



# IT Briefing

3/18/2010



## Agenda

- UTS MarComm Specialist
- ENID Upgrade
- SMCC Overview
- Service Desk Progress
- Blackboard Mobile update
- General Security Update
- Wade Moricle
- John Ellis
- Weiming Lu
- Sharon Gregory
- Alan Cattier
- Brad Judy

## Coordination

- **Wade Moricle**
  - New Marketing & Communications Specialist
  - 16 years experience as IT PM and Tech Writer
  - IBM and UPS Corporate
- Send email to: [wade.moricle@emory.edu](mailto:wade.moricle@emory.edu) to be added to the new ongoing IT Briefing Exchange invitation



# ENID Upgrade

John Ellis

- ENID upgrade:
  - successful, with incidents
  
- Recent Cascade issues:
  - update



# Questions



# Service Management Competency Center (SMCC)

Weiming Lu

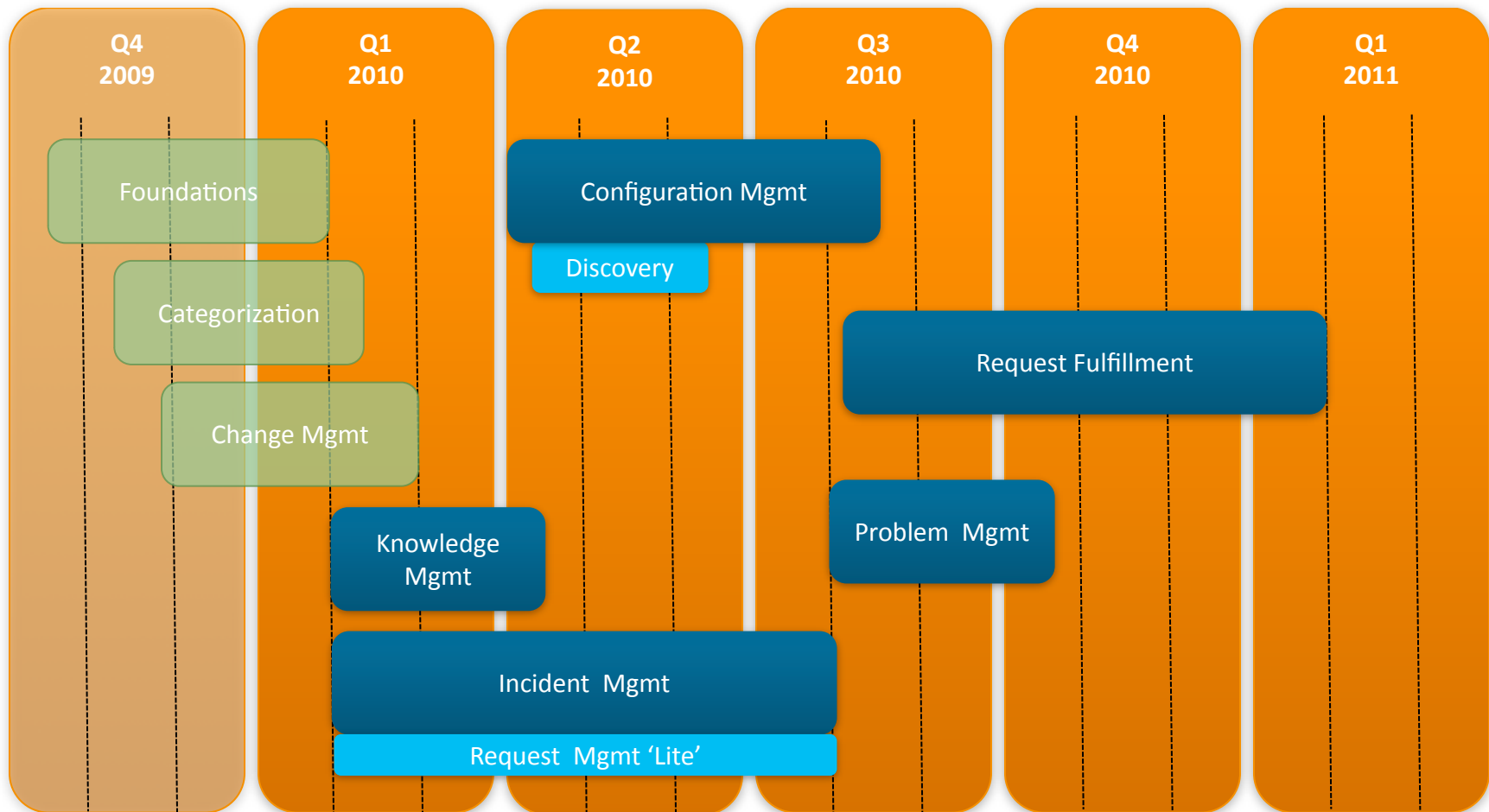
Luciano Dalla Venezia

## Agenda

- Roadmap
- Phase I Projects
  - Change Management
  - Categorization
- Phase II Projects
  - Incident Management
  - Knowledge Management
  - Configuration Management
- Communication



## March 2010: Present Status Service-Now Project Roadmap



## Change Management Update

- **Went live on 3/10/2010**
- Training
  - Finished 12 one-hour training sessions
  - Trained Change Users, Service Desk, CAB, XCAB
  - Trained approximately 160 users
- Access the Change Calendar @ [www.itsm.emory.edu](http://www.itsm.emory.edu)
- Access all change related documentation: Blackboard:  
Service Management Competency Center → Documents → Change Management
- There have already been 57 Changes logged in Service-now

## Categorization Update

- Working Group finalized Categorization Matrix
  - 3-tiered, linked structure
- Focus group meetings with DOM, UTS Desktop Team, HRTS and Oxford College
- SMCC approved Categorization matrix
- Reconcile any feedback/change with future modules
- Visit our Blackboard site ([blackboard.emory.edu](http://blackboard.emory.edu))

## Phase II Projects

- Incident Management/Request 'Lite'
- Knowledge Management
- Configuration Management
- Planning
  - Signed Phase II project charter
  - Held initial planning meeting with PM, system admin and service owner
  - Gathered and approved Working Groups

## Incident Management

- Working Group

William Bryant (UTS)

Darwin Diocares (College)

Karla Fields (Oxford)

Sharon Gregory (UTS)

Robin Horton (UTS)

Tiffany Kady (RSPH)

Jean Robert Mathador (SOM)

Farah Remtulla (UTS)

- How do I join the Focus Group

- Email us at [smcc@emory.edu](mailto:smcc@emory.edu)

## Knowledge Management

- Working Group

Enid Britton (UTS)

Mark Henderson (SOM)

Norman Hulme (UTS)

Shea Jarman (UTS)

Chase Lovellette (UTS)

Terry Markert (UTS)

Sidney McKenzie (SPH)

Laura Pokalsky (College)

- Working Group kick-off meeting on 3/11/2010

## Communication

- Focused on outreach to Emory community:
  - **Blackboard** --- to store shared information about the Service-now project
  - **SMCC Website** --- to keep the community informed about the project progress
  - **Email Updates** --- to update you timely on the project milestones and release dates
  - **Road Show** --- to come to your team meeting and hear your feedback

## Contact Us

- To participate in a Focus Group, please let us know:
  - Incident Management/Request 'Lite'
  - Knowledge Management
  - Configuration Management
- Please email us at [smcc@emory.edu](mailto:smcc@emory.edu)





Questions

[smcc@emory.edu](mailto:smcc@emory.edu)



# UTS Service Desk

Sharon Gregory

## UTS Service Desk



## Immediate Priorities

- 
- Visibility
  - Improve Service Quality
  - Improve Data Quality
  - Collaboration

# UTS Service Desk



EMORY  
UNIVERSITY

University Technology  
Services

## Monthly Ticket Handling Top 10 Products – Volume & FCR



Top 10 Products	Service Desk Submitted Tickets and FCR											
Product	SEPT-VOL	SEPT-FCR	OCT-VOL	OCT-FCR	NOV-VOL	NOV-FCR	DEC-VOL	DEC-FCR	JAN-VOL	JAN-FCR	FEB-VOL	FEB-FCR
Modular Messaging	259	1%	171	4%	129	9%	131	21%	141	19%	182	18%
Learn Link	102	17%	53	26%	32	47%	31	48%	83	49%	66	61%
Other (Desktop Support)	69	19%	75	20%	106	36%	102	49%	183	62%	255	79%
Passwords	68	93%	31	87%	41	95%	40	98%	43	98%	29	93%
MS Windows xp	65	29%	36	28%	41	15%	66	35%	49	18%	37	11%
PeopleSoft	63	63%	85	74%	39	85%	62	76%	63	76%	65	80%
Emory Exchange - Server	61	23%	37	11%	18	33%	15	27%	7	29%	16	31%
IRB	48	31%	48	44%	44	45%	35	40%	48	58%	61	53%
Blackboard	77	19%	14	21%	12	50%	16	56%	28	54%	22	77%
Eagle	51	69%	27	74%	23	48%	13	69%	19	63%	16	75%



## Monthly Call Handling

169

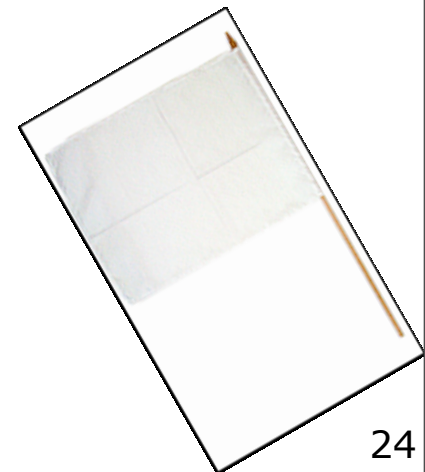
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# UTS Service Desk



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# Questions



# **Kick-off Meeting:** ***Emory Blackboard Mobile***

**Alan Cattier**

## Project Vision

- Enable people to interact with Emory information through their mobile devices.
- Provide useful tools and data to serve as a guide to Emory's campus and community.
- Make Emory a more attractive school to prospective students and make academic-related resources available for current students.
- Create a standard platform for future applications.

## Project Requirements & Scope

- BlackBoard Inc. offers a solid, robust infrastructure to support the hosted mobile media service. “Why isn’t there an app for that?...for services students use everyday”...“Spread university presence to mobile devices...”
- Obtain the data from the various business units so that it can be exposed to the Blackboard applications to be presented on mobile devices.
- Initial set of applications for a new service, Blackboard Mobile, that will allow people to view Emory specific information through their mobile devices (e.g. iPhone,

## Duke's Blackboard Mobile Suite of Apps on iStore



Free App

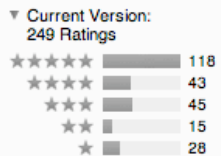
Category: Education  
Updated Oct 02, 2009  
Current Version: 1.41  
5.9 MB  
Languages: English, Spanish  
Seller: Duke University Mobile A...  
© Blackboard, Inc.

Rated 4+

**Requirements:** Compatible with iPhone and iPod touch. Requires iPhone OS 3.0 or later.

### Customer Ratings

★★★★★ Rate this



► All Versions: 2615 Ratings

More by Duke Uni...

### DukeMobile

#### Description

DukeMobile gives you access to the latest information about Duke University wherever you are.

Use the DukeMobile suite of apps to find contact information for people at Duke, find your way across campus and keep tabs

[Duke University Web Site](#) > [DukeMobile Support](#) >

#### What's New in Version 1.41

Fixed display issues with Videos application.

#### Screenshots



## Project Deliverables

Applications that will present Emory-specific information on web enabled mobile devices:

Maps

Courses

Athletics

Directory

Events

News

Videos

Images

Library

Places

Two Roll-outs:

- Soft roll-out May 1, 2010 (w/o Places)
- Hard roll-out August 1, 2010 (w/ Places)

## Custom Emory Icons



## Roles and Responsibilities

- Jan Gleason – Project Sponsor
- Alan Cattier – Project Sponsor
- Daniel Palmer – Project Technical Lead
- Scott Swann – Project Manager





## Project Contact List

- *Jan Gleason* – Executive Director, Marketing  
[jgleason@emory.edu](mailto:jgleason@emory.edu) 404.727.0639
- *Alan Cattier* – Director, Academic Technology  
Services [alan.cattier@emory.edu](mailto:alan.cattier@emory.edu) 404.727.0515
- *Daniel Palmer* – Lead Applications Developer/  
Analyst [dbpalme@emory.edu](mailto:dbpalme@emory.edu) 404.727.5297
- *Scott Swann* – Project Manager  
[scott.Swann@emory.edu](mailto:scott.Swann@emory.edu) 404.727.0601



Questions



# Security Update

Brad Judy

## Awareness Topic

### Pop-ups

- What does a real antivirus pop-up look like?
- How to properly close a pop-up that isn't wanted.



## FakeAV stats

### TippingPoint blocks

- More than 1,100 blocked infection attempts in the past month
- Several new TP definitions related to FakeAV
- Symantec detected FakeAV hits on 64 unique computers in the past week
- Mix of results for cleanup



# Questions



# Thank you for coming!

*Thank  
You*