IT Briefing

12/16/10
Agenda

- Exchange 2010 Update
- OIT Shopping Cart Update
- Service-now Update
- Mainframe Decommissioning
- Security Update

- Jay Flanagan/Felicia Bianchi
- Jerry Mathis
- Farah Remtulla
- Graydon Kirk
- Brad Judy
Exchange 2010 Project

Jay Flanagan
Felicia Bianchi
"I was close to a breakthrough when the grant money ran out."

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phone: 216.371.8600 / email: ft@funnytimes.com
Monthly Updates

- Over 800 accounts on 2010
- All of UTS / OIT moved including EHC IS
- Other groups
  - Theology
  - Pathology
- Need to Move all Local Support - NOW
- In January:
  - GBS
  - Oxford
Open Issues

– Archiving
  • EAS OWA – No toolbar as of yet
    – Vendor is working with Microsoft
  • Unstubbing in 2010

– Avaya
  • Complete and working
Mailbox Move

- **Process**
  - Pre-copy data
  - Flip takes a minute
  - All of LS should be on 2010
    - Contact us ASAP to move

- **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 - December

**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

**Oct/Nov**
- Move blocks of accounts

**Dec/Jan11**
- System Modifications Based on test results
- Avaya MM Upgrade

**Feb/Mar**
- Eagle Migrations

**Apr/May**
- Project close
Exchange 2010

Questions
OIT Shopping Cart & Billing Portal

Jerry Mathis
UTS Coordinator
Services
OIT Shopping Cart

- Enables Customers to Order Products & Services in the Service Catalog via Web

- Improved and Enhanced Customer Experience

- Customers see charges as they order

- Elimination of Lotus Notes for UTS Service Requests
IT Service Request

Use the links below to request OIT services. If you need assistance or would like to speak to a representative to discuss your needs, please call 404-727-7777.

- **Information Technology Support Request**
  Submit an incident or request for work.

- **EHC: Pager Requests**
  Call 8-HELP (404-778-4357) for assistance with pager requests.

- **Long Distance Authorization Code & Calling Card Requests**
  Request an authorization code or deactivate an existing one, or request a calling card.

- **Phone, Data and other OIT Billable Requests**
  Submit a new request or change of service for phone, data, wireless, or to view the status of an existing request.

- **Student Communication Service Requests**
  Information on how to request additional data and/or voice line, long distance authorization code or HBO service; pricing is included on form.
## OIT Shopping Cart

### Service Request Catalog
(dollar signs indicate a billable service)

<table>
<thead>
<tr>
<th>Domain Name Services</th>
<th>Student Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>DNS and Static IP: Create Request</td>
<td>iTunesU: Public Collection Request</td>
</tr>
<tr>
<td>Automated Exchange Forwarding: Configuration Request</td>
<td>LearnLink: Account Request</td>
</tr>
<tr>
<td>BlackBerry Enterprise Server: Activation Request</td>
<td></td>
</tr>
<tr>
<td>BlackBerry Enterprise Server: Deactivation Request</td>
<td></td>
</tr>
<tr>
<td>Premium Exchange: Account Request</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Enterprise Email</th>
<th>Student Computer Support</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Clean Room: Equipment Check-in</td>
</tr>
<tr>
<td>Call Center: Agent Login ID Request</td>
<td></td>
</tr>
<tr>
<td>Call Center: Menu/Phone Tree Request</td>
<td></td>
</tr>
<tr>
<td>Call Center: Reporting Request</td>
<td></td>
</tr>
<tr>
<td>Phone: Add Feature Request</td>
<td></td>
</tr>
<tr>
<td>Phone: Change Existing Service</td>
<td></td>
</tr>
<tr>
<td>Phone: Disconnect Existing Service</td>
<td></td>
</tr>
<tr>
<td>Phone: Move Existing Service</td>
<td></td>
</tr>
<tr>
<td>Phone: New Service Request</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Enterprise Storage</th>
<th>Telephone Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust Storage: Provision Request</td>
<td>Call Center: Agent Login ID Request</td>
</tr>
<tr>
<td>Network: Activate Existing Jack</td>
<td>$ Call Center: Agent Login ID Request</td>
</tr>
<tr>
<td>Network: Deactivate Data Jack</td>
<td>$ Call Center: Menu/Phone Tree Request</td>
</tr>
<tr>
<td>Network: Install and Activate Data Jack</td>
<td>$ Call Center: Reporting Request</td>
</tr>
<tr>
<td></td>
<td>$ Phone: Add Feature Request</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Internet / Data Network</th>
<th>Wireless / EmoryUnplugged</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network: Create Existing Jack</td>
<td>Wireless: Access Point Request (802.11b/g - Emory Healthcare only)</td>
</tr>
<tr>
<td>Network: Deactivate Data Jack</td>
<td>Wireless: Access Point Request (802.11n)</td>
</tr>
<tr>
<td>Network: Install and Activate Data Jack</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Network Account</th>
<th>For all other requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sponsored: Account Request</td>
<td>Generic Service Request</td>
</tr>
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</table>
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### Helpful Tips
- Only one SmartKey can be used per Shopping Cart.
- Phone items are categorized by telephone system (Avaya or Nortel). To determine which system you are using, dial 7-0900 from your on-campus phone.
- Pop-Ups will need to be allowed for this site.

### BlackBerry Support
- Data Network Connections *
- Memos, Call Center & Agents *
- Phone - Add, Change, Move *
- Phone - Disconnect
- Phone - Other (EC500, Voicemail ...) *
- Trusted Storage
- Virtual Server (VM)
- Wireless Data (Emory Unplugged) *

* sub categories exist

NOTE: Once you have completed shopping, VIEW CART and proceed with CHECKOUT.
## OIT Shopping Cart

### Helpful Tips
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### Analog/SINGLE-Line

<table>
<thead>
<tr>
<th>Qty</th>
<th>Products</th>
<th>Recurring Amount</th>
<th>One Time Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Install 6211 Analog Phone (Jack Available)</strong></td>
<td>$30.50</td>
<td>$116.00</td>
</tr>
<tr>
<td></td>
<td>You must have an existing Voice Jack for this item. BEFORE ADDING, Choose VOICEMAIL option in Sub-Items. *As of 9/1/2010, customers are responsible for purchase of their phone set. See Sub-Items for ONE-TIME Charge details, including the set.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td><strong>Install 6211 Analog Phone (Wiring Needed)</strong></td>
<td>$30.50</td>
<td>$311.00</td>
</tr>
<tr>
<td></td>
<td>Install wiring for new Voice Jack and activate extension. BEFORE ADDING, Choose VOICEMAIL option in Sub-Items. *As of 9/1/2010, customers are responsible for purchase of their phone set. See Sub-Items for ONE-TIME Charge details, including the set.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td><strong>Install Analog Phone w/Caller ID (Jack Available)</strong></td>
<td>$30.50</td>
<td>$165.00</td>
</tr>
<tr>
<td></td>
<td>You must have an existing Voice Jack for this item. BEFORE ADDING, Choose VOICEMAIL option in Sub-Items. *As of 9/1/2010, customers are responsible for purchase of their phone set. See Sub-Items for ONE-TIME Charge details, including the set.</td>
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Questions
Service-now Update

Farah Remtulla
'Twas the month after the big rollout of Service-now,
'Twas the month after the big rollout of Service-now,
Not an IM Working Group member was stirring, they simply said ‘wow’;
'Twas the month after the big rollout of Service-now,
Not an IM Working Group member was stirring, they simply said ‘wow’;
The quick reference guides were hung by cubicles with care,
And Al with his 'kerchief, and Marshall and his cap,
And Al with his 'kerchief, and Marshall and his cap,

Pondered settling down for a long winter's nap,
And Al with his 'kerchief, and Marshall and his cap,

Pondered settling down for a long winter's nap,

When in the ITSMO queue there arose such a clatter,
The thought of cloning all the environments before we grow
The thought of cloning all the environments before we grow

Gave the luster of hope to decrease the MTTR of SN Incidents and Service Requests for which resolution has seemed slow,
We’re still working on the data dictionary, and we know it’s kind of lame,
We’re still working on the data dictionary, and we know it’s kind of lame,

But we still whistle, and shout, and call you by name;
As dry leaves that before the wild hurricane fly,
As dry leaves that before the wild hurricane fly,

When they meet with an obstacle, mount to the sky,
As dry leaves that before the wild hurricane fly,

When they meet with an obstacle, mount to the sky,

So deep into the system the developers they flew,
As new SMCC recharges, we will be turning them around,
As new SMCC recharges, we will be turning them around,

Down a release cycle these features will come with a bound.
As new SMCC recharges, we will be turning them around,

Down a release cycle these features will come with a bound.

Alas, don’t fret, be nice to the Service Owner,
His eyes -- how they twinkle! his dimples how merry!
His eyes -- how they twinkle! his dimples how merry!

His cheeks are like roses, his nose like a cherry!
His eyes -- how they twinkle! his dimples how merry!

His cheeks are like roses, his nose like a cherry!

He may not speak so many words, but has gone straight to work,
“Seasons Greetings to all, and to all a good-night.”
Questions
University Mainframe Decommissioning

Graydon Kirk, UTS PMO
Decommissioning Overview

- **What?** The University portion of the mainframe is being discontinued/decommissioned.
- **Why?**
  - Usage is Diminishing
  - Compass is On-line & FAS Data is Becoming Dated
  - University Savings Moving From the Mainframe
- **When?**
  - COB, Wednesday, December 29, 2010
  - Consider ALL Applications Pulled Directly from the Mainframe As Gone FOREVER
Web Available Financial Resources

• Historical data is still available via the Emory Finance website (www.finance.emory.edu) at the following locations:

  • AMO 90/91 reports for the years 2003-2009 are available through the Reporting tab of the Finance website. Go to Reporting > AMO 90/91 Historical Reports or click the following link: https://www.finance.emory.edu/home/reports/AMO_reports/index.html

  • On the Emory Finance home page in the Finance Shortcuts box, click FY09 and Prior Data or use this link:
    • https://www.finance.emory.edu/home/historical_data/index.html to see links to account review, payment inquiry data, and other historical data.

  • Also in the Finance Shortcuts box on the Emory Finance home page, you can go directly to account review data by clicking the Account Review link.
Controller’s Additional Resources

• The Emory Data Warehouse is remaining intact!!

• FAS File Conversions Were Done For Fiscal Year-Ends, 1990 – 2009; PDF, Text & Transaction History Files + Reports: AM090/091, AM062, AM094 & AM095. For FYE 1986 – 1989, the above reports are available.

• Microfiche Are Available for Every Month 1987, 1990 – 2000. There are some missing months for FY88 & 89.
Accounts Payable Additional Resources

• Fiscal Year-Ends 2000 – 2009
  • Voucher, Vendor & Check Register Files Converted

• Calendar Year-Ends 1999 – 2008
  – Voucher, Vendor & Check Register Files Converted
Communications Contacts

- If you have questions about the Accounting data available or the mainframe decommissioning, please contact:
  - Controller’s Office: Nancy Mears at nmears@emory.edu
  - Graydon Kirk at gkirk@emory.edu or,
  - David Miller at david.miller@emory.edu.
Questions
Information Security Update

Brad Judy
General HIPAA message

Annual message covering required HIPAA awareness elements
Reputation-based alerts

New IPS feature

- 3.5 million hits in the last month
Questions
Thank you for coming!