



# IT Briefing

9/16/10



## Agenda

- SMCC – Config Mgmt
- SMCC – Incident Mgmt
- Exchange / Eagle Update
- Phone Ownership
- Security Update
- Luciano Dalla Venezia
- Tiffany Kady
- Jay Flanagan/Felicia Bianchi
- Graydon Kirk
- Brad Judy



# Service Management Competency Center (SMCC)

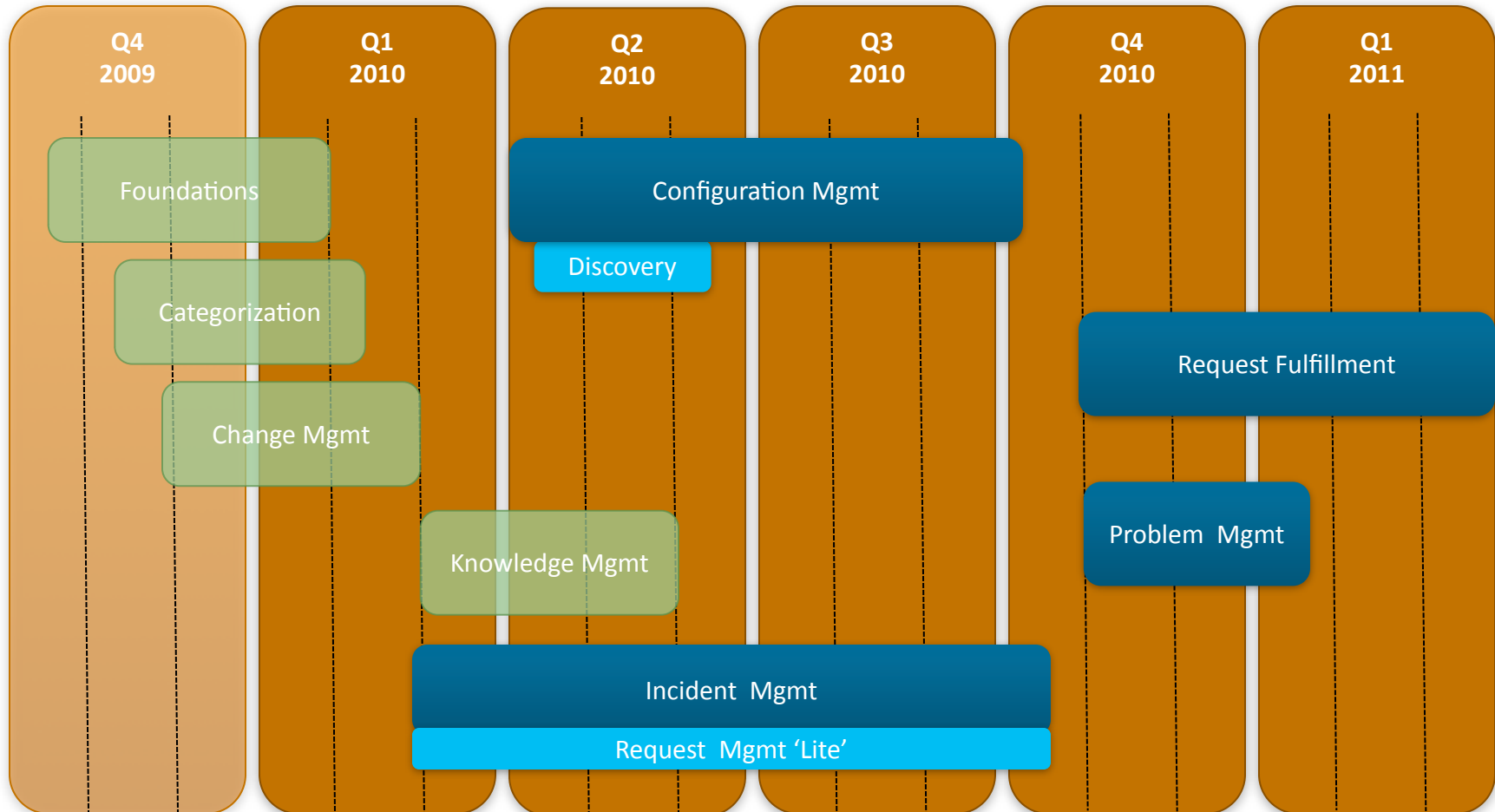
Luciano Dalla Venezia

Tiffany Kady

# SMCC Update



## IT Service Management: Road Map – August 2010



## Configuration Management

- **Discovery**
  - Tested Discovery on 5 Windows and 5 Unix Servers
  - Performance is good: Network, Server & Applications
- **Full Discovery on Service-now Test instance performed on 9/11**
  - Discovered more CI's than anticipated
  - Generated huge volume of emails to ListServ which interrupted service
- **Next Steps**
  - Disabled a number of unnecessary probes
  - Test Discovery on 5 Windows and 5 Unix Servers
  - Submit change to re-run full Discovery

## Configuration Management

- **Current Activities**
  - Config Testing and bug fixes
  - Developing Training Material
  - Gathering Generic CI's and relationships
  - Integration Testing
    - Test the changes to change management
    - Test functionality of Config within Change Management
- **Next Steps**
  - Training
  - Update Change Management Documentation

## Incident Management

- Request Lite:
  - 7 custom developed forms use Request Module
  - All other requests in the Incident Module with “Type”=Request
- Current Activities
  - Routing Rules
  - Self-Service
  - Training
  - Integration Testing
    - Test the Incident Management to Change management
    - Test functionality of Config within Incident Management
    - Test functionality of Knowledge Management within Incident Management

## Incident Management

- Next Steps
  - Train Service Desk
  - Begin Pilot #1
- Service-now Incident Management Tool Overview
  - Tasking
  - On Behalf Of
  - Sticky Notes vs. Special Instructions
- DEMO





# Questions

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# Exchange 2010 Project

Jay Flanagan

Felicia Bianchi

# Exchange 2010



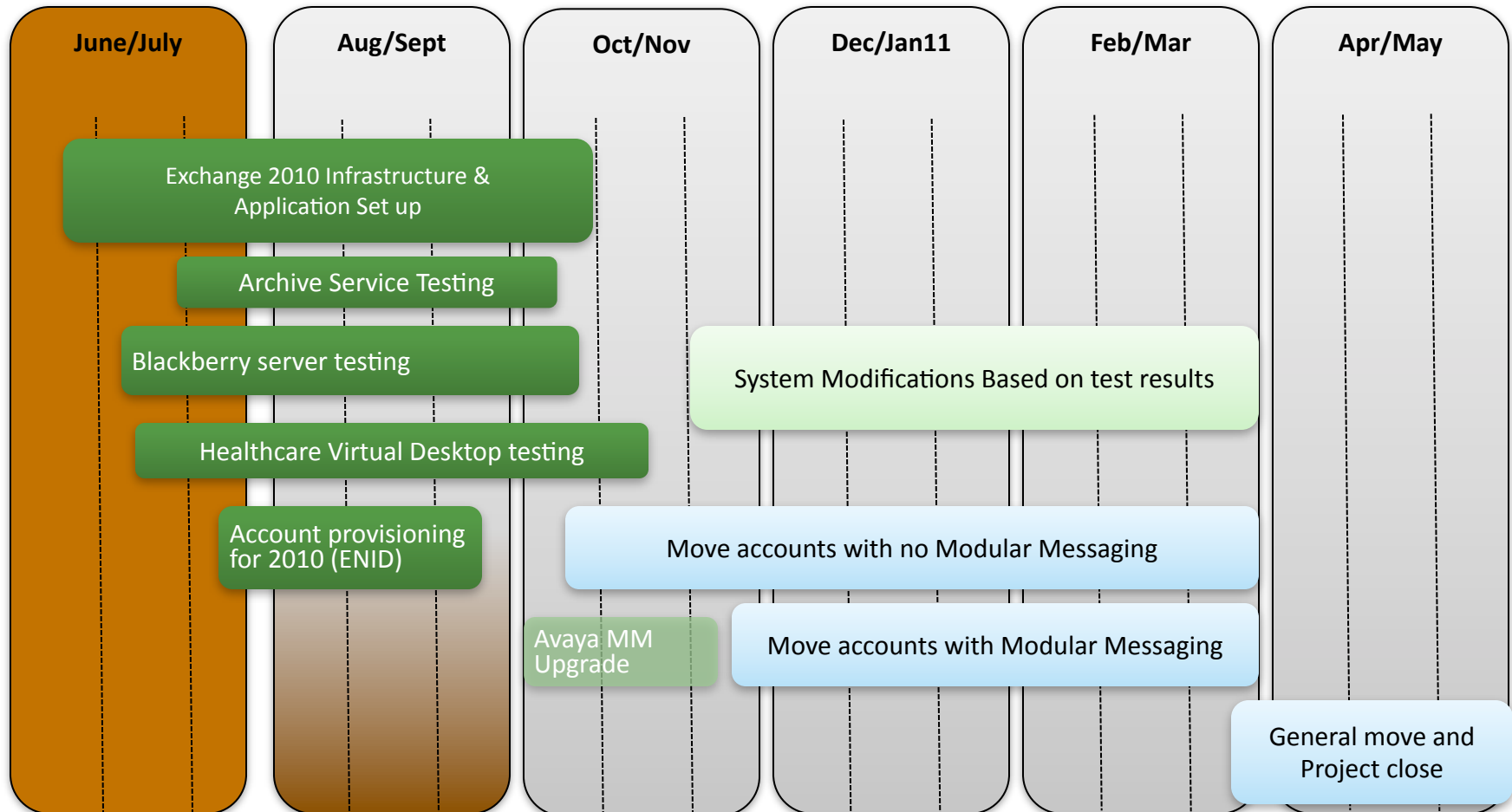


- **Monthly Updates**

- First set of redundant mailbox servers complete
  - 2 real users on system – James and Greg
  - Jay, Felicia and other Email Team members going next
- EHC VDT testing in progress
- Security Review completed and approved
- ENID updates complete
- BES testing in final stages

- **Archiving Update**
  - Autonomy and Capax on site
  - Implemented and tested OWA for 2010
  - Working, but a few bugs which are being reviewed by vendor developers
  - Still waiting on client code from Autonomy, hope to have it next week
- **Unstubbing**
  - Testing has completed – one issue which is being worked on with the vendor
  - Will be unable to unstub everyone in 2007, but will look to do so in 2010.

## High level schedule





# Questions



# Phone Ownership

Graydon Kirk

UTS PMO Project Manager





- Project origin and charge
- What is staying the same?
- What is changing?
- Q&A



- 3/5/10 Admin Review – Fall 2009
- Included in OIT FY11 budget presentation
- Removed lease rate on 9/10/10

# What is staying the same?



- Customers will still place orders and submit trouble tickets
- Same UTS Coordinators will ensure phones are compatible and meet your needs
- Same UTS Technicians will prep, deliver, install and repair phones
- Phones still have 1-year warranty
- Dial tone charges

# What is changing?



## Customers' recurring monthly charges

### Today

- Dial tone rate      \$30.50
- Lease rate      \*varies

### Tomorrow

- Dial tone rate      \$30.50

\* Current leases run between \$0.85 and \$7.65 depending on phone type. Lease rate was cost of phone spread across four years.

**This reduction represents \$1M annually across the enterprise**



## Customers now own phones so...

- Incentive to keep phones for 4+ years
- Pay to replace broken phones\*
- Plan for/fund future needs
- Soon, an easier user interface for customers to order phones

\* Assuming problem is the phone AND warranty expired



**Substantial cost savings  
over time with no  
significant change in  
support processes**



# Questions



# Phone Ownership

Graydon Kirk

UTS PMO Project Manager



# Security Update



EMORY  
UNIVERSITY

University  
Technology Services



# Questions



# Thank you for coming!

*Thank  
You*