IT Briefing

1/21/2010
Agenda

- Self-Service Password Reset
- Service-now Roadmap
- Change Management Process
- Service-now Categorization
- 802.11n Selected Vendor
- PGP Encryption & General Security Update

- John Ellis
- Joel Thomas
- Luc Dalla Venezia
- Enid Britton
- Stan Brooks
- Brad Judy
IdM Roadmap: Update

John Ellis
Director, Integration
SSPR roll-out

• 1/8/2010: new self-service password reset functionality deployed to UTS-Staff only for eat-your-own-dogfood testing.

• Based on feedback and results, we have made some minor adjustments and are ready to roll-out to all “relevant” customers.

• “Relevant” = all accounts that have EUV LDAP and AD defined as resources in ENID.

• 1/22/2010: approved change date. So, by Monday, 1/25/2010, relevant customers will be able to use SSPR at https://enid.emory.edu/myaccount
• What relevant customers will see at login:
Click on “Passwords” tab:

Change Password

Enter and confirm a new password for each Enterprise entity on which to change your password, then click Change Password.

Emory University  Emory Healthcare

Public Person ID  P0335643  EUV Login Id  JOELLIS  EHC Login Id  N390223

Full Name  John O Ellis

Password

Confirm Password

Your password will change on most, but not all of your Emory University accounts. Accounts where your password will be changed include Enterprise Exchange, University Eagle Mail/Webmail, Learmlink, VPN, OPUS, PeopleSoft-HR, and Blackboard.

Your password must meet the following conditions:

- Must be between 6 - 32 characters long.
- Must contain one upper case letter and one lower case letter.
- Must contain one number or one special character.
Click on “Authentication Questions” tab:
SSPR continued

• Forgot Your Password? Click the button:

Log In to ENID

Welcome to Emory Network IDentity (ENID). Please enter your Emory University or Emory Healthcare login id and password, and click Login.

If you are an Emory University user who has registered answers to authentication questions and have forgotten your password, click Forgot Your Password?.

If you are an Emory Healthcare user and have forgotten your password:

- You can run the Emory Healthcare password reset tool if you are trying to use Virtual Desktop from a computer on the Emory Healthcare network. There is a link to the password reset tool in the "Application Quick Links" section on the left side of the intranet home page.
- You must call the 8-HELP Call Center if you are not trying to access the Virtual Desktop from a computer on the Emory Healthcare network.

User ID

Password

Login  Forgot Your Password?
What about the legacy SSPR application: https://password.service.emory.edu/selfserve/login.php?

- 3/1/2010: tentative date for the retirement of password.service. Legacy SSPR will be retired at the same time.
- Roughly 2,000 customers have registered with the legacy SSPR. We will post a service change announcement on the legacy web page (with redirect on 3/1/2010)
SSPR continued

- IdM Roadmap feedback? Please send to: idmfeedback-l@listserv.emory.edu
Questions
Service Management Competency Center (SMCC)

Joel Thomas, Enid Britton & Luciano Dalla Venezia
SMCC Overview

Agenda

- Emory Service Management Roadmap
- Change Management
- Categorization
- Next Projects
- Communication
SMCC Overview

January 2010: Service-Now, Phased 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
January 2010: Present Status
Service-Now Project Roadmap

Q1 2010
- Change Mgmt
- Categorization
- Request Mgmt 'Lite'
- Incident Mgmt

Q2 2010
- Discovery
- Configuration Mgmt

Q3 2010
- Problem Mgmt

Q4 2010
- Request Fulfillment

Q4 2009
- Foundations

Q1 2011
SMCC Overview

Change Management

- **Completed Activities:**
  - Process development and associated documentation: Process Diagram, Specifications, Roles & Responsibilities, Functional Requirements
  - Final Review of documentation by the change management working group
# SMCC Overview

## Change Management Roles & Responsibilities

<table>
<thead>
<tr>
<th>Role: Change Submitter</th>
<th>Attribute</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role</td>
<td></td>
<td>The person who is responsible for the overall planning, initiation and execution of the change and thus, assigns the work for the change</td>
</tr>
<tr>
<td>Responsibilities and Activities</td>
<td></td>
<td>Gather Change Related Information, Creates Change Request, Assess, evaluate and set Risk for the Change, Create Change implementation plan, Propose Change schedule, Identify resources to implement the change and in some cases implements the change themselves, Communicate Change status and results, Attend CRB/CAB meetings when necessary, Provide input to the Change Manager for the ongoing maintenance and improvement of the Change Management process</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Role: Change Implementer</th>
<th>Attribute</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role</td>
<td></td>
<td>The person who is responsible for implementing the change submitted by the Change Submitter</td>
</tr>
<tr>
<td>Responsibilities and Activities</td>
<td></td>
<td>Provide Change related information to the Change Submitter when necessary, Review Change Request for technical accuracy and feasibility, Attend CRB/CAB meetings when necessary, Perform Change related activities documented in the Change Request to ensure the Change is implemented according to plan, Document closure activities in the Change record and completing the Change record, Escalate any deviations from plans to appropriate management (direct manager and change manager), Provide input to the Change Manager for the ongoing maintenance and improvement of the Change Management process</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Role: Change Submitter</th>
<th>Experience</th>
<th>Environment and technical knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role</td>
<td>Solution development</td>
<td>Operational support, Application support, Related Technical Skills</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Role: Change Implementer</th>
<th>Experience</th>
<th>Environment and technical knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role</td>
<td>Solution development</td>
<td>Operational support, Application support, Related Technical Skills</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Role: Change Submitter</th>
<th>Skills</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role</td>
<td>Business Impact analysis, Good verbal and written communication</td>
<td>Environment and technical knowledge</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Role: Change Implementer</th>
<th>Skills</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role</td>
<td>Business Impact analysis</td>
<td>Solution development, Operational support, Application support, Related Technical Skills</td>
</tr>
<tr>
<td></td>
<td>Field Type</td>
<td>Required Field</td>
</tr>
<tr>
<td>---</td>
<td>------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Label</td>
<td>Fields</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Change Number</td>
<td>System Generated</td>
</tr>
<tr>
<td>6</td>
<td>Status</td>
<td>Dropdown list</td>
</tr>
<tr>
<td>7</td>
<td>Title</td>
<td>Short Text</td>
</tr>
<tr>
<td>8</td>
<td>Risk</td>
<td>Dropdown list</td>
</tr>
<tr>
<td>9</td>
<td>Submitter</td>
<td>Person Field</td>
</tr>
<tr>
<td>10</td>
<td>Assigned Group</td>
<td>Group Field</td>
</tr>
<tr>
<td>11</td>
<td>Assigned Person</td>
<td>Person Field</td>
</tr>
<tr>
<td>12</td>
<td>Change Manager</td>
<td>Person Field</td>
</tr>
<tr>
<td>13</td>
<td>Description</td>
<td>Text</td>
</tr>
<tr>
<td>14</td>
<td>Work Notes</td>
<td>Text</td>
</tr>
<tr>
<td>15</td>
<td>Category</td>
<td>Dropdown list</td>
</tr>
<tr>
<td>16</td>
<td>Type</td>
<td>Dropdown list</td>
</tr>
<tr>
<td>17</td>
<td>Requested Additional Check</td>
<td>Checkbox</td>
</tr>
<tr>
<td>Schedule</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Planned Start</td>
<td>Date/Time Field</td>
</tr>
<tr>
<td>20</td>
<td>Planned Finish</td>
<td>Date/Time Field</td>
</tr>
<tr>
<td>21</td>
<td>Downtime</td>
<td>Days, Hours, Minutes</td>
</tr>
<tr>
<td>Change Details</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Reason for Change</td>
<td>Text</td>
</tr>
<tr>
<td>24</td>
<td>Change Plan</td>
<td>Text</td>
</tr>
<tr>
<td>25</td>
<td>Communications Plan</td>
<td>Text</td>
</tr>
<tr>
<td>26</td>
<td>Back-out Plan</td>
<td>Text</td>
</tr>
<tr>
<td>27</td>
<td>Test Plan</td>
<td>Text</td>
</tr>
<tr>
<td>Impacted Areas</td>
<td></td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>Customers</td>
<td>Text</td>
</tr>
<tr>
<td>30</td>
<td>Services</td>
<td>Text</td>
</tr>
<tr>
<td>31</td>
<td>Hardware</td>
<td>Text</td>
</tr>
<tr>
<td>Completion Details</td>
<td></td>
<td></td>
</tr>
<tr>
<td>33</td>
<td>Completion Code</td>
<td>Dropdown list</td>
</tr>
<tr>
<td>34</td>
<td>With Incidents</td>
<td>Checkbox</td>
</tr>
<tr>
<td>35</td>
<td>With Modifications</td>
<td>Checkbox</td>
</tr>
<tr>
<td>36</td>
<td>Completion Description</td>
<td>Text</td>
</tr>
<tr>
<td>System Fields not required on the form but required for metrics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>38</td>
<td>Submitted Date</td>
<td></td>
</tr>
<tr>
<td>40</td>
<td>Completed Date</td>
<td></td>
</tr>
</tbody>
</table>
Change Management

- Current Activities:
  - Configuring Change management functional Requirements in Service-now
  - Identifying and scheduling Focus Group meetings
  - Preparing Test and Training plans
Change Management

Activities to come:

- Test the configured process in Service-now
- Update documentation as a result of testing and input from Focus Groups
- Identify and train the Emory Change Management users
- Communicate the final product to the broader Emory community
Categorization

Deliverable:
List of the categories and hierarchy of those categories (Categorization matrix) to be used by future ITSM processes.

In Scope:
- Define a list of categories and groupings related to existing services
- Document Categorization matrix

Out of Scope:
- Routing
- Reporting
- SLA/Escalations
Categorization

• Completed Activities:
  • Working Group kick-off
  • Categorization matrix design decision (3 tier)

• Next steps:
  • Working group finalize base Categorization matrix (Jan. 21)
  • Schedule final Focus groups (week of Jan. 25)
<table>
<thead>
<tr>
<th>Tier 1</th>
<th>Tier 2</th>
<th>Tier 3</th>
<th>Change</th>
<th>Incident</th>
<th>Request</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop Management</td>
<td>Hardware</td>
<td>Error Message</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Desktop Management</td>
<td>Hardware</td>
<td>Failure</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Desktop Management</td>
<td>OS/Firmware</td>
<td>Degradation</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Desktop Management</td>
<td>OS/Firmware</td>
<td>Down</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Desktop Management</td>
<td>Software</td>
<td>Degradation</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Desktop Management</td>
<td>Software</td>
<td>Down</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Desktop Management</td>
<td>Software</td>
<td>Error Message</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>Access</td>
<td>Inaccessible</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>Hardware</td>
<td>Error Message</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>Hardware</td>
<td>Failure</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>Monitoring</td>
<td>Alert</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>Monitoring</td>
<td>Down</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>Monitoring</td>
<td>Error Message</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>Monitoring</td>
<td>Inaccessible</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Knowledge Management</td>
<td>Documentation</td>
<td>Inaccessible</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Server Management</td>
<td>Access</td>
<td>Inaccessible</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Server Management</td>
<td>Availability</td>
<td>Degradation</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Server Management</td>
<td>Availability</td>
<td>Down</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Server Management</td>
<td>Availability</td>
<td>Error Message</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Server Management</td>
<td>Availability</td>
<td>Inaccessible</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Server Management</td>
<td>Configuration</td>
<td>Error Message</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Server Management</td>
<td>Hardware</td>
<td>Error Message</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Server Management</td>
<td>Hardware</td>
<td>Failure</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Server Management</td>
<td>Monitoring</td>
<td>Alert</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Server Management</td>
<td>Monitoring</td>
<td>Down</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>
Next Projects

- Incident Management/Request Lite
- Knowledge Management
- Each Working Group scheduled to kick-off around February 1\textsuperscript{st}
- Resources have been selected
  - Submitting to Steering Body for approval 1/22
  - Resource Managers notified
  - Resources notified as soon as possible
Contact us:

- To participate in a Focus Groups please let us know:
  - Incident Management
  - Knowledge Management

- Please email us at smcc@emory.edu

- Future home to store and share information
  - Blackboard.emory.edu
  - Community\Service Management Competency Center
Questions

smcc@emory.edu
Emory’s Next Generation Wireless

Adventures in 802.11n Evaluation, Testing & Deployment
802.11n Wireless

Basic Features

• Faster
  • Up to 300Mbps (~150-200 Mbps throughput) with current hardware
    • Up to 600 Mbps with ratified standard hardware
    • Versus 54 Mbps (~22 Mbps throughput) for 802.11g

• Better Range
  • May extend reach of 5 GHz band to distances of 802.11g (2.4 GHz) today (802.11g)
  • Use of MIMO and other technologies to reduce interference and get better range & speed

• Can Use More Spectrum
  • 40 MHz channels vs. 20 MHz channels
    • Only three 20MHz channels available in 2.4 GHz band
802.11n Wireless

What’s the latest news?

- 802.11n Standard Ratified in 09/09
- Emory 802.11n Vendor Evaluation is Complete
- Non-selected vendor’s equipment uninstalled
  - Replaced with selected vendor’s 802.11n equipment
- Project now going to Governance
Emory’s Evaluation

Bake-Off/Smack Down/Throw Down/Proof of Concept
802.11n Wireless

What are the implications?

• Negotiated significant cost savings from vendor
  • Planning to reduce monthly charges per Access Point (AP)
    • More speed, more bandwidth, less cost
• Replace currently deployed APs with 802.11n APs
  • No cost to departments for this upgrade
• Aggressive replacement timeline
More Implications

- Combining Academic and Healthcare wireless networks
  - Single system to manage
- Deploying Aruba AP105s in majority of locations vs. AP125
Deployment

- APs need GigE connections to handle up to 300+Mbps traffic
- APs need standard Power over Ethernet (PoE) but injectors must support GigE connections
- Controllers need multi-Gigabit connections to handle traffic
- AP costs are currently 4x to 6x 1.5x-2x current AP costs
Questions
PGP recap

- PGP Whole Disk Encryption selected as Emory’s disk encryption technology
- Volume licensing agreement ($45.50/seat)
- PGP Professional Services engagement
- PGP Universal Server built and configured
- Project team testing
- PGP pilot testing with volunteers
• In the final stages
  – Documentation prepared
  – Training prepared and scheduled for service desks
  – Training prepared for local IT support
    • Planning on Jan 28th and Feb 1st sessions
  – Finalizing LDAP proxy for PGP Universal Server
  – Official go-live date TBD based on LDAP proxy work (expected by end of Jan)
Local support training

- Two training levels – basic and advanced
  - Basic
    - Overview, licensing, server-client interaction, installation, whole disk encryption, common problem scenarios
  - Advanced
    - USB drive encryption, PGP Zip, PGP Virtual drives, PGP keys, PGP shredder
    - At a future date TBD
Next steps for depts

• Have you already paid for licenses?
  – Contact John Connerat, Carole Hirthler and Sandra Harrison if you need licenses

• Attend one of the local support training sessions

• Contact securityteam-l@listserv.emory.edu if you have other questions about PGP
Lock your computer
PDF exploit attack stats

- Malicious PDF files hosted in Russia and linked from websites – attempted downloads by Emory systems (all blocked)