong>Long Distance</strong></td>
<td>$.05 (per minute)</td>
<td>$.05 (per minute)</td>
</tr>
<tr>
<td><strong>Voice Mail</strong></td>
<td>$.75 (per month)</td>
<td>Included</td>
</tr>
</tbody>
</table>
# Low Cost Phone Offerings

## Features Comparison

### Telephone Service: Plan Options

<table>
<thead>
<tr>
<th>Feature</th>
<th>UTS Supported</th>
<th>Vendor Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Premium (Avaya)</td>
<td>Basic (Skype)</td>
</tr>
<tr>
<td></td>
<td>Mid-Level (SIPX)</td>
<td></td>
</tr>
<tr>
<td>Conference</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Forwarding</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Local Calls</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Softphone</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Videoconferencing</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Consolidated Billing</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>5-Digit Dialing</td>
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<td>✓</td>
</tr>
<tr>
<td>Name Display</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Transfer</td>
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<tr>
<td>Phone Support</td>
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<td>✓</td>
</tr>
<tr>
<td>On-Site Support</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Business Services</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Premium Call Quality</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Retain Current Number</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Fax</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

Revised: Dec. 4, 2009
Low Cost Phone Offerings

Avaya Softphone (one-X Communicator)
Low Cost Phone Offerings

SIPX – Softphone (Counterpath)

* Self-Service Installation
Low Cost Phone Offerings

USB VoIP devices
for use with Softphone and computer
Low Cost Phone Offerings

SIPX Hard phones

Analog (Single-Line) phone adapter

Dual Ethernet & Configurable through web browser with SIPX credentials

* Self-Service Installation
Virtual Diagram of Registration

Low Cost Phone Offerings

- Remote Softphone User
  - F5 VPN only

- SIPX
  - Sipx.cc.emory.edu
  - 170.140.x.x
  - 163.246.x.x
  - SIPX user with USB VoIP device
  - 404-251-2xxx

- 10.40.x.x
  - SIPX user on Wireless with USB VoIP

- VPN.emory.edu

- Public Switched Telephone Network

- Internet

- Local, Long Distance, Toll Free

- Avaya
  - 404-686-xxxx
  - 404-778-xxxx
  - 404-712-xxxx
  - 404-727-xxxx
  - 170.140.x.x
  - 163.246.x.x
  - Softphone user with USB VoIP
Other Softphone considerations

- SIPX assigned from 404-251-2xxx range
- Department line coverage- Avaya only
- Wired Academic, Healthcare, Admin
- EmoryUnplugged (with VPN for now. NAT change- May)
- Remote access with F5 VPN (vpn.emory.edu)

Some Remaining issues:
- Avaya SIP protocol correction- Jan/Feb ’10 (currently affecting Transfer & station conference)
- Avaya MeetMe bridge change- Dec/Jan ’09
Low Cost Phone Offerings

Questions
Service Management Competency Center (SMCC)
Luciano Dalla Venezia
Overview

Current Projects

- Foundations
- Categorization
- Change Management

Future Projects

- Knowledge Management
- Incident Management
- Configuration Management
Foundations

- Compiling a Service-Now implementation & enablement Roadmap
  - Building consensus - Held multiple Focus Groups
- Training has taken place for the Emory Service-now system admins
- Finalizing Integration Strategy
- The 5 Service-now instances have been setup
  - Test1, Test2, Dev, QA, Prod
- Scheduled to be completed at the end of December
SMCC Update

Change Management

- Kick-off meeting 11/30, very engaging, schools and UTS collaborating well
- Scheduled 2-3 hour working sessions twice a week through Holidays
- Currently developing the process and associated process documentation – specifically the Change Management Physical process flow
Categorization

- Kick-off meeting 12/7, active participation from Working Group
- Weekly 2 hour meetings scheduled through the Holidays
- Deliverable to have a base categorization matrix for use by future processes e.g.: Change Management and Incident Management
- Decision has been made by Working Group to develop a 3 tiered categorization matrix
Critical Community Involvement

Categorization Workgroup Members:

Dana Haggas – UTS (SMCC)
Britton, Enid – UTS
Buch, Peter – HR-TS
Dunson, April – Emory College
Fields, Karla – Oxford
Fischer, Richard – UTS
Kincaid, Andrew – UTS

Mathador, Jean Robert – SOM
Notarantonio, John – UTS
Perez, Kevin – RSPH
Phillips, Randy – UTS
Remtulla, Farah – UTS
Tice, Billy – UTS
Critical Community Involvement

Change Management Workgroup Members:

- Luciano Dalla Venezia – UTS (SMCC)
- Ali, Amir – UTS
- Anderson, Robert – SOM
- Camacho, Chris – UTS
- Gregory, Sharon – UTS
- Hauenstein, Dave – UTS
- Maaskant, Belinda – RSPH
- Mitchell, Paul – UTS
- Tice, Billy – UTS
Critical Community Involvement

Roadmap Focus Group Members:

Thomas, Joel – SOM (SMCC)
Chapman, Ben – School of Law
Chen, Kevin – UTS
Davidson, Michael - UTS
Derry, Michael - College
Fields, Karla D - Oxford
Fischer, Richard J - UTS
Flanagan, Jay D - UTS
Gregory, Sharon P – UTS
Kane, Ginger - DAR
Kincaid, Andrew A - UTS
Levitt, Meggan – SOM

Peters, Greg - Yerkes
Raper, C Michael - SOM
Remtulla, Farah - UTS
Rockswold, Brenda - UTS
Tice, Billy – UTS
Tompkins Jr, Benjamin – DAR
Sistrunk, Daryl - SOM
Vaughn, Danon V – DAR
Weston, Rosa - UTS
Wilson Jr., John B - UTS
Contact us:

➢ To participate in a Focus Groups please let us know:
  ➢ Categorization
  ➢ Change Management

➢ Please email us at smcc@emory.edu

➢ Working on a resource to store and share information and documentation to the Emory community
Questions

smcc@emory.edu
Updates from Integration

John Ellis
Service changes ahead

- **Self-service password reset** – “dog food” roll-out 01/08/2010; tentative date for roll-out to customers, 01/23/2010.
- **SiteMinder shutdown** – all applications should be migrated by 12/21/2009!
- **Active Directory** (eu.emory.edu) – account lockout after 5, instead of 10, failed login attempts, scheduled for 01/23/2009 (pending CRB approval).
Questions
Service Desk Update

Mollie Burrows
Service Desk

- Single Front Door
  - Single access point for support and work requests
  - Extension of each support area

- Co-locating answering points
  - Telephone repair
  - Telephone work requests
  - Service desk support
  - Paging Operations
Service Desk

- Cross-training Call Center
  - Provides career path
  - Expanded hours of Service Desk to 24/7 in March 2009
Goals

• Increase First Call Resolution
  – Increase knowledge base
  – Consistency of information
  – Refined roles
Service Desk

Role Refinements

Randy

Audra

Thea

Athan

“J”

Geneva

Enid
Employee Development

- Conducted skills assessment
- Implementing SD SMEs
- All SD staff will be trained on all products in Service Catalog
- Training
Training areas

- Business Writing
- HDI Support Center Analyst Certifications
- ITIL v3 Foundation Certification
- ITIL Service Operations and Agreements
- IT for Business Professionals
- PM Fundamentals
- HDI Metrics and Measurements
- IT for Business Professionals
- Emory’s Management Development
- Emory’s Supervisor Development
- HDI Support Center Director Certification
Increase Tier 1 Support and FCR

• Identified Top 10 Support Requests
  – Working with Service Owners to increase SD support capabilities
    • Postini
    • Paging Operations
    • Modular Messaging
    • LearnLink
    • ENID
  – Developing KM articles
Service Desk

Service Quality Improvements

- Tracking caller complaints and escalations
- Analyzed call flow patterns to maximize staffing effectiveness
- Increasing the logging of service requests and incident calls
- Changed front end messages
- Added skills-based routing
Service Desk

Metrics and Measurements

Call Statistics

Goal: Answer 80% of the calls within 40 seconds

Graphs showing:
- Average Speed of Answer in Seconds:
  - Sept: 100
  - Oct: 70
  - Nov: 53

- Percent Calls Answered within SL:
  - Sept: 54
  - Oct: 63
  - Nov: 70
Metrics and Measurements

Ticket Quality

- Standards established for data entry
- Service Impact Reports
  - Template created
  - Aligned with Service Catalog to improve categorization
Culture

- Routine SD meetings
- START – STOP - CONTINUE
- Team-building activities
- Investment in training
- Communication boards and monitors
- Facilitate collaboration
- Changes in roles
Questions
GoodLink Retirement

Jay D. Flanagan
GoodLink Retirement

- 35 users now
- No longer cost effective
  - Cost for maintenance, hardware refresh, etc. ($20,000)
  - Annual user maintenance would be up to $400

- 1450 Current BES users
- 2191 – 4567 ActiveSync users
GoodLink Retirement

—Declared as legacy application
  • We are no longer accepting new Goodlink accounts
    – As of Nov. 1, 2009
  • EOL January 1, 2010
GoodLink Retirement

• Notifications will continue to be sent out

• Will ask user’s to contact their local support for more details
  – Work with them and us on any issues or concerns
  – Users need to be migrated to ActiveSync or BES
GoodLink Retirement

- Fisher, Andrew
- Barnes Jr., Peter
- Stephens, David S
- Director, EMS
- Reimels, Elizabeth
- Howard, Hugh A
- Bell, Joy
- Bussey-Jones, Jada
- Hughes, James M
- Sands, Jeff M
- Schneider, Jason
- Usher, JoNell (Jody) A
- Vollenweider, Julie V
- Meador, Kim J
- Worthington, Karen
- Benveniste, Lawrence M
- Frith, Mari

- Kegler, Michelle C
- Hwang, Scott
- McCarty, Nael
- Allen, Susan A
- Schamberger, Scott
- Smith, Carol
- Hirsh, Emily
- Boden, Scott D
- Staton Jr., Gerald W
- Flock, Jennifer
- Sparks-Kroll, Tricia
- Christie, Jennifer
- Kauh, John
- Bryant, Pam
- Primo, Susan
- Dressler, Daniel D
- Vashi, Dipak V
- Clark, Lionel
Questions
Security Update

Awareness

Phishing
Security Update

- **Dec 2\textsuperscript{nd} – 9\textsuperscript{th}**
- **Blocked**
  - 30.3 million
- **Quarantined**
  - 1.5 million
- **Delivered**
  - 2.25 million

### Postini Email processing
Dec 2\textsuperscript{nd}-9\textsuperscript{th} 2009

- **Delivered**
- **Quarantined**
- **Blocked**
Questions