



IT Briefing

7/15/2010



Agenda

- IT Briefing Update
- ELM Update
- Exchange 2010 Update
- SMCC – Incident Mgmt
- SMCC – Knowledge Mgmt
- Security Update
- Wade Moricle
- Felicia Bianchi
- Jay Flanagan
- Tiffany Kady
- Enid Britton
- Brad Judy

Things to Know

- Next Meeting: August 19 in GBS-334
- Invites for FY11: Going out in September
- Send Topic Requests and Feedback to:

Wade.Moricle@emory.edu



Emory Learning Management System (ELMS)

Felicia Bianchi

What is ELMS?

Centralized Learning Management

- Distributed ability to create content
- Single transcript for all Emory courses
- Compliance education requirements

ELMS Go-live

Process

- Production Infrastructure – 7/17 and 7/18
- ELMS Application process starts 7/19
- Cut off the old training access (HR)
- Start up ELMS
- Communication from HR to the Community



Questions



Exchange 2010 Project

Jay Flanagan

Felicia Bianchi

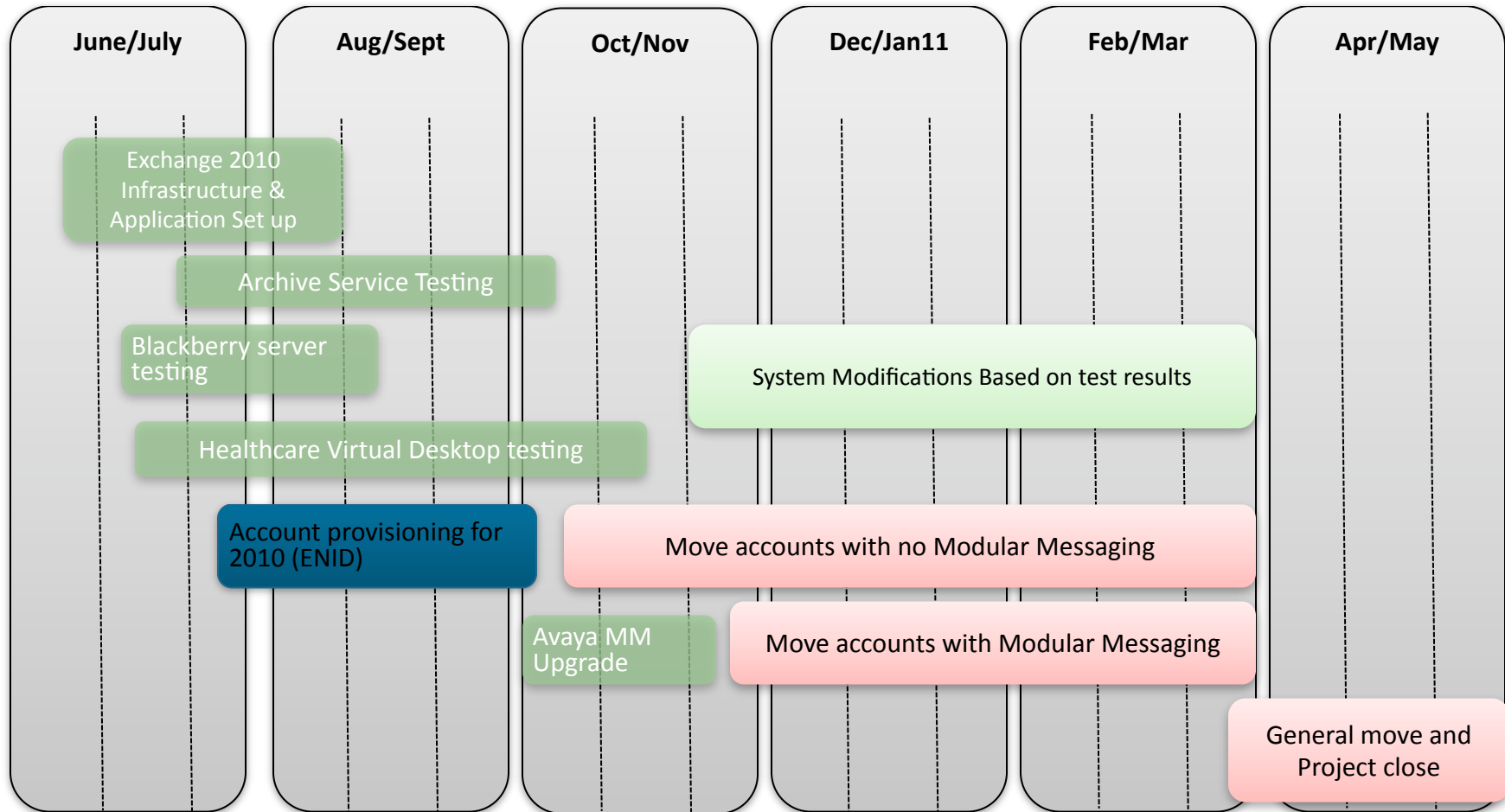
Exchange 2010



"Didn't you get my e-mail?"

- Facilities prepared
- Infrastructure complete
- CAS (client access server) VIP upgrade
 - August 7
- Volunteers
 - Some early adopters
 - Eagle users
- Monthly updates

High-Level Schedule





Questions



Service Management Competency Center (SMCC)

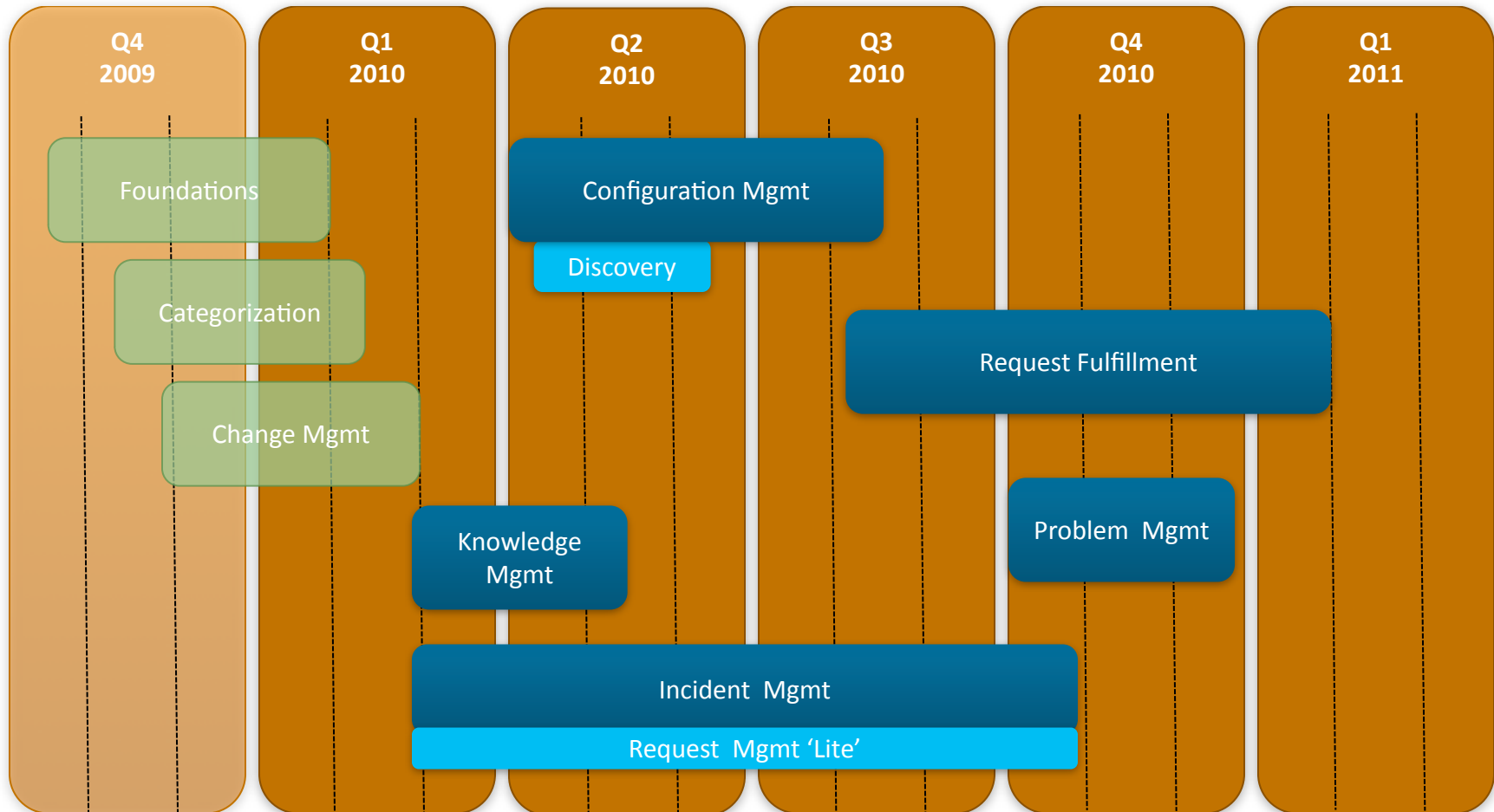
Tiffany Kady

Enid Britton

Agenda

- Roadmap
- Phase II Project Updates
 - Incident Management
 - Knowledge Management
- Get Involved

Road Map – July 2010



Incident Management

- **Training Classes Scheduled** – (July until October)
 - Train the Trainer
 - Process Training
 - Tool Training
 - Lunch & Learns
 - ITIL Awareness Classes (July and August)
 - Add the Calendar to your view: [_Service Now Events](#)
- **All Dates Posted On Blackboard**

“Oops. I Think I Just Had An Incident!”

Incident Management Process Training



Detailed overview of the Incident Management process, associated roles, and guidelines.

Presentation will include:

- *use case scenarios
- *different structures

Monday, July 19, 2010
4th Floor– NDB Auditorium
2:30 pm– 4:30 pm

Targeted Audiences:

- **Incident Manager(s) - Mandatory**
- **Incident Coordinator(s) - Mandatory**
- **Tier 1 Analysts - Mandatory**
- **Tier 2 Analysts - minimum 50% of e/ support team**
- **Tier 3 Analysts - minimum 50% of e/ support team**

Space limited to the first 80 RSVPs. Send RSVP to incidentwg@emory.edu





"I'll Take Categories for \$200, Alex."

CATEGORIES		
\$200	\$200	\$200
		\$400
	\$600	\$600
	\$800	\$800
	\$1000	\$1000

Categorization Workshop

Friday, July 30, 2010

EUHM - TBC

9:00 – 11:00 am

An interactive scenario based workshop designed for Analysts to navigate and appropriately utilize the new categorization structure for Incident logging

Targeted Audiences:

- Incident Manager(s) - Mandatory
- Incident Coordinator(s)
- Tier 1 Analysts – Mandatory
- Tier 2 Analysts
- Tier 3 Analysts

Space limited to the first 12 RSVPs. Send RSVP to incidentwg@emory.edu



“PUT THE WHAT? WHERE?!?”

Incident Management Tool Training

Interactive session that will first provide an in-depth overview of the tool, followed by scenario based training opportunity



Monday, August 9, 2010
 ECIT 214
 1:00 - 4:00 pm

Targeted Audiences:

- Incident Manager(s) - Mandatory
- Incident Coordinator(s) - Mandatory
- Tier 1 Analysts - Mandatory
- Tier 2 Analysts - minimum 50% of e/ support team
- Tier 3 Analysts - minimum 50% of e/ support team

Space limited to the first 12 RSVPs. Send RSVP to incidentwg@emory.edu



Knowledge Management Update

- **Project Status - Completed**
 - Successfully implemented on 6/23/2010
- **Completed Knowledge Champion Training**
 - There are 44 Knowledge Champions
 - 23 UTS
 - 1 Emory College
 - 2 RSPH
 - 18 SOM
- **Knowledge Contributor Training – ECIT 214**
 - Tuesday, July 20 2:00 pm – 3:00 pm
 - Thursday, July 22 10:30 am – 11:30 am

Knowledge Management Update

- 34 knowledge articles created
- 23 knowledge articles published
- Review your documentation on DUCMAN to find potential knowledge articles!

Contact us:

- Go to Blackboard to view published documentation
- To participate in these Focus Groups:
 - Incident Management
 - Configuration Management

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



Questions

smcc@emory.edu



Information Security

Brad Judy

OIT Security

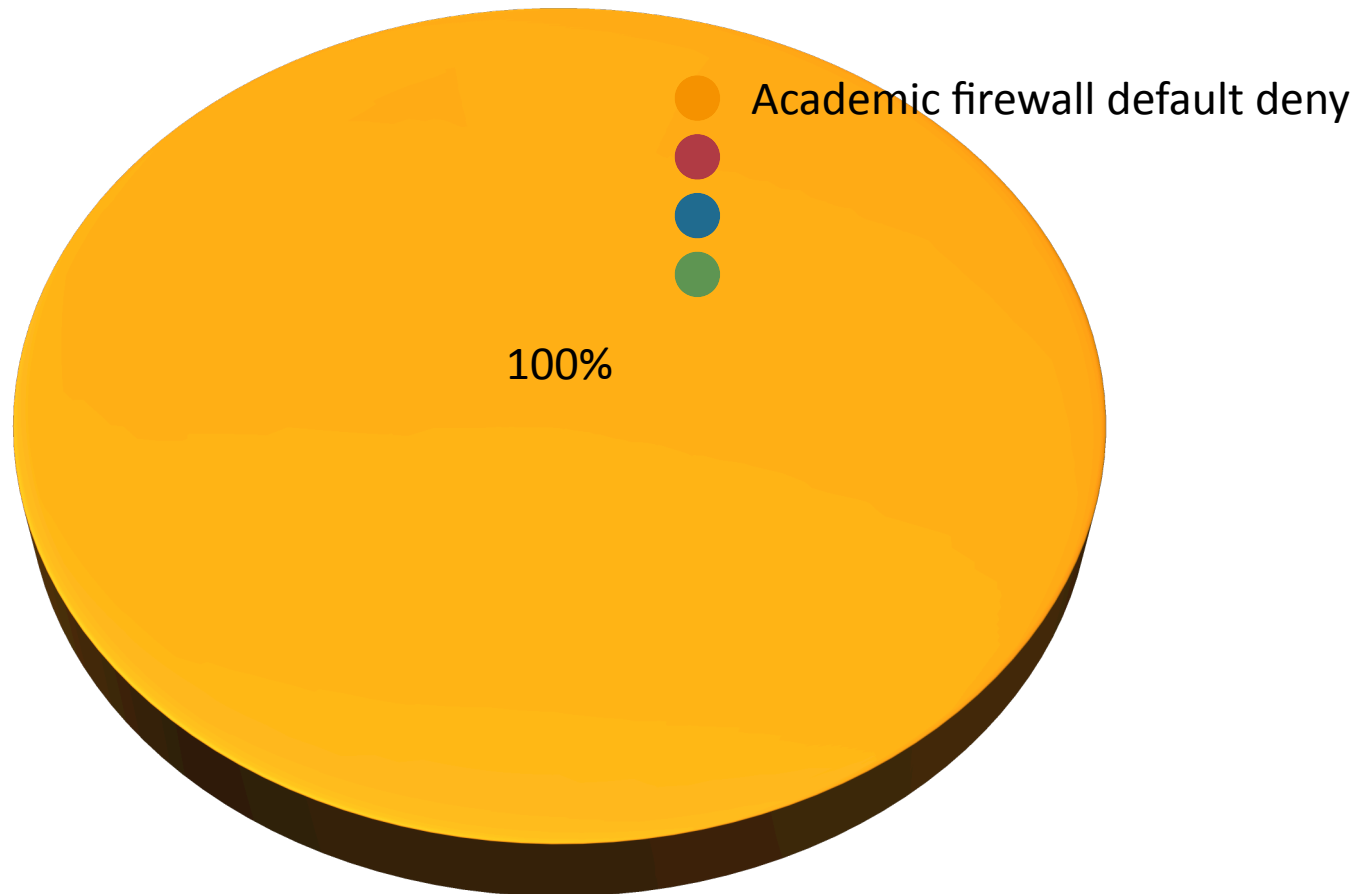
Awareness - The return of the Phish





Monthly Stats

Project Completion





Questions



Thank you for coming!

*Thank
You*