March 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
  to be added to the new ongoing IT Briefing Exchange invitation
• **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
SMCC Overview

March 2010: Present Status
Service-Now Project Roadmap

- Q4 2009: Foundations
- Q1 2010: Categorization, Change Mgmt
- Q2 2010: Configuration Mgmt, Discovery, Knowledge Mgmt, Incident Mgmt, Request Mgmt ‘Lite’
- Q3 2010: Request Fulfillment, Problem Mgmt
- Q4 2010: Q1 2011:

Thursday, March 18, 2010
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)
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)  Robin Horton (UTS)
  - Darwin Diocares (College)  Tiffany Kady (RSPH)
  - Karla Fields (Oxford)  Jean Robert Mathador (SOM)
  - Sharon Gregory (UTS)  Farah Remtulla (UTS)

- How do I join the Focus Group
  - Email us at smcc@emory.edu
Knowledge Management

• Working Group

Enid Britton (UTS)  Chase Lovellette (UTS)
Mark Henderson (SOM)  Terry Markert (UTS)
Norman Hulme (UTS)  Sidney McKenzie (SPH)
Shea Jarman (UTS)  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
Questions

smcc@emory.edu
UTS Service Desk

Sharon Gregory
Immediate Priorities

- Visibility
- Improve Service Quality
- Improve Data Quality
- Collaboration
## Monthly Ticket Handling
### Top 10 Products – Volume & FCR

<table>
<thead>
<tr>
<th>Top 10 Products</th>
<th>Service Desk Submitted Tickets and FCR</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product</strong></td>
<td><strong>SEPT-VOL</strong></td>
</tr>
<tr>
<td>Modular Messaging</td>
<td>259</td>
</tr>
<tr>
<td>Learn Link</td>
<td>102</td>
</tr>
<tr>
<td>Other (Desktop Support)</td>
<td>69</td>
</tr>
<tr>
<td>Passwords</td>
<td>68</td>
</tr>
<tr>
<td>MS Windows xp</td>
<td>65</td>
</tr>
<tr>
<td>PeopleSoft</td>
<td>63</td>
</tr>
<tr>
<td>Emory Exchange - Server</td>
<td>61</td>
</tr>
<tr>
<td>IRB</td>
<td>48</td>
</tr>
<tr>
<td>Blackboard</td>
<td>77</td>
</tr>
<tr>
<td>Eagle</td>
<td>51</td>
</tr>
</tbody>
</table>
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.
• 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

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 on campus events.

Duke University Web Site > DukeMobile Support >

What's New in Version 1.41

Fixed display issues with Videos application.

Screenshots

- No Service
- 12:34 PM

- Carrier
- 12:36 AM

- Calendars
- Events @ Duke

- All
- Arts
- Athletics/Recreation
- Lectures/Conferences
- Other
- Religious/Spiritual
- University Events
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)
Blackboard Mobile

Custom Emory Icons

Maps
Courses
Athletics
Directory
Events
News
Videos
Images
Library
Places
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  404.727.0639

• *Alan Cattier* – Director, Academic Technology Services  
alan.cattier@emory.edu  404.727.0515

• *Daniel Palmer* – Lead Applications Developer/Analyst  
dbpalme@emory.edu  404.727.5297

• *Scott Swann* – Project Manager  
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!