



EMORY
UNIVERSITY

University Technology
Services

IT Briefing

6/17/2010



Agenda

Service Desk

Desktop Support

SMCC Update

Back to School

Emory Mobile

Paging Coverage

- Sharon Gregory
- Richard Fischer
- Luc Dalla Venezia
- Dawn Francis-Chewning
- Alan Cattier
- Jay Flanagan



Service Desk Update

Sharon Gregory



UTS Service Desk





Immediate Priorities

Visibility

Improve Service Quality

Improve Data Quality

Collaboration

Service Desk Update



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Service Desk Update



Top 10 Products – Volume & FCR

<u>September 2009 - February 2010</u>			<u>March 2010 – May 2010</u>		
	<u>% of all Products</u>	<u>FCR</u>		<u>% of all Products</u>	<u>FCR</u>
1. Modular Messaging	11.06%	11%	1. Other (Desktop/Service Desk)	13.61%	81%
2. Other (Desktop/Svc. Desk)	8.55%	55%	★2. OPUS	11.16%	98%
😊 3. Blackboard	6.43%	46%	3. Passwords	6.16%	97%
4. PeopleSoft	4.12%	75%	★4. (Misc.) Wrong Number	5.51%	99%
5. Learn Link	4.03%	39%	5. Modular Messaging	5.21%	45%
😊 6. MS Windows XP	3.20%	23%	★6. Emory Network Identity (ENID)	3.93%	96%
7. IRB	3.10%	46%	7. Learn Link	3.48%	67%
8. Passwords	2.76%	94%	8. IRB	3.32%	61%
😊 9. Eagle	2.12%	66%	★9. (Misc.) Transfer to Healthcare IS	2.68%	99%
😊 10. Emory Exchange(Server)	2.09%	26%	10. PeopleSoft	2.08%	83%



Monthly Call Handling



Questions



UTS Desktop Support

Richard Fischer

Who We Are...

- Team of 12 located across Campus
- Fee for Services based
- Provide Desktop Support for customers with a signed SLA
- Customers are F&A, ECLL, C&M, Grad School Admin, WHSCAB Admin and Predictive Health

Current Initiatives

- Consolidated OU structure with GPOs
- AD Migration – 89% Completed
- SEP Migration – 85% Completed
- Mac Management - Implemented
- PGP Desktop Encryption – In Progress
- User Data Migration – In Progress
- Windows 7 Deployment – Planning & Testing



Questions



Service Management Competency Center (SMCC)

Luciano Dalla Venezia

Agenda

Roadmap

Phase II Project Updates

Incident Management

Knowledge Management

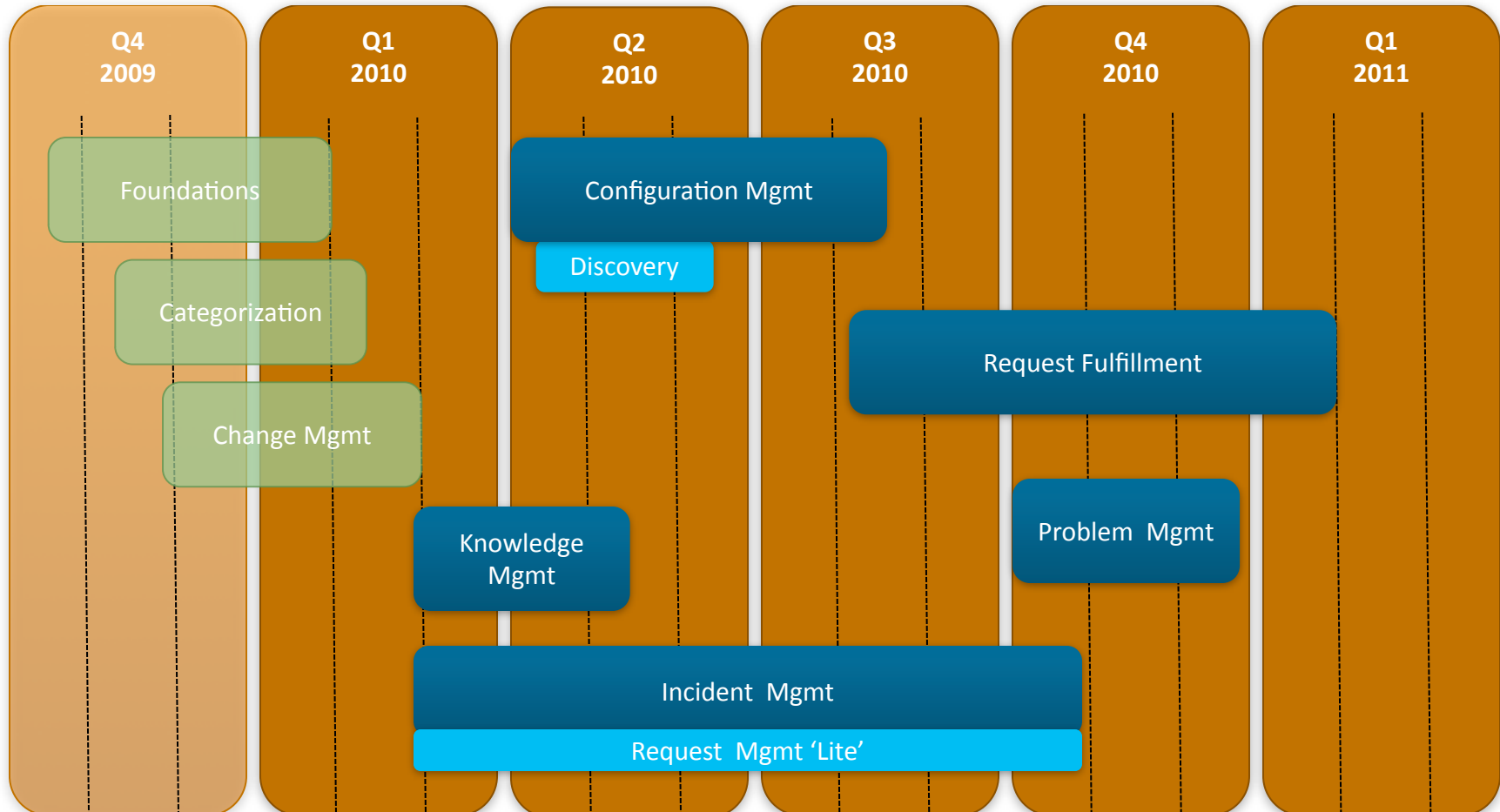
Configuration Management

Get Involved

SMCC Update



Road Map – June 2010



Incident Management Update

- Facilitated Focus Groups on Roles & Responsibilities
 - User
 - Tier 1 (Service Desk Analyst)
 - Tier 2 (Incident Analyst)
 - Tier 3 (Incident Analyst OR Vendor)
 - Incident Process Owner
 - Incident Process Manager
 - Incident Process Coordinator
 - Problem Manager
- Facilitated 2-Day Workshop with Working Group
 - Support Groups, Categorization, Prioritization, Service-now Interface, Escalations, IT-Alert, Self-service, Reporting

Request Lite

- Incident Management vs. Request Fulfillment
 - Incident: An unplanned interruption to an IT Service or a reduction in the Quality of an IT Service.
 - Request: A request from a user for information, advice, a Standard Change, or Access to an IT Service.
- Request Lite: replacing the current request functionality that exists in Remedy
- Validating Remedy Custom Forms – addressing service owners to validate current Remedy request forms
 - Total: 24
 - Verified in use: 7
 - Verified not in use: 4
 - Pending further investigation: 13
- Developing process documentation

Knowledge Management Update

- **Project Status**
 - Testing completed
 - Testing results reviewed and refinements completed
 - Initial Knowledge Champions identified
 - Go-live 6/23
- Trained Service Desk 6/9
- Training for Knowledge Champion is 6/17 & 6/18
- Documents published to Blackboard

Knowledge Management Update

UTS

- Paul Barrett, PeopleSoft Student (SA /OPUS)
- Jay Flanagan, Infrastructure
- Dana Haggas, PeopleSoft HR / Kronos
- Jeanette Hanson, Business Systems
- Norman Hulme ITSMO
- Shea Jarman, Desktop Support
- Elliot Kendall, Web
- Eric Logan, Student Services
- Chase Lovellette, Faculty Services
- Terry Markert, Messaging
- Matthew Merchant, Data Center Operations
- David Miller, PeopleSoft Financials (Compass)
- Charles Minihan, Classroom Technologies
- Wade Moricle, ITSMO
- Marv Peck, Coordinator Services
- Keith Rooks, Field Services
- Phil Shaw, PMO
- Dawn Weaver, TOC

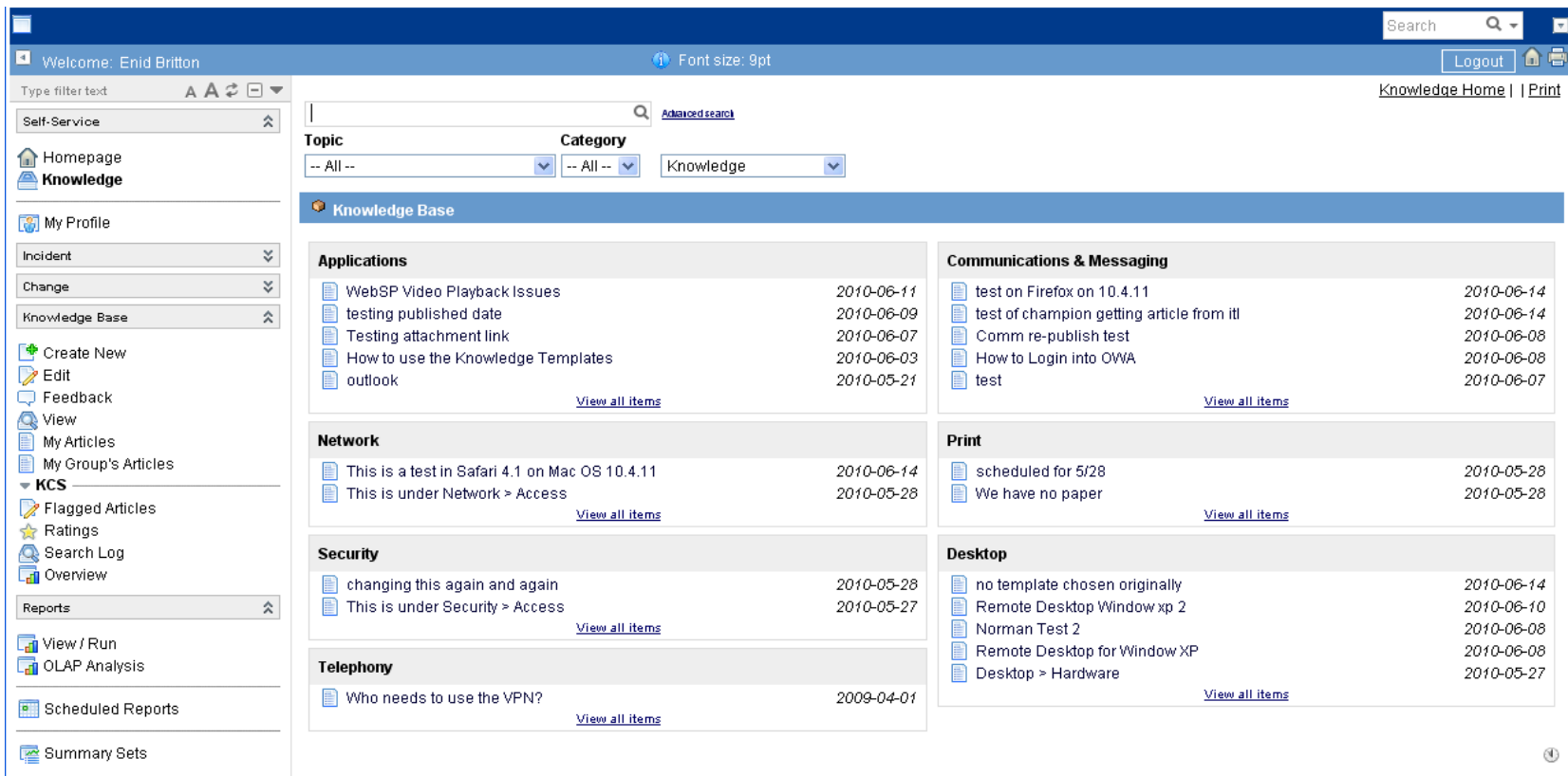
RSPH - Sidney McKenzie, Rueben Medina

Emory College - Laura Pokalsky

SOM - Rob Anderson, Naomi Dolby-Hamer, Eric Harris, Wade Hodges, Chris Kelley, Ken Lester, Meggan Levitt, Robert Mathador, Sylvia Ramos, Daryl Sistrunk, Beverly Wright

Knowledge Management Update

Why Knowledge Management: The goal of knowledge management is to ensure the organization becomes more efficient, **improve quality** of service and **increase customer satisfaction**. The scope of our knowledge manage process includes **providing knowledge** related to resolving incidents and problems. Implemented correctly, users will have access to IT knowledge to resolve incidents prior to creating an incident ticket and resolved incident resolutions/workarounds will be **reusable**.



The screenshot displays a web-based Knowledge Management System interface. At the top, a navigation bar includes a search field, a 'Logout' button, and a 'Print' icon. Below the navigation bar, a 'Welcome: Enid Britton' message is shown alongside a 'Font size: 9pt' indicator. A 'Type filter text' field is present, along with a 'Self-Service' dropdown menu. The main content area is titled 'Knowledge Base' and features a search bar and an 'Advanced search' link. Below this, there are dropdown menus for 'Topic' (set to '-- All --'), 'Category' (set to '-- All --'), and a specific category dropdown (set to 'Knowledge'). The main content is organized into several columns, each representing a different category of knowledge:

- Applications:** Includes items like 'WebSP Video Playback Issues' (2010-06-11), 'testing published date' (2010-06-09), 'Testing attachment link' (2010-06-07), 'How to use the Knowledge Templates' (2010-06-03), and 'outlook' (2010-05-21). A 'View all items' link is provided.
- Communications & Messaging:** Includes items like 'test on Firefox on 10.4.11' (2010-06-14), 'test of champion getting article from ill' (2010-06-14), 'Comm re-publish test' (2010-06-08), 'How to Login into OWA' (2010-06-08), and 'test' (2010-06-07). A 'View all items' link is provided.
- Network:** Includes items like 'This is a test in Safari 4.1 on Mac OS 10.4.11' (2010-06-14) and 'This is under Network > Access' (2010-05-28). A 'View all items' link is provided.
- Security:** Includes items like 'changing this again and again' (2010-05-28) and 'This is under Security > Access' (2010-05-27). A 'View all items' link is provided.
- Telephony:** Includes the item 'Who needs to use the VPN?' (2009-04-01). A 'View all items' link is provided.
- Print:** Includes items like 'scheduled for 5/28' (2010-05-28) and 'We have no paper' (2010-05-28). A 'View all items' link is provided.
- Desktop:** Includes items like 'no template chosen originally' (2010-06-14), 'Remote Desktop Window xp 2' (2010-06-10), 'Norman Test 2' (2010-06-08), 'Remote Desktop for Window XP' (2010-06-08), and 'Desktop > Hardware' (2010-05-27). A 'View all items' link is provided.

A left-hand sidebar contains various navigation options such as 'Homepage', 'Knowledge', 'My Profile', 'Incident', 'Change', 'Knowledge Base', 'Create New', 'Edit', 'Feedback', 'View', 'My Articles', 'My Group's Articles', 'KCS', 'Flagged Articles', 'Ratings', 'Search Log', 'Overview', 'Reports', 'View / Run', 'OLAP Analysis', 'Scheduled Reports', and 'Summary Sets'. A 'Knowledge Home | Print' link is also visible in the top right corner of the main content area.

Configuration Management Update

- Scope is currently being distributed for approval

- Proposed Scope:

UTS Infrastructure – Systems Phase 1

CI Types:

Business Services

Technical Services

Servers

- Relationships:

Servers to Business & Technical Services

Services to Services

Configuration Management

- This is not Event Management and Monitoring
 - Event Management is the process that monitors all events that occur through the IT Infrastructure to allow for normal operation and also to detect and escalate exception conditions.
- Configuration Management
 - The process of identifying and defining Configuration Items in a system, recording and reporting the status of Configuration Items and Requests for Change, and verifying the completeness and correctness of Configuration Items.

Discovery vs. Integration for populating the Configuration Management System (CMS)

Discovery

- Use Service-now tool to automatically discover network attached assets and then populate Service-now's CMS

Integration

- Use existing tools to gather device information and integrate/import into Service-now's CMS

Contact us:

To participate in these Focus Groups:

Incident Management

Knowledge Management

Configuration Management

...please email us at smcc@emory.edu



smcc@emory.edu



Back to School 2010

Dawn Francis-Chewning



DATES: August 21 and 22

EOL updates well underway
Earlier Production Day

BTS Training TBD – Oxford and Emory

More Transfers

More International Students



It's almost here!

What's New?

Classes begin on Wednesday!

1 less day of Orientation

New Freshmen Hall on line

New Sophomore housing designation

ResNet and EmoryUnplugged on
802.11n

LearnLink and Blackboard both upgraded



Questions



Emory Mobile: Changing the Data View

Daniel Palmer



Why Mobile?

- Really? Have you looked at your phone?
 - How about your boss' phone?
 - How about the student's phones?
 - How about the phones visitors are bringing?
- Tools for the Emory Community
 - Visitors, Staff, Students, Faculty, Physicians
- Getting an established mobile presence



Where does it work?

- iPhone, Blackberry, and WAP devices
- Hosted solution
- Extensive use of existing News & Events feeds
- Real-time access to Building & Directory Data
- Real-time access to schedule of classes

Project of “1st”

- Mobile interface as a major deliverable
- No new data was created
- Existing news and events feeds

“Puts over 100 different data sources in the palm of your hand”

What can you expect?

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

Maps

News

Courses

Videos

Athletics

Images

Directory

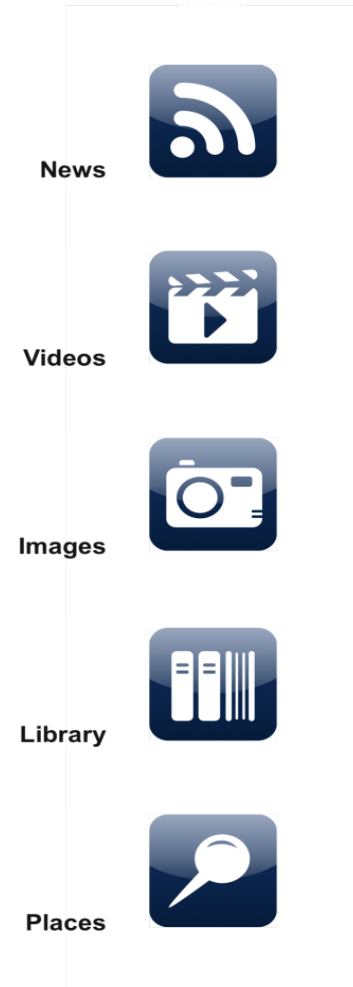
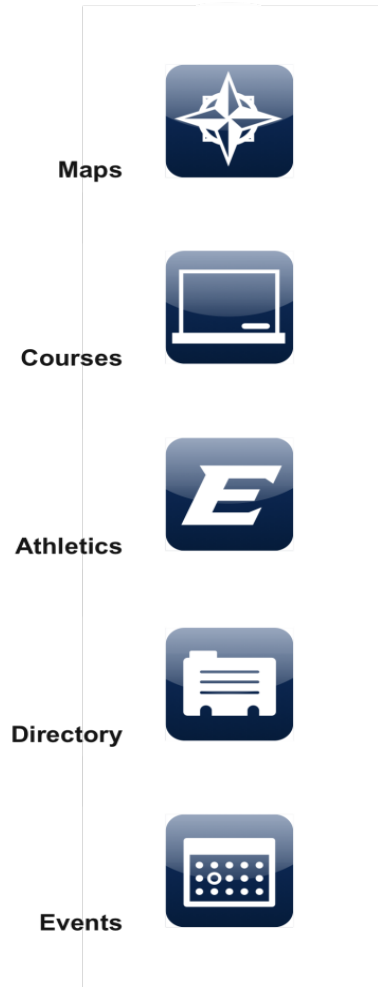
Library

Events

Places

Go-Live: August 1, 2010

How is it going to look?





How is it going to look?

- Send an email to:

emorymobile@emory.edu

- Currently testing iPhone/iPod Touch
- Next up - Blackberry



Questions



Paging Coverage Update

Jay Flanagan

Paging Coverage Update



How We Communicate

Our connected world...





Outage





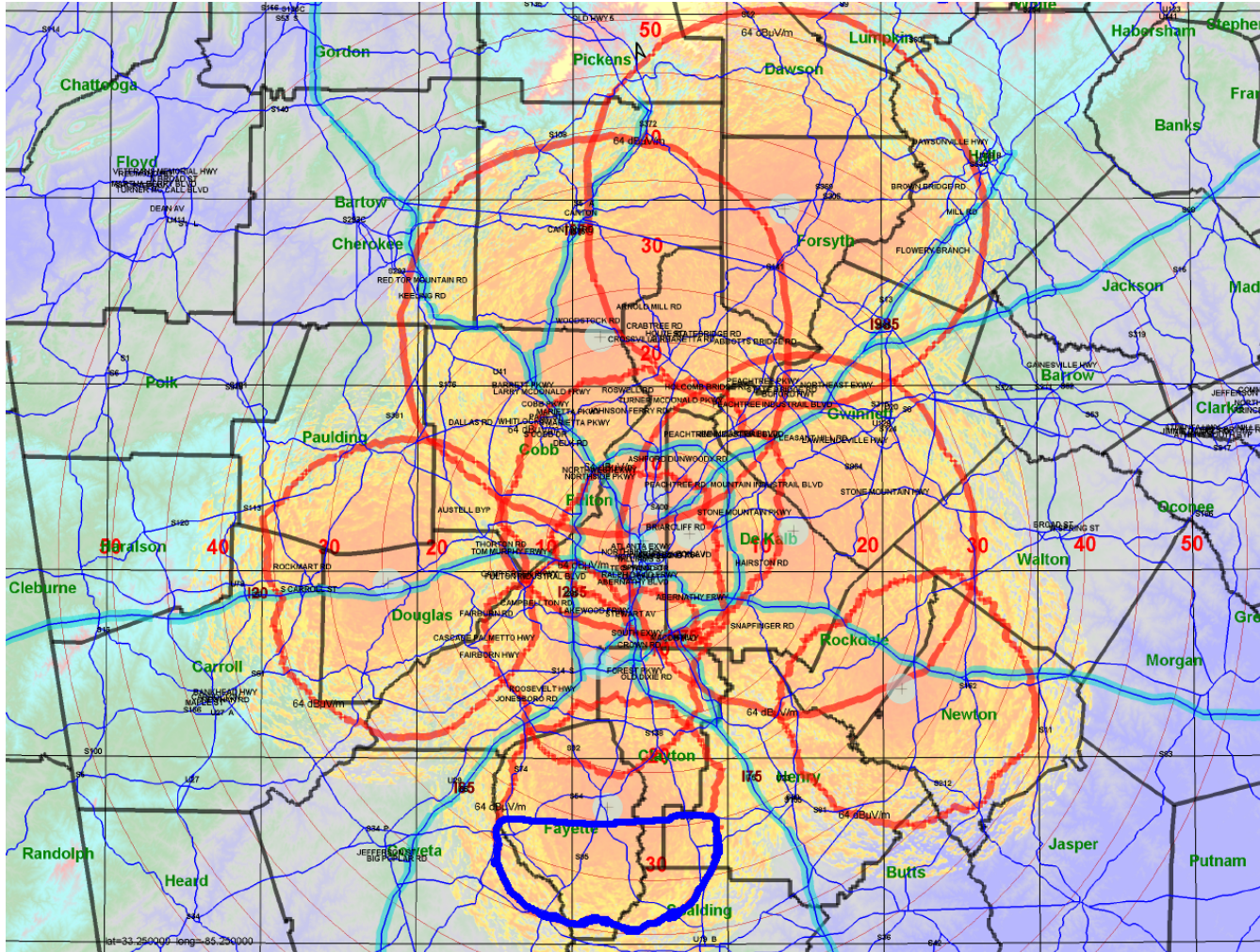
Issues / Planning



Paging Coverage Update



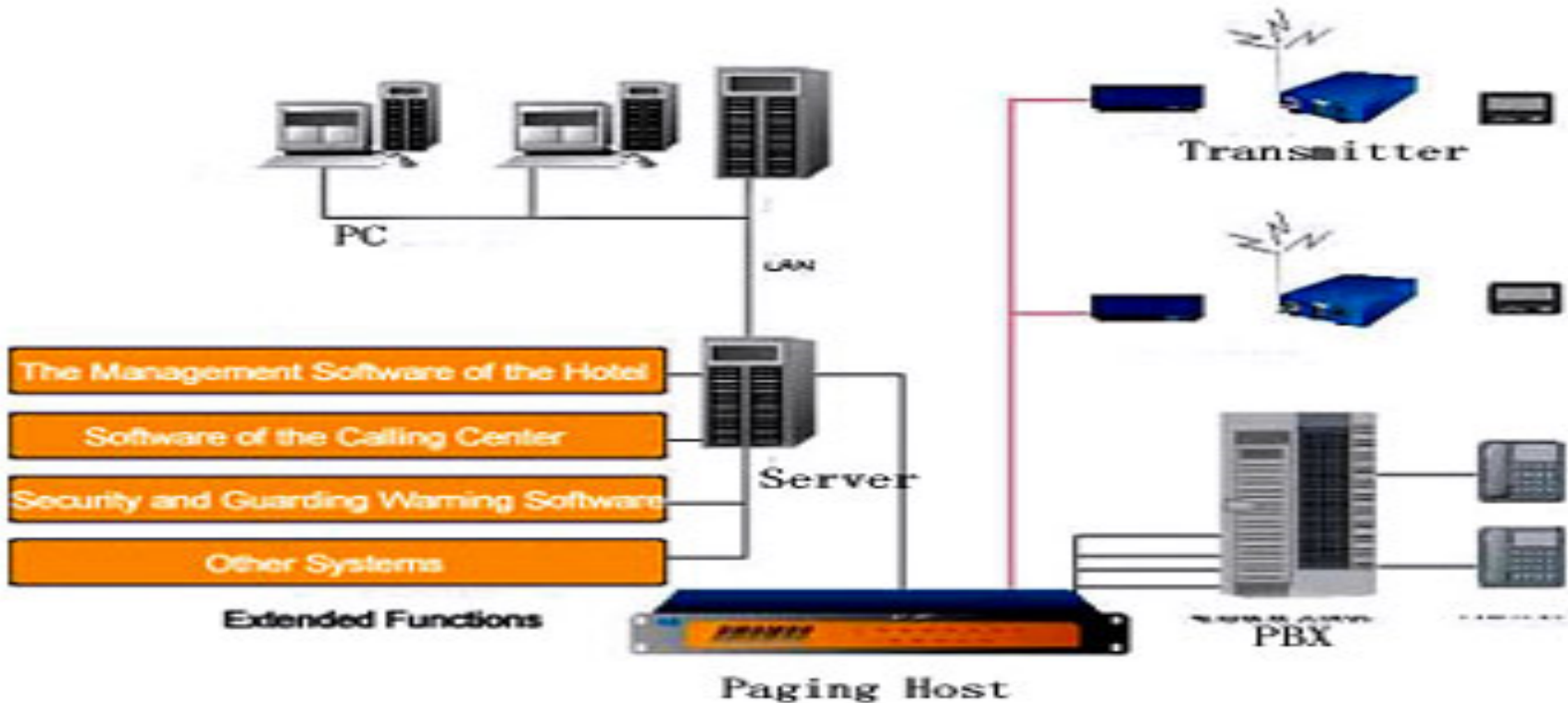
Current Coverage



Paging Coverage Update



Going Forward – Hosted Paging





Going Forward – Page to Cell



Paging Coverage Update



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Services

Recommendation





Questions

Thank you for coming!

*Thank
you*