11/18/10

Agenda

- Exchange/Eagle/Hosted Paging Update
- Semantic Endpoint Migration
- Service-now Update
- Security Update

- Jay Flanagan/Felicia Bianchi
  - John Wilson
  - Farah Remtulla
  - Brad Judy
Exchange 2010 Project

Jay Flanagan
Felicia Bianchi
“We need to attract young engineers to take the place of upcoming retirees. My grandkids keep talking about something called a We(¿), their facebook pages and following tweets. As near as I can tell, we need to figure out who ‘we’ are, get that book, and start bird watching.”
• Monthly Updates
  – Over 500 accounts on 2010
  – All of UTS / OIT moved (*EHC IS is being prepped right now)
  – After Thanksgiving break will move some larger groups
  – Continue to move selected Local-I and other key people
  – EHCOWA redirect on 11/7 had no issues
• Open Issues
  – Avaya – cannot move or change Modular Messaging settings but still get the voice mail
    • Testing the Beta Avaya update
  – Archiving – Old client works with Outlook 2007.
  – MAC (shared folder/calendar access)
  – EAS OWA – No toolbar as of yet
  – Unstubbing in 2010
Mailbox Move

• **Process**
  – Pre-copy data
  – Flip takes a minute (who wants to go now? 😊)

• **General experience**
  – No major issues
  – May need to close outlook / force client to re-autodiscover

• **New OWA**
  – More features (eg. shared calendars!) and compatibility with Firefox/Safari
Exchange 2010

High level schedule - November

- **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**
  - Move accounts OIT and Local -l
  - Avaya MM Upgrade

- **Oct/Nov**
  - System Modifications Based on test results

- **Dec/Jan11**
  - Move blocks of accounts
  - Eagle Migrations

- **Feb/Mar**

- **Apr/May**
  - Project close
Eagle Decommm Project

Jay Flanagan
Eagle Decommm

• Latest Info:
  – There are 8200+ accounts still on Eagle
  – We continue to work with schools and departments to prepare for moving users
  – Over 1200+ students will be disabled/deleted next month (accounts are already going to Learnlink)
  – Communicating with another 800+ grad students about their accounts
  – Rest of users will begin moving in late December / early January
Why the delay?
- Exchange 2007 built for 24,000 users
- Currently over 30,000 on system
- Project team will move users in blocks from 2007 to 2010
- Tracking database free space
- As more databases become available, space will be freed up to begin moving Eagle users to 2010
Questions
Hosted Paging Project

Jay Flanagan
IM SORRY, CAN YOU EXCUSE ME A MOMENT? I'M BEING OUIJAED...
Hosted Paging

- Current system is unstable
- Interim solution before moving to Page to Cell
- Customer costs reduced
- Would allow groups to keep pagers if necessary
- Vendor hosts the infrastructure
- Additional transmitters for better coverage
Hosted Paging

- Hosted Paging Main Web Page:
  - http://it.emory.edu/showdoc.cfm?docid=14049
- Transition to the new pagers beginning this week
- Wesley Woods and EUOSH are the first to swap
- Complete Schedule can be found at:
  - http://it.emory.edu/showdoc.cfm?docid=14169
- Schedule will run through middle of January
- Turn off old system and complete project beginning of February
Symantec Endpoint Protection 11

John Wilson
Migration History
Server Updates

- Jul 2009 Initial install SEP11 mr4mp2
- Oct 2009 Update to SEP11 ru5
- Apr 2010 Update to SEP11 ru6a
- Oct 2010 Update to SEP11 ru6mp1
Symantec AntiVirus 10 Status

- Retiring Symantec Antivirus 10 Server (Wolf-vm)
- Our goal, communicated in February, was to have everyone off this server by Aug 31, 2010
- Dec 30, 2010 - Turning off all external Internet access to SAV 10 (Wolf-vm)
- Jan 31, 2011 - Turn off for internal use except for special circumstances with approval.
Communication

- DeskNet
- IT Briefing
- Local-L

Application Notification:
- Your virus definitions are currently out of date. Emory is phasing out Symantec Antivirus 10. Please remove this software and install Symantec Endpoint Protection 11 for ongoing updates (http://it.emory.edu/catalog/virus_management/). You may contact the OIT Service Desk at 404-727-7777 or your departmental Local Support on how to update them.

- If you are no longer affiliated with Emory, please find an alternate antivirus program like Microsoft Security Essentials.
Questions
Incident Management Update

Farah Remtulla
...here are the procedures we produced for you....

Throwing solutions over the wall and HOPING people will use them
Incident Management

- Created 4280 Service Requests
  - Resolved 3451
Incident Management

• Created 4280 Service Requests
  – Resolved 3451

• Created 2262 Incidents
  – Resolved 1581
Incident Management

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- Collected 71 Product Backlog Items
Incident Management

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  – Resolved 3451

• Created 2262 Incidents
  – Resolved 1581

• Collected 71 Product Backlog Items

• And a partridge in a pear tree?
Questions
Information Security Update

Brad Judy
USB thumbdrives and sensitive info

Dec: TBD
Rogue Wireless
Rogue Wireless

• How many wireless “rogue” access points, not including ResNet?
Rogue Wireless

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- ~63
Rogue Wireless

- How many wireless “rogue” access points, not including ResNet?
  - ~63
- How many in ResNet?
Rogue Wireless

- How many wireless “rogue” access points, not including ResNet?
  - ~63

- How many in ResNet?
  - ~10
Questions
Thank you for coming!

Thank you