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IT Briefing

4/15/2010

Agenda

- ESB Overview
- General Security Update
- SMCC Update
- Infrastructure Updates
- Academic Software Upgrades

- Kevin Chen
- Brad Judy
- Tiffany Kady
- Paul Petersen
- Alan Cattier

Enterprise Service Bus (ESB)

Kevin Chen

Enterprise Service Bus

Definition

"An ESB is a standard-based integration platform that combines messaging, web services, data transformation, and intelligent routing to reliably connect and coordinate the interaction of significant numbers of diverse applications across extended enterprises with transactional integrity."

- *David Chappell, author of "Enterprise Service Bus: Theory in Practice"*

Enterprise Service Bus

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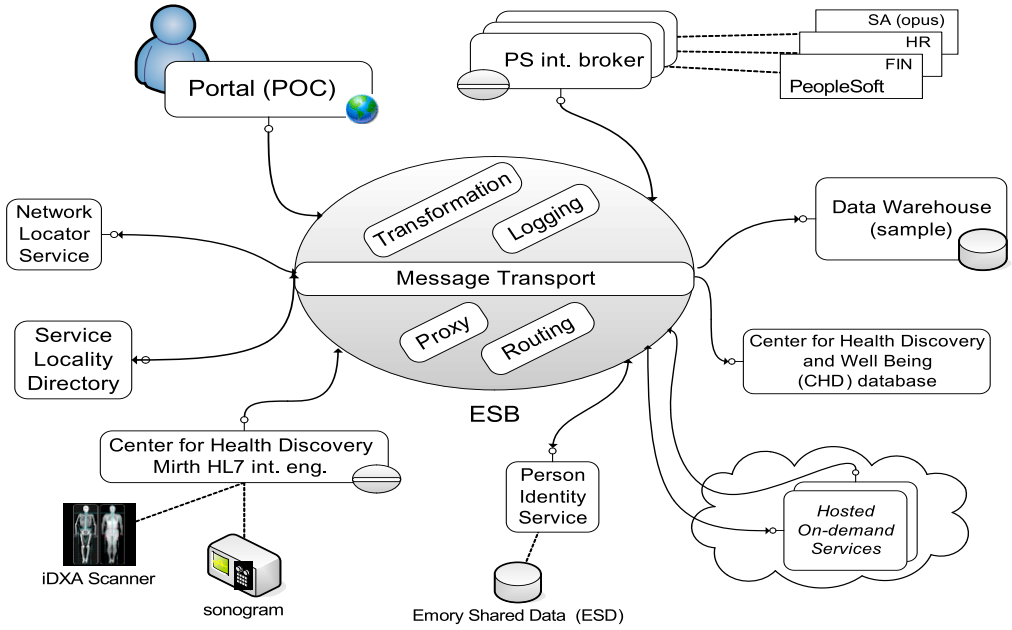
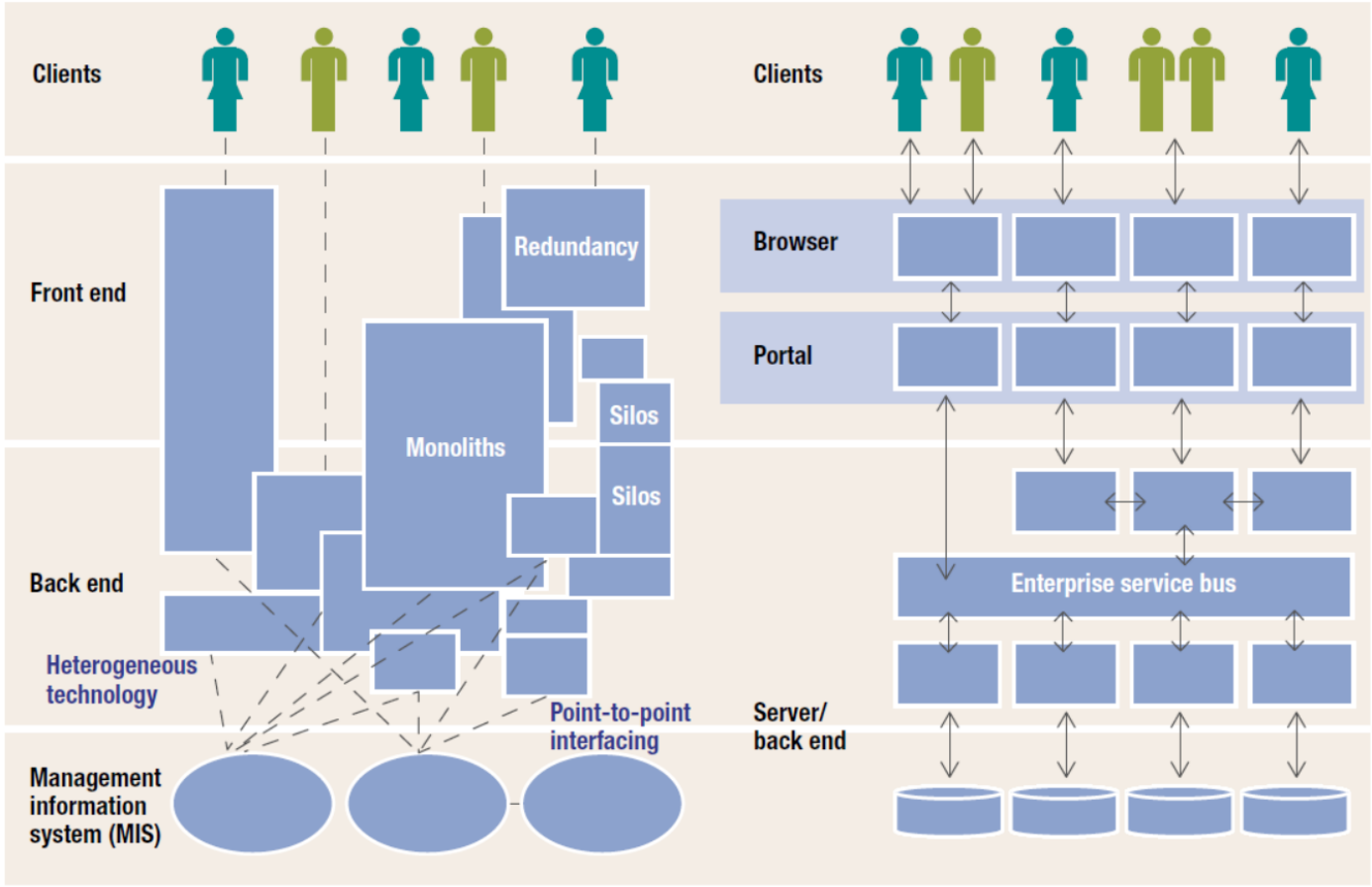
Characteristics

- Standards-based integration
- Core integration services such as routing, transformation logging
- Event-driven SOA
- Near real-time
- Management console for configuration



Enterprise Service Bus



Business implications

- Poor multichannel offering
- Incomplete view of risk
- Lack of flexibility
- Low degree of automation
- Time to market too long
- High cost

- Elimination of process discontinuities
- Harmonization of front ends
- Process standardization
- Reuse of functions across business units
- Easier integration

Why?

- Reduce Point-to-Point Integration
- Increase Re-use
- Increase Speed of Integration
- Improve Flexibility

McKinsey IT Architecture: Cutting Cost & Complexity, Summer 2009

Project Overview

- Charter
  - Build DEV/QA/PROD environments for ESB and Java Server
  - Deploy JBoss
  - Deploy OpenEAI ESB & components
  - Develop and deploy ESB connectors
- Team
  - PM: Felicia Bianchi
  - OIT Architecture Team: Steve, Thomas, Susan
  - Integration Development Team: Kelly, Mark, Julia, Elizabeth, Kevin
  - Integration Middleware Team: John Wang, Gerry Hall
  - Infrastructure System Admin & DBA Team: Mike Lewis, Mark Parten

Enterprise Service Bus

Infrastructure

- OpenEAI 4.0
- Java 1.5
- SonicMQ 7.6 (Clustered Env)
- Oracle 10g (RAC)
- Zabbix 1.6
- VMWare ESX 3.5
- Other open source frameworks such as Tomcat, Log4j, JDOM, Hibernate, etc.

Enterprise Service Bus

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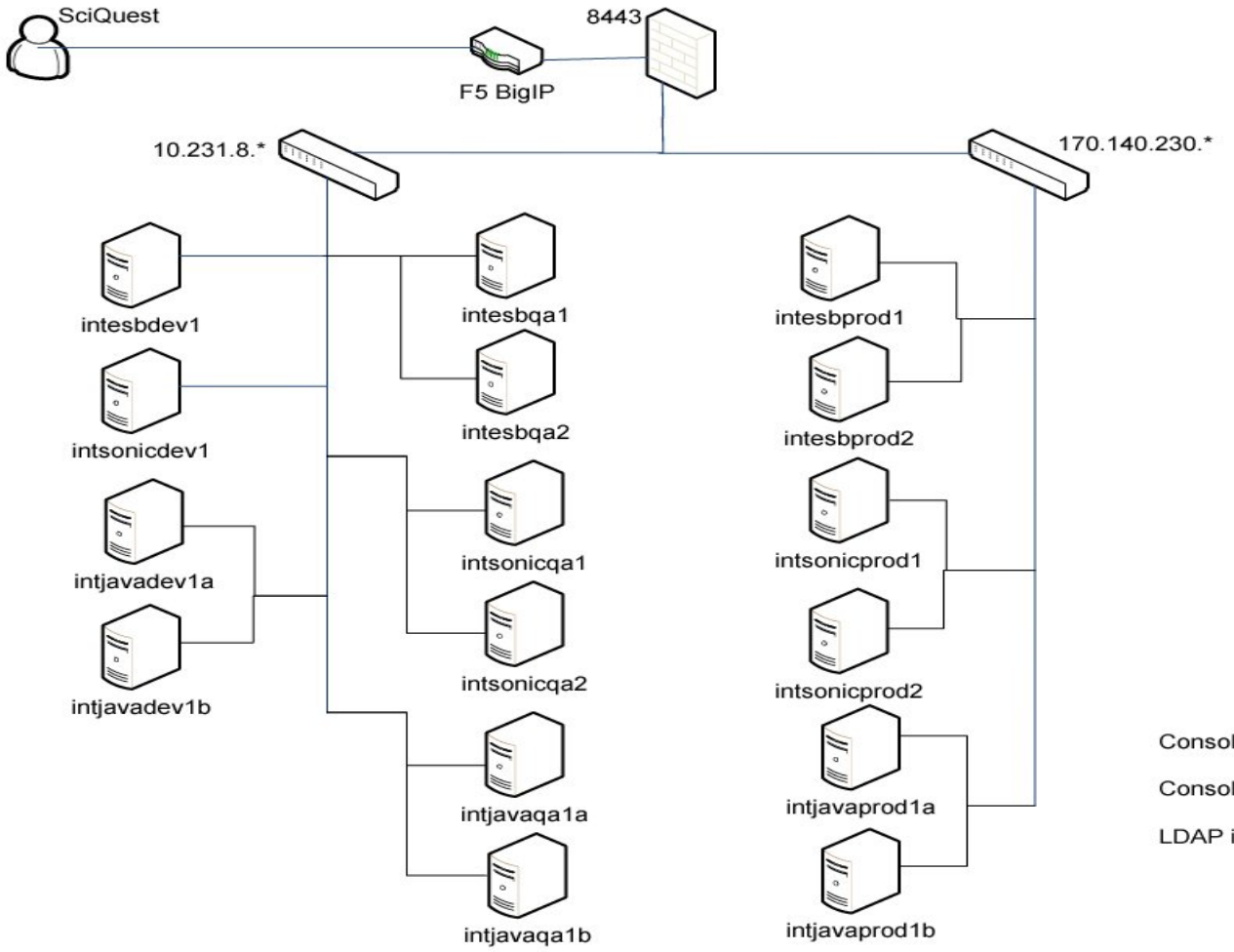
Configuration Items



Host Server: HP Blaze
VM: ESX 3.5
Memory: 10G
CPU: 2

Console access is through VPN

Console login is over SSL

LDAP is used to authenticate console users

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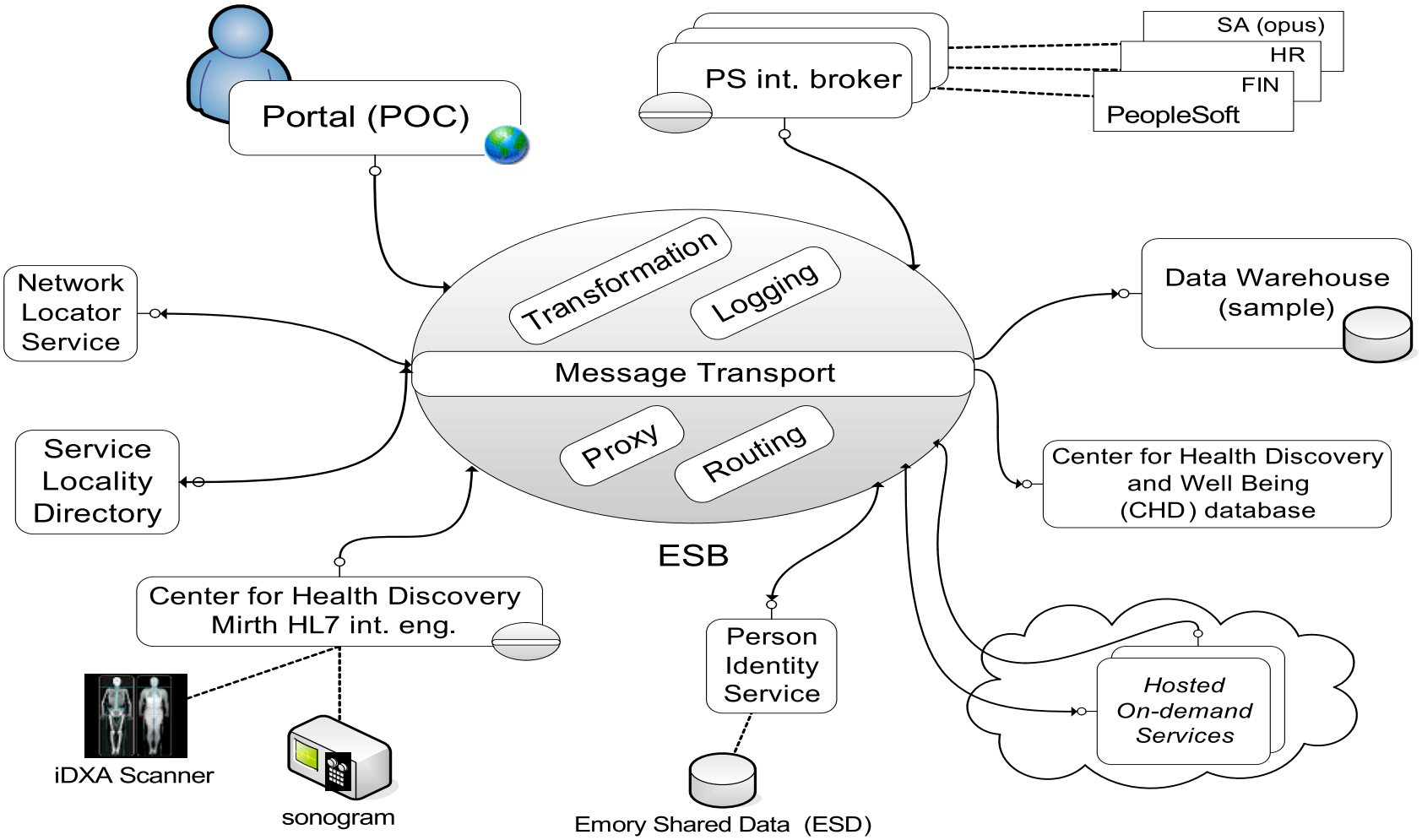
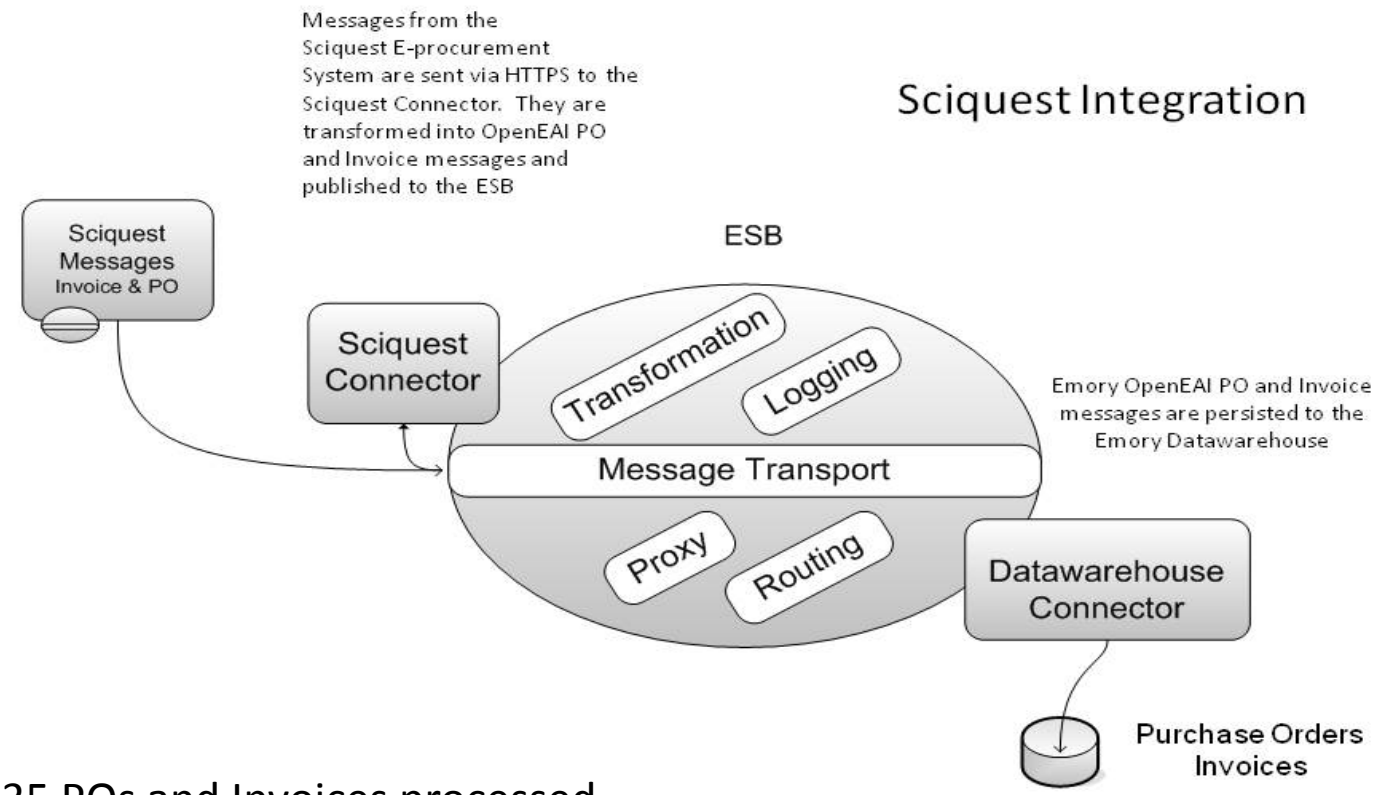
ESB Infrastructure

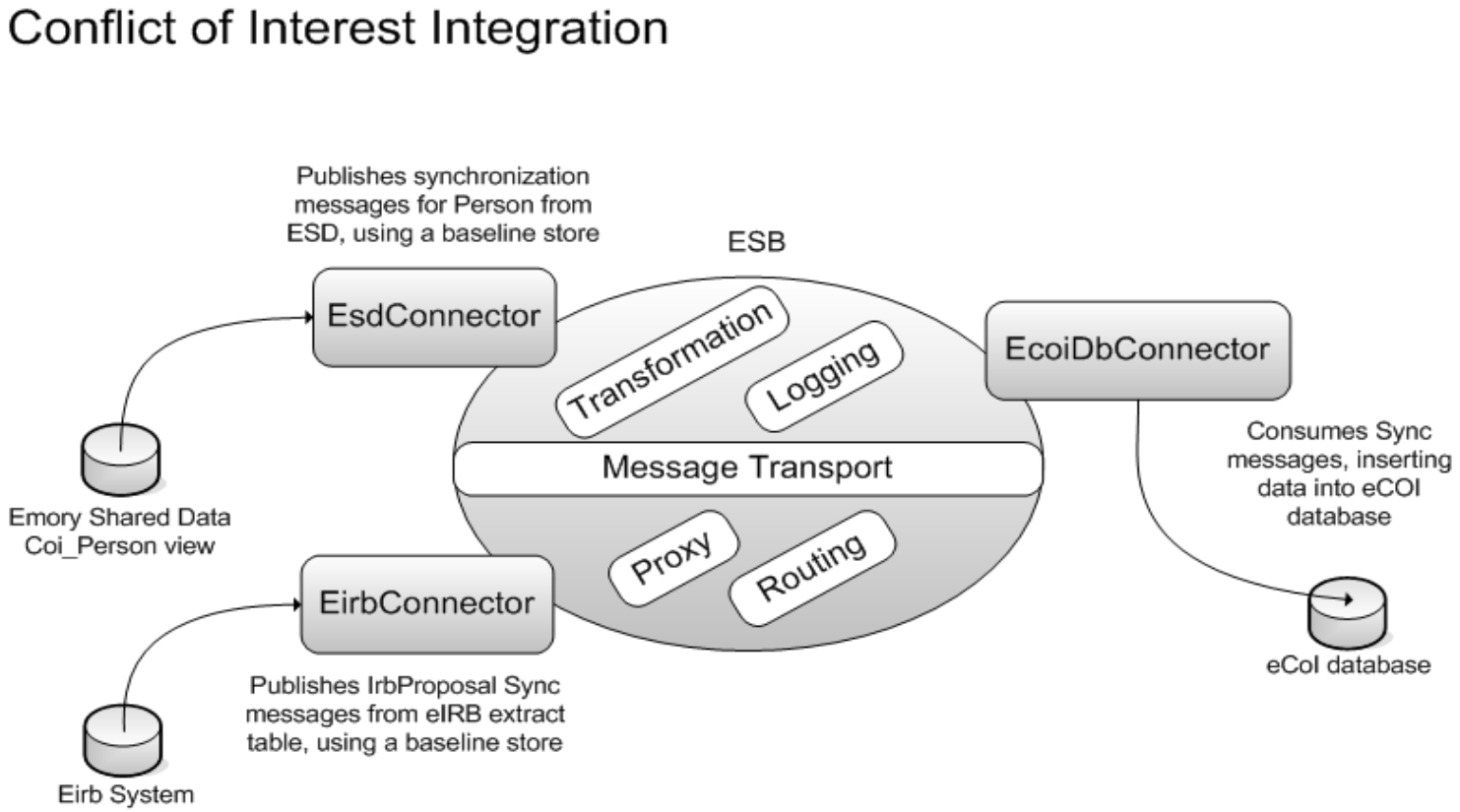


ESB In Production



260,935 POs and Invoices processed

ESB In Production



31,311 messages processed

Emory Univ

Enterprise Service Bus

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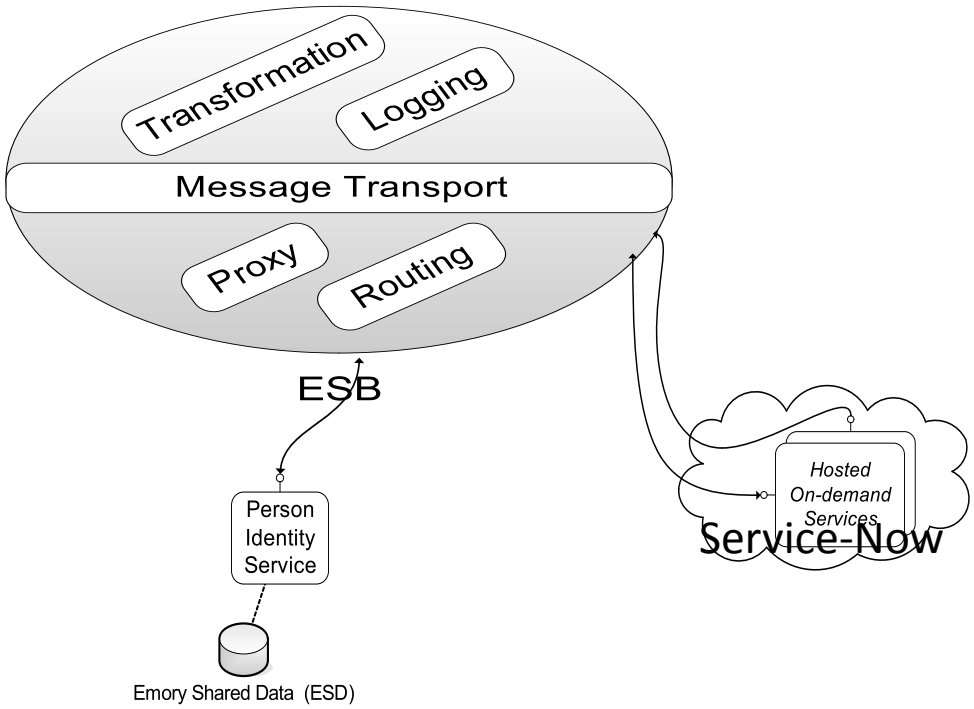
What's in QA/Dev



- Identity Service
  - Person
  - Employee
  - Student
  - Sponsored Person
  - Network Identity
- ServiceNow Gateway

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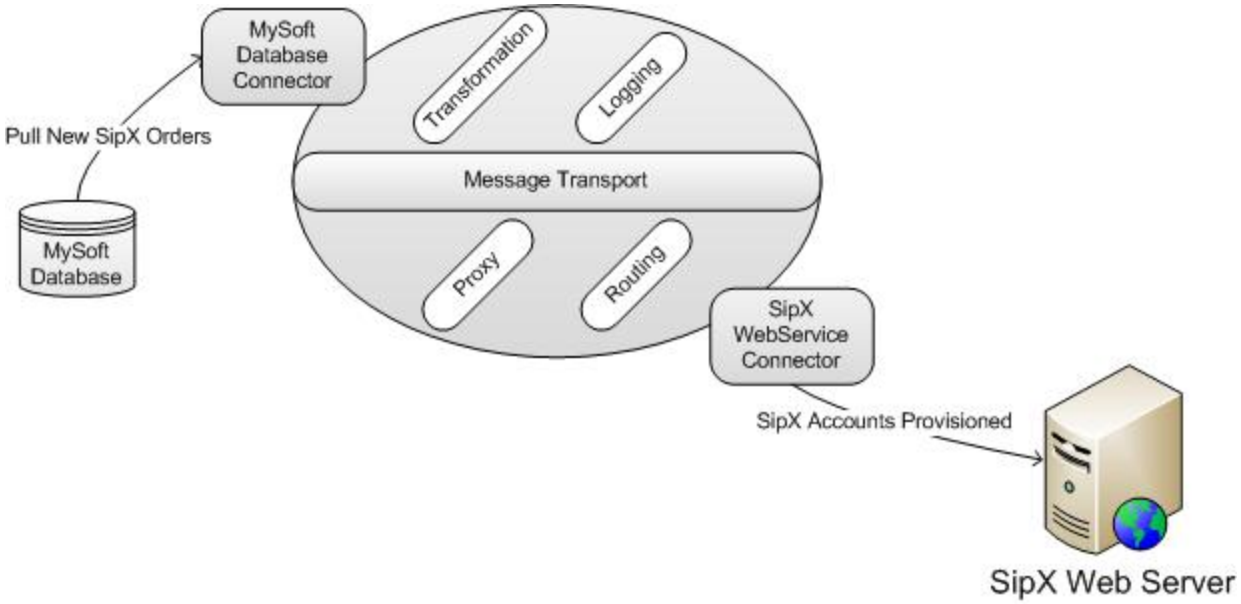
What's in QA/Dev

- SipX Auto Provisioning
  - SipXOrder



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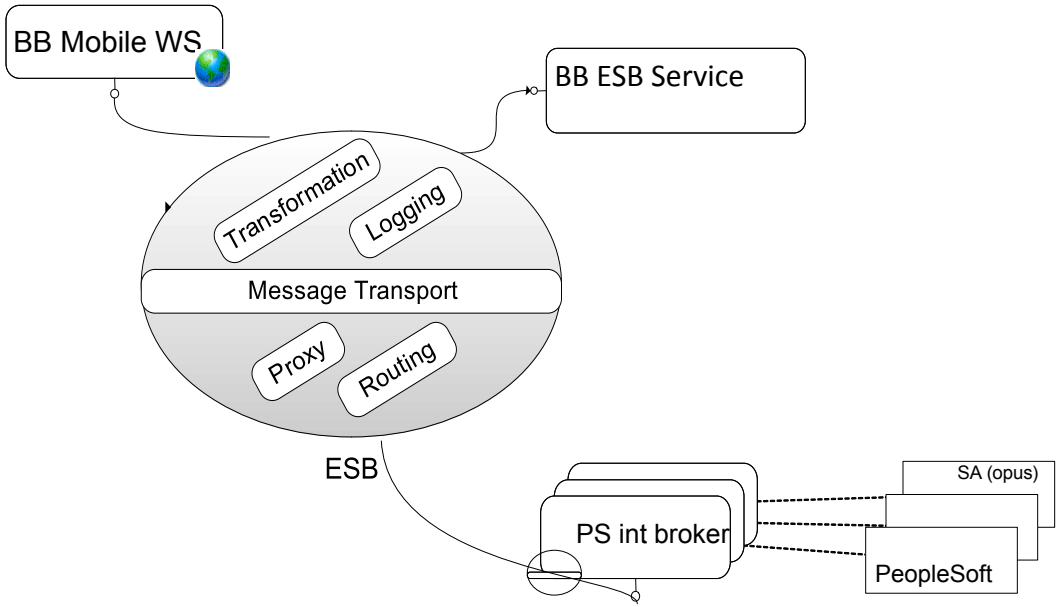
What's in QA/Dev



- Blackboard Mobile
  - ❑ School
  - ❑ Subject
  - ❑ BasicCourse
  - ❑ Course

What's Next

- Blackboard Opus Integration
  - Automate course site provision & site enrollment
  - PeopleSoft SA, ESD, self-service Course Merge Tool
- Service Availability
  - Zabbix checks data to Data Warehouse
- ESD Feed using ESB
- ERS Integration
- HIPPA assessment

Enterprise Service Bus

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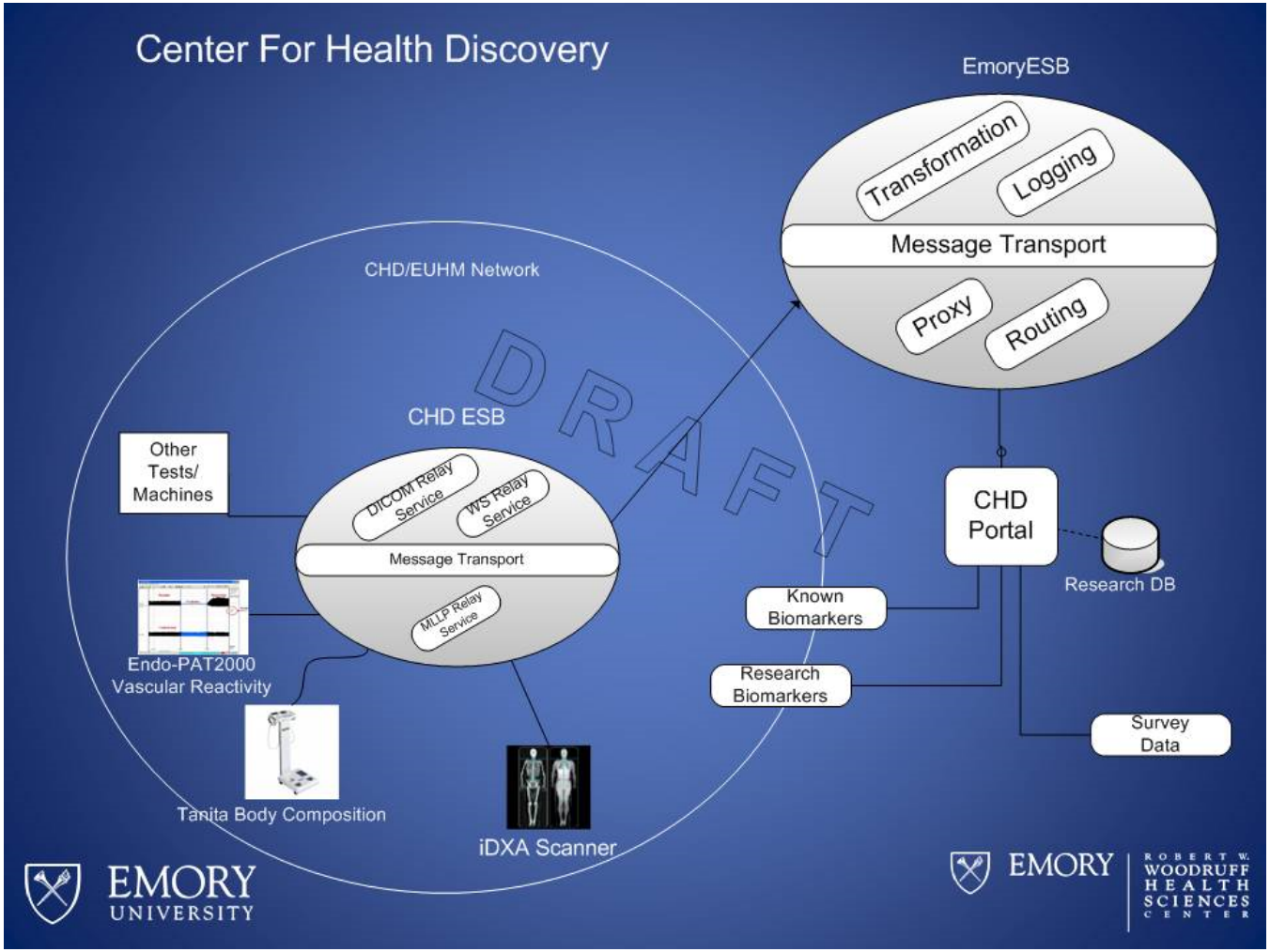
What's Next



ESB & You

- Think ESB when you have the need to integrate with another application
- Think ESB when you need a near real-time data feed
- More info on wiki:
  - https://wiki.service.emory.edu/display/integration/ESB+Infrastructure+Environments
  - Enterprise Application Integration & Service Oriented Architecture
- Contact Integration Group & BRM
  - John Ellis, Director
  - Kevin Chen, Manager
  - Tina Crum, BRM

Questions

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Security Update

Brad Judy

Security Update

PGP is ready

- Contact security via Remedy or securityteam-l@listserv for training, setup, etc
- Info at http://it.emory.edu/showdoc.cfm?docid=12829

Security Update

Compromised Accounts

Sending Spam

- **59** accounts in the last month
- WAY higher than normal

Security Update

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Service Management Competency Center (SMCC)

Tiffany Kady

Enid Britton

SMCC Update

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Agenda

- Roadmap
- Phase II Project Updates
  - Incident Management
  - Knowledge Management
- Communication

SMCC Update

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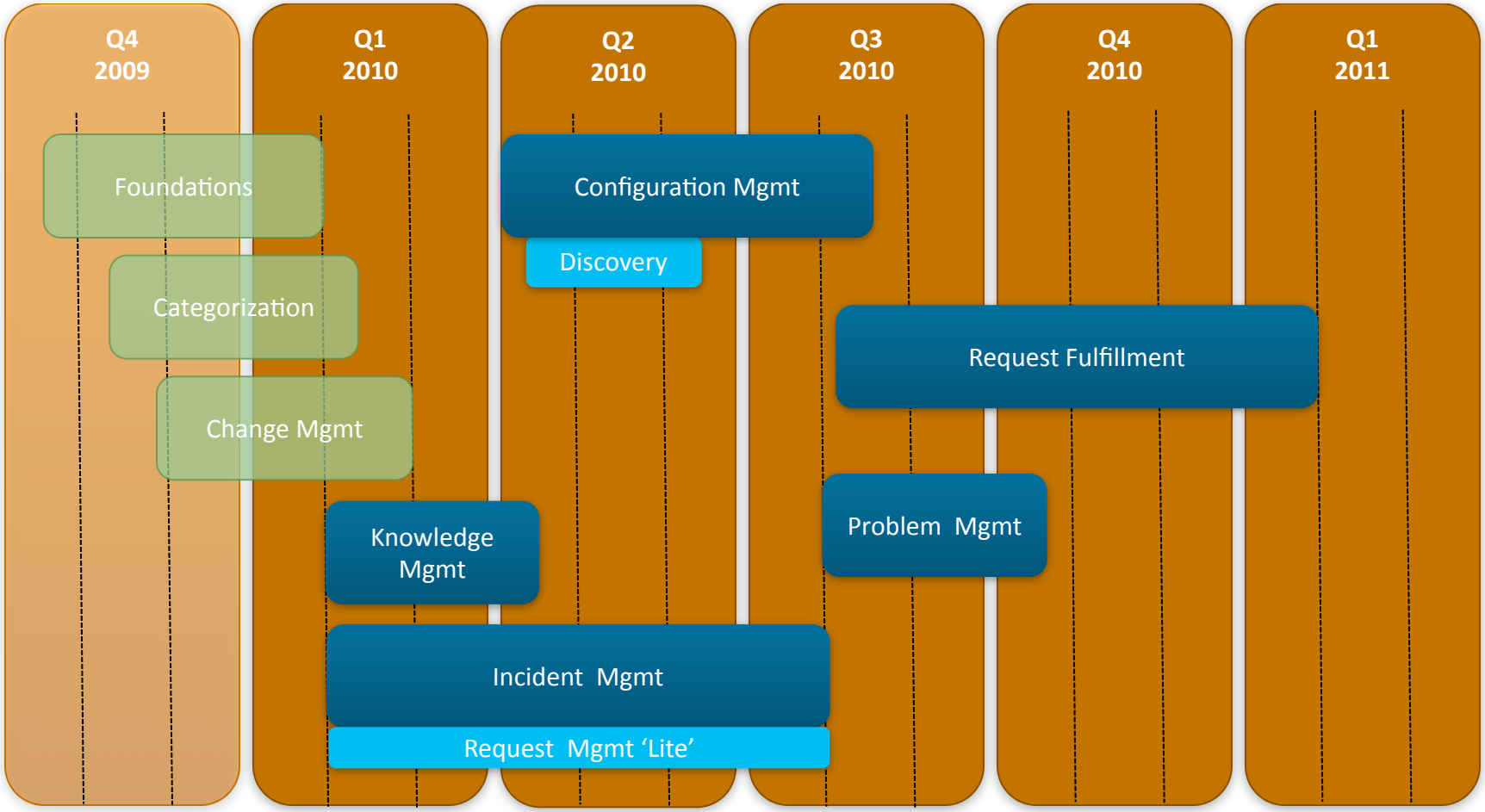
IT Service Management: Road Map – April 2010



Incident Management Update

- Working Group Members
  - Darwin Diocares – Emory College
  - Jean Robert Mathador – SOM
  - William Bryant – UTS
  - Karla Fields – Oxford College
  - Robin Horton – UTS
  - Sharon Gregory – UTS
  - Farah Remtulla – UTS
  - Tiffany Kady – SMCC Facilitator

Incident Management Update

- Reviewed 57 ‘worst practices’ often identified in most organizations
  - The Top 10 ‘worst practices’ identified that were found most relevant to Emory:
    1. Not capturing the right knowledge for reuse
    2. Them and US culture – opposing and competing forces
    3. The SILO mentality
    4. A tool solves all problems
    5. No understanding of business impact & priority
    6. The help desk technoid…Hello Helpless Desk, what do you want now?
    7. Not my responsibility
    8. Internally Focused
    9. Everything has the highest priority…according to the Users
    10. Too little business involvement in requirements specifications & testing

Incident Management Update

- How are we tackling these perceptions and challenges in the development of the Incident Management module?
    1. Creating strong linkages between Incident and Knowledge Management
    2. Developing standardized IM roles across departments and schools
    3. Clearly defining service management terminology
    4. Developing centralized policies, processes, and procedures
    5. Providing performance measures and key performance indicators (KPI)
    6. Creating a uniformed platform for support groups to use with agreed upon service level guidelines

Incident Management Update

- Incident
  - is defined as an “Unplanned interruption to an IT Service or a reduction in the quality of an IT Service.”
- Impact of an Incident:
  - When we have an ***incident***, we’re not just impacting a student or a staff or faculty member, but we are impacting the ability for Emory to provide its Vital Business Function (VBF).
    - Education to Students
    - Critical Research
    - Healthcare to a Patient

Incident Management Update

- How do we validate and accomplish developing an enterprise Incident Management Tool?

WITH YOUR HELP

- Schedule Focus Groups
  - April 29th and 30th : Review of proposed policy and high-level process document
  - Future Focus Groups: Reporting, Metrics, Role and Responsibilities, Self-Service Tool
- Want to participate? – email: smcc@emory.edu

Incident Management Update

Knowledge Management Update

- Working Group Members
  - Laura Pokalsky – Emory College
  - Sidney McKenzie – SPH
  - Shea Jarman – UTS
  - Terry Markert – UTS
  - Mark Henderson – SOM
  - Chase Lovellette – UTS
  - Norman Hulme – UTS
  - Enid Britton – SMCC Facilitator

Knowledge Management Update

- Initiation phase complete
- Planning phase complete.
- High Level Process Flow complete
- Scope, Goals, Benefits, Roles and Policies documented and submitted to SMCC for approval

Knowledge Management Update

- Design Phase
  - Create knowledge article style guide
  - Define system requirements
  - Define KM roles within Service-now
- Document Procedures
- Schedule Focus Groups
  - First week of May
  - Want to participate? – email: smcc@emory.edu

- Expected go-live is mid-May

SMCC Update

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Communication

- Website smcc.emory.edu under construction in partnership with SOM Resource
- Blackboard site LIVE
- Road Show Presentation Review

SMCC Update

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Communication

- Scheduled "Road Shows"

SMCC members	Assigned business units	Presentation Date	Status	2nd SMCC Member
Dana	RHIS (Marc Overcash)	4/26/2010 12:00pm	Scheduled	
	UTS---Enterprise Applications	4/15/2010 1:30 pm	Scheduled	
	UTS---Integration	4/23/2010 2:00pm	Scheduled	Weiming
	DAR IT	3/19/2010 10:30am	Complete	
	HR IT		Waiting	
Joel	SOM IT	4/22/2010 2:00pm	Scheduled	Weiming
	UTS---Academic Technologies	4/06/2010 3:30pm	Scheduled	Weiming
	UTS---PMO	Negotiating-vmail	Waiting	Billy (?)
	Oxford IT	Negotiating	Waiting	ENID (?)
Weiming	Carter Center IT		Waiting	
	Emory College IT	4/15 2pm	Scheduled	
	Law School IT	4/6 10am	Scheduled	JOEL
	FMD IT	date not confirmed		
	Library IT	4/12 2pm	scheduled	
Tiffany	Winship IT		Waiting	Dana (depending on date)
	Nursing IT		Waiting	
	SPH IT	4/20/2010 10am	Scheduled	
	Yerkes IT		Waiting	
	DeskNet	5/6/2010 10am	Scheduled	
	Campus Life IT		Waiting	
Mary	UTS---Enterprise Services			
	Desktop Support	4/21/10 11:00	scheduled	JOEL
	TOC	4/19/10 10:00	Scheduled	
	Field Services	Out of Office	Waiting	
	Coordinator Services	4/21/2010 2:30pm	Scheduled	Weiming
	Data Center	Out of Office		
Luc	UTS---IT Service Management	04/13/2010 10am	Scheduled	
	Business School IT	Negotiating	Waiting	
	Theology IT	04/19/2010 2pm	Scheduled	Weiming
	Finance & Administration IT	Out of Office	Waiting	
Enid	UTS---Call center	04/27 4/28 1pm	Schedule	
	UTS---Infrastructure (Architecture)		Waiting	
	UTS---Infrastructure (voice data)		Waiting	
	UTS---Infrastructure (Messaging)	5/3/10 9am	Scheduled	

Contact us:

- To participate in a Focus Groups please let us know:
  - Incident Management
  - Knowledge Management
  - Configuration Management
- Please email us at smcc@emory.edu

smcc@emory.edu

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Various Updates from Infrastructure

Paul Petersen

Infrastructure Update

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Lesson Learned:

It is good to be here, but let me tell you how this came to be…

Non-Agenda Items

- New Edge Switches
- Data Center Redesign
- Migration to White Street
- New Border Architecture
- IPS, SEM, and VPN Evaluations
- Single Voice Platform
- Enterprise NAT
- New EMC VMAX Storage Array
- Avaya MM vs. Microsoft UM
- Avaya CM Upgrade
- SIPX
- Hosted Paging
- New SAN Directors
- Core Router Code Upgrade
- New HP Blade Architecture
- Move to Vmware 4
- Server and Storage Refresh
- Amcom Partnership Agreement
- Data Center Inter-connectivity
- Load-Balancer Evaluation

Infrastructure Update

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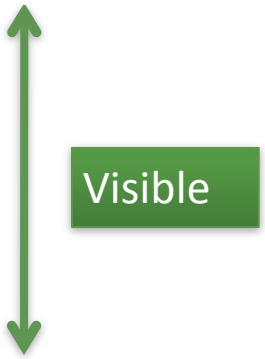
Agenda

- Zabbix & Service Availability
- White Street & VM Offering
- Exchange 2010
- Distributed Antenna System (DAS)
- Wireless 802.11n

Zabbix – Open Source Monitoring Tool



Infrastructure Update

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Zabbix & Service Availability

Infrastructure Update

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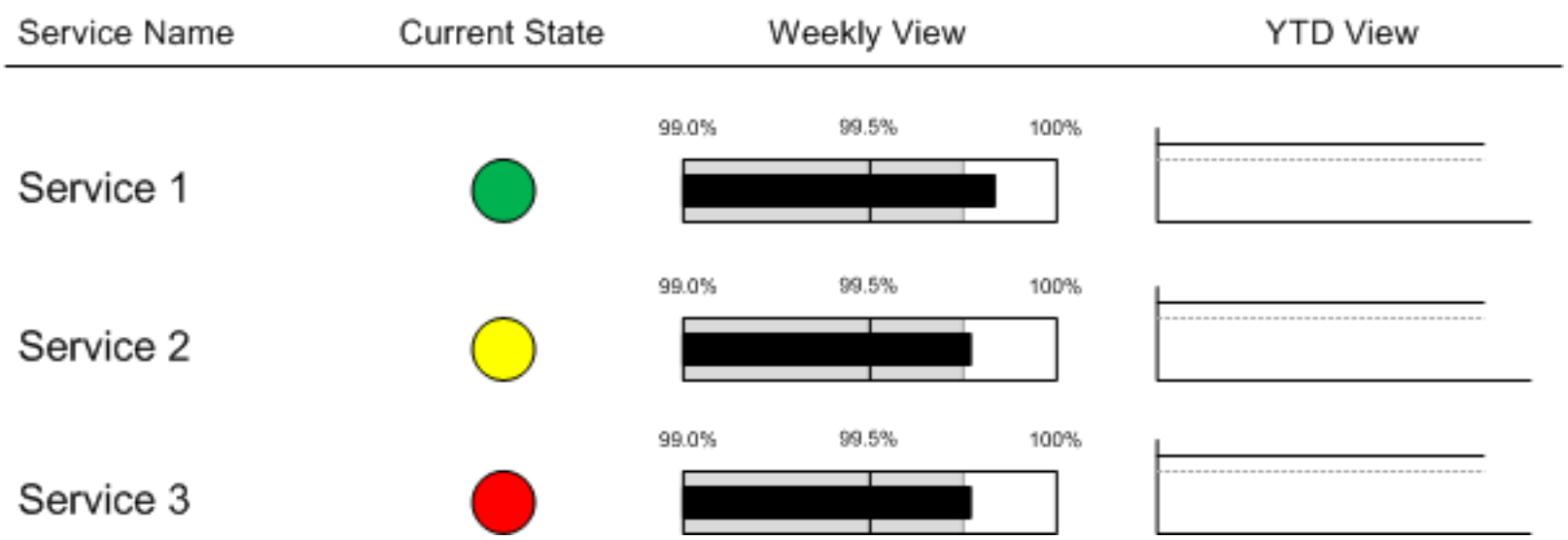
Web Dashboard



Infrastructure Update

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White Street & VM Offering

White Street & VM Offering

White Street & VM Offering

- Base Price: $780/year
- Submit a New Support Request at http://help.emory.edu
  - Summary -> Infrastructure -> VM Type

Exchange 2010 Status Update

- Officially approved
- Released by UTS PMO
- Equipment has been ordered

Exchange 2010

What are some of the new features provided by this upgrade?

Infrastructure Update

Wireless 802.11n

- New Controllers Purchased
- Code Upgraded – Spring Break
- ResNet operating on new M3 controllers
- 802.11n - Few/Evans, WRC, and the Complex
- Ramping up for a big push over Summer

Infrastructure Update

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DAS

- What is a distributed antenna system?
- What is the status of this project?
- How will it impact you?

Modem Pool

Decommissioned: April 5, 2010

Infrastructure Update

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Academic Technology Upgrades: 2010

Alan Cattier

BlackBoard

- Upgrade Scheduled Between May 8th and May 14th
- Upgrade will see Emory move from BlackBoard 7.1 to BlackBoard 9.0.3
- READ-ONLY Environment will be available the majority of the time, to limit customer impact
- BlackBoard 9.0.x has been running all year

BlackBoard Features

- Customizable Desktop for End Users
- Customizable Portals for Schools
- Improved Gradebook
- Vastly improved Peer Review
- Easier Access to Control Panels
- Faster Access to Frequently Used Features
- Access on Mobile Devices

LearnLink

- Upgrade Scheduled during May Maintenance Window
- Upgrade will see Emory move from FirstClass 9 to FirstClass 10
- In addition, Open Text Social Media tool will be introduced for Development
- LearnLink 10 will go live immediately; OTSM will be made visible to users gradually

Open Text Social Media

- Introduces “Communities” to LearnLink
- Communities are web accessible, and can be visited by non-Emory collaborators
- Blog, wiki, and document repository
- Easy to manage interface
- Access on Mobile Devices
- Movement of Community on to the Web

Insight

- Upgrade Scheduled during May, but after Commencement
- Upgrade will see Emory move from Insight 5.0 to Insight 6.0
- Initial impact will only be in Emory College
- Long term impact will extend beyond the College and will be a collaboration between UTS and the Libraries

Insight Features

- No more client!
- Web Accessible
- 115,000 images local to Emory
- Connection to other collections
- Searchable with extensive Metadata
- Exportable to PowerPoint
- Really high resolution images!

Pharos

- Pharos Uniprint currently at version 7.2 Will upgrade to version 8.1 the week of Commencement
- Support for Windows 7 and Windows 64 bit clients, as well as Windows Server 2008 (Standard and R2)
- Upgrade provides more stability across the board

Training

- Classes have been offered on BlackBoard 9 since September
- Classes on Learnlink are currently scheduled and being offered through ECIT
- Insight training will be offered this summer
- If your School or Department has special needs for training, just ask
- For Pharos, contact Kim Braxton

Questions

Thank you for coming!