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
IT Briefing

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
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
"Didn't you get my e-mail?"
Exchange 2010

- Facilities prepared
- Infrastructure complete
- CAS (client access server) VIP upgrade
  - August 7
- Volunteers
  - Some early adopters
  - Eagle users
- Monthly updates
Exchange 2010

High-Level Schedule

- **June/July**
  - Exchange 2010 Infrastructure & Application Set up
  - Archive Service Testing
  - Blackberry server testing
  - Healthcare Virtual Desktop testing
  - Account provisioning for 2010 (ENID)

- **Aug/Sept**

- **Oct/Nov**
  - Move accounts with no Modular Messaging

- **Dec/Jan11**
  - System Modifications Based on test results

- **Feb/Mar**
  - Move accounts with Modular Messaging

- **Apr/May**
  - General move and Project close

Thursday, July 15, 2010
Questions
Agenda

• Roadmap
• Phase II Project Updates
  – Incident Management
  – Knowledge Management
• Get Involved
SMCC Update

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

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

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

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

Thursday, July 15, 2010
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
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

Thursday, July 15, 2010
Security Update

Awareness - The return of the Phish
Security Update

Monthly Stats

Project Completion

100%

Academic firewall default deny
Questions
Thank you for coming!