IT Briefing

8/19/10
Agenda

- SMCC Updates
- SMCC – Incident Preview
- Exchange / Eagle Update
- One IT

- Joel Thomas
- Tiffany Kady
- Jay Flanagan/Felicia Bianchi
- Rich Mendola
Service Management Competency Center (SMCC)

Joel Thomas
Tiffany Kady
SMCC Update

Agenda

- Communications
- Roadmap
- Phase II Project Updates
  - Request-Lite
  - Configuration Management
  - Incident Management
Communications Update
Communications

- Website smcc.emory.edu is LIVE: August 4, 2010
- SMCC News Bulletin to Local-L: July 29, 2010
- SMCC Blackboard site
- Road-Shows 98% complete. Still scheduling.
SMCC Update

Road Map Update
SMCC Update

Request-Lite Update
Why Request-Lite?

- It’s either **BROKE** or **I NEED IT**
- Request-Lite Scope is only to duplicate existing functionality within Remedy.
- No enhancements until Request Fulfillment goes live.

Forms currently in Remedy that will be available in Service-now

- Premium Exchange
- Clean Room
- iTunes U
- Sponsored Account
- DNS
- Internet
- Security
- Learn Link
Configuration Management Update
Configuration Management

• Project scope change approved:
  – Include the analysis of Remedy Product names to cater for routing and queue management

• Facilitated two Focus Groups:
  – UTS Coordination Team: August 10th, 2010
  – Local-L: August 12th, 2010

• Development underway: 50% of the functional requirements completed
Configuration Management

- ART (Architecture Review Team) Review scheduled for Service-now Discovery: August 19th, 2010

- Configuration Management Documentation:
  - Blackboard: Service Management Competency Center → Configuration Management
Incident Management Update
Incident Management

- Completed Agile Development Cycle for Phase I
  - Interface, Notifications, Surveys, Reporting, People Data, Integration to KM articles, Hierarchy of People/Support Groups, Service-Desk module

- Begin Agile Development Cycle for Phase II
  - Assignment (Support) Groups, Interface, IT-Alert, Roles and Responsibilities, Routing Rules, Self-Service Website, Mobile View, Clean Room forms
Incident Management

- Participation Agreement

✓ IN

Carter Center, CCI, Emory Card, Emory College, HR-IT, OIT-Architecture, OIT-Security, OIT-Research & Health Sciences, Oxford, SOM, RSPH, University Library, UTS, Winship, Yerkes, Campus Life, Business School, Theology, DAR, SON

X Out

Emory Health Care, OIT-Finance, Law School, Office of Research Administration IT
SMCC Update

Incident Management

• Training
  • 153 People Currently Trained on Incident Management Process, Categorization, and Tool Training
  • Sign-up for Training at: http://smcc.emory.edu/training/training_form.php

• Sneak Peek of the Tool (Quick Highlight Overview)
  • Interface
  • SLM Dashboard
Questions

smcc@emory.edu
The IT Recommendations Report and the "One IT Initiative"

Rich Mendola
August 19, 2010
Agenda

• Background
• Guiding Principles
• Organizational Alignment
• IT Governance
• Assessment phase
• Summary
Background

• Several of the chairs and center directors sent a letter to President Wagner expressing their concerns with the discontinuities in the IT support structures at Emory.

• As a response to that letter, I was asked by President Wagner to work with the group, along with the EVPs, Tom Lawley and John Fox, on crafting a set of recommendations that would address the group’s concerns.
Guiding Principles

• All members of the Emory Community should be able to obtain high quality, customer focused IT services anywhere within the IT organizational structure.
• Matching the right service with a customer request should be the responsibility of the IT organization and every effort should be made to make this process as seamless as possible.
• Information Technology should be governed through a consistent, transparent and representative process that aligns with Emory’s missions and allows for the prioritization of initiatives that cut across missions.
• The Information Technology functions at Emory should report to a single Corporate CIO and should foster an aspiration of being a “uni-versity” rather than a “multi-versity.”

Continued on next Slide...
Guiding Principles

• Service offerings will improve if they are assessed by what works best for the customer instead of in the context of what part of the IT organization “owns” the services due to history, location within the University or EHC organization, or funding source.

• From a funding standpoint, every effort should be made to maximize the effectiveness of Emory’s existing IT spend so that savings can be reinvested, and in a context of complete transparency showing all sources and uses of funds. Further investments in IT will need to be done in the context of limited discretionary resources and will require the reallocation of funds from other activities.
Organizational Alignment

- In order to promote a more seamless delivery of IT services, to acknowledge an emphasis on incorporating the research and education missions into the work of the EHC-IS organization, and to clarify the accountabilities to the VP of IT and enterprise CIO, the EHC CIO will now also carry the *additional* title of “Deputy CIO,” with more specific accountability to Emory’s academic mission in the VP of IT’s Office of Information Technology (OIT).
IT Governance Process Changes

- All business cases will be documented with the same form, for the sake of consistency. The common form will have explicit questions on whether any given project might have impacts on more than one mission and how the suggested initiative will be configured to maximize the value to those missions.

- All business cases will also be evaluated against a documented, unified IT architecture, operational plan, and common project schedule. This will avoid the introduction of duplicative systems and those that are at odds with our common IT architecture, IT operational plans, or staffing models in any of the IT divisions.

- Business cases will be available on the web for review by Emory faculty or staff who were involved in any part of the IT governance process, thus adding an element of transparency to the identified priorities in IT.
Notes:

1 The research subcommittee also reports to the ACTSI and CCI steering committees

2 The Instructional Technology subcommittee receives and provides input into Library governance structures

| Executive governance, funding bodies and processes | IT-specific governance, funding bodies and processes |

- IT Steering Committee
  - Chaired by VP for IT
- EHC IT Steering Committee
  - Co-Chaired by EHC CIO and VP for IT
- Human Resources
- Research
  - Research Administration
- Technology Infrastructure
- Instructional Technology
- Student Services
- Finance
- Development and University Relations
- Annual Budget Business Case Process
- New Request Business Case Process
- Business Case Template
Assessment Phase

- President Wagner has approved the report and we have now started our six month assessment phase, focused on:
  - Identifying customer-facing service improvements
  - Reviewing internal IT process improvements that will reduce duplication and create efficiencies that can be reinvested
  - Documenting the IT spend in SOM departments
  - Preparing documentation for the FY12 budget cycle
IT Planning Retreat (July 12)

- Identified focal areas and working groups
  - Identity Management (simplify access; single sign-on)
  - Collaboration (document sharing, wikis, Sharepoint)
  - Help Desk
  - Desktop Management
  - Data Management
  - Network Zone Simplification
  - Architecture/Security Reviews
  - Data Integration

- Agreement that multi-channel communication plan must be a priority
Summary

• The organizational and governance changes outlined in the IT Recommendations report will better align IT with the multiple-mission nature of the institution and will improve the stewardship of our IT expenditures
• Combined with an appropriate level of investment, IT will be poised to realize its full potential
Exchange 2010 Project

Jay Flanagan
Felicia Bianchi
He got an e-mail that was actually work related... the shock was too much...
Monthly Updates

- CAS VIP Upgrade Detail Q&A Meeting
  - Reviewed issues and discussed
- ENID Code Update part one Aug. 14
- EAS Update
- Volunteers
  - Need your names
- Eagle users – may be as early as October
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:
- System Modifications Based on test results
- Move accounts with no Modular Messaging
- Move accounts with Modular Messaging

Dec/Jan11:

Feb/Mar:
- General move and Project close

Apr/May:
Questions
Eagle Mail Decommission

Or I am finally going to the big roost in the sky.....

Jay Flanagan
Eagle Mail Decommission

Eagle is Dead, Long Live Eagle
Project Update

• Deleted initial accounts that could be deleted – over 20k+ accounts since last November
  – Regular delete processes
  – Review and deletion of forwarding users
  – Lack of use
Eagle Mail Decommission

Project Update

• Meeting with schools and departments
• Migrated over 500+ accounts to Exchange and deleted the corresponding Eagle accounts
Accounts Still in Eagle

- Current total is 10,552
- An estimated 3000+ accounts to be deleted during the fall delete process
- Leaving approximately ‘7,552’ left
Questions
Discussion on Removing External Authenticated SMTP

Jay Flanagan
David Gottschalk
Graham Wells
Ext. Authenticated SMTP
External Authenticated SMTP (SSL/TLS encrypted)

- **EXTERNAL**
  - Internet SMTP Clients
  - SSL/TLS Authenticated SMTP Traffic
    - SSL – port 465
    - TLS – port 587
  - F5 Load Balancer

- **Internal**
  - On-Campus Mail Systems (Exchange, Learnlink, Eagle, etc)
  - Emory Email Traffic
  - Non-Emory Email Traffic

- **External**
  - On Campus SMTP Clients

**Color Coding**:
- Red: External SMTP Traffic to be shutdown
- Blue: SMTP TLS/SSL email traffic
- Green: Internal SMTP Traffic
- Black: External SMTP Traffic
Ext. Authenticated SMTP

• **How does it work?**
  – Can be accessed both internally and externally
  – Allows users who are roaming to send email regardless of physical location
  – Users can send mail as long as they authenticate with their NetID and Password
  – Once authenticated they can send encrypted mail via the SSL (port 465) or the TLS (port 587) via smtp.service.emory.edu
• **Why shut this service down?**
  
  – It is important to note that this service is only being shut down for users accessing from the Internet.
  
  – To prevent this service from being compromised by hackers as it is exposed directly to the Internet and presents a risk.
  
  – Phishers have used this service from the Internet to send out large amounts of spam.
  
  – Our email reputation is hurt on the Internet, and disrupts service for all of Emory (we are often blacklisted by major email domains, Gmail, Hotmail, etc.)
• **What are alternatives?**
  
  – Non-IMAP Exchange User’s are not affected
  
  – Users will be able to still access this service from Emory’s networks, and if they are connected to the VPN.
  
  – Users who are using this service can alternatively use their ISP’s relay
    • Contact ISP to determine relay
    • Reconfigure mail client to use provided relay
  
  – Some email providers allow authenticated SMTP from anywhere
    • Sign up for account
    • Determine relay server address
    • Reconfigure mail client to use provided relay
Questions
Thank you for