Agenda

- Exchange 2010 Update
- Eagle Mail Update
- Service-now Update
- SMCC Update
- Symantec Upgrade
- Shibboleth Update
- Security Update
- PCI Project Awareness

- Jay Flanagan
- Jay Flanagan
- John Wilson
- Luciano Dalla Venezia
- Tom Armour
- Elliot Kendall
- Brad Judy
- Brad Judy & Graydon Kirk
Exchange 2010 Project

Jay Flanagan
SLOW INTERNET CONNECTION!
THEY THOUGHT OF EVERYTHING!
Monthly Updates

– Over 1200+ accounts on 2010
  • Local Support
  • College
  • Nursing
  • Pathology

– In February:
  • GBS
  • Oxford
  • SPH
Exchange 2010

Open Issues

– Archiving
  • EAS OWA – Close
    – Search issue fixed
    – Another issue was exposed
  • Unstubbing in 2010
    – Continuing to work with the vendor

– Eagle Migrations/Moves
  • First test accounts complete

– Creation of new Exchange accounts on 2010
  • Work is in process and will begin soon at a date to be determined
High level schedule - January

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

**Sept/Oct**
- Move accounts OIT and Local-L
- Avaya MM Upgrade

**Dec/Jan11**
- System Modifications Based on test results
- Load test 3000 accounts

**Feb/Mar**
- General move
- Move Eagle Accounts

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

Questions
Eagle Decommission Project

Jay Flanagan
Eagle Decommission

Eagle is going away!

SO LONG EMORY
Latest Info:

- 5600 accounts still to move off of Eagle Mail
- Continue to work with schools and departments to move accounts
- The Exchange Team has set up specific servers for the purpose of moving Eagle users to Exchange 2010
  - Completed this past week
  - Currently running initial tests
  - After initial testing the first groups to move will be the College and Pathology
The Process

- Migrate Eagle users to the Exchange 2007 Special Servers
- Work with Local Support to make sure all user data was migrated
  - This step is important as once the user is moved to Exchange 2010, any data not migrated from Eagle will need to be moved to Exchange 2010 manually
- Move users to Exchange 2010
- Archiving is not a factor while users are on 2007; they will be archived when moved to 2010
Service-now Update

John Wilson
Update – *Select Highlights*

Making Progress…

– Resolved/Closed 144 SN incidents since 11/5/2010
– As of 12/19 – 9 Incidents remain
### Old page

**Major Incident Notifications**

**ACTIVE ALERTS**

<table>
<thead>
<tr>
<th>Service List</th>
<th>Date</th>
<th>Incident Number</th>
<th>Short Description</th>
<th>Last Update</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2011-01-19</td>
<td>INC764313</td>
<td>MIN -Control-M abend null null</td>
<td></td>
</tr>
</tbody>
</table>

**RECENTLY CLOSED ALERTS**

<table>
<thead>
<tr>
<th>Service List</th>
<th>Date</th>
<th>Incident Number</th>
<th>Short Description</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
## Major Incident Notifications

### ACTIVE ALERTS

<table>
<thead>
<tr>
<th>Service(s) Impacted</th>
<th>Date</th>
<th>Incident</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Service Management</td>
<td>2010-12-28 10:23 AM</td>
<td>INC522536</td>
<td>Testing MIN's again on DEV, part deux</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Priority: 4 - Low</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Impact Details</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Features Unavailable:</strong> Printing</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Locations Affected:</strong> My computer</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Users Affected:</strong> Me</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Latest Update</strong> 2010-12-28 10:34 AM Checking print function</td>
</tr>
<tr>
<td>Room and Space Management</td>
<td>2010-12-28 09:42 AM</td>
<td>INC522534</td>
<td>Testing MIN updates in Dev1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Priority: 5 - Planning</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Impact Details</strong></td>
</tr>
<tr>
<td>Digital Media Gallery</td>
<td>2010-12-19 04:50 AM</td>
<td>INC519479</td>
<td>MIN - Luna insight digital media gallery is currently unavailable</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Priority: 3 - Moderate</strong></td>
</tr>
<tr>
<td>IPS</td>
<td>2010-12-15 12:32 PM</td>
<td>INC476459</td>
<td>FYI - Decommission of the old Intrusion Prevention (IPS) units that are monitoring the ResNet links.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Priority: 1 - Critical</strong></td>
</tr>
<tr>
<td>IT Service Management</td>
<td>2010-11-01 01:10 PM</td>
<td>INC019040</td>
<td>FYI - IT Service Management</td>
</tr>
</tbody>
</table>
Service-now

- **System Performance**
  - Issue to be resolved in Winter 2011 release (February)

- **Service-now Outage – 1/14** (INC717395, INT1873905)
  - Down for about 40 minutes
  - 18% of SN customers affected
  - Root Cause – duplicate IP address on SN proxy server
  - Silver Lining: Communication with the vendor was very good

- **What’s next?**
  - SLA rewrite
  - Prioritized backlog
  - Additional training - reporting
Questions
Service Management Competency Center (SMCC)

Luciano Dalla Venezia
SMCC Update

Year in review

• SMCC was formed around 1 year ago
• Modules that have gone live in Service-now:
  • Change Management
  • Knowledge Management
  • Incident Management
• Time to renew membership
SMCC Update

Steering Body Members

- Mark Conde, School of Public Health
- Chuck Elliott, School of Medicine
- John Ellis, UTS
- Carole Meyers, Emory College
- Ginger Kane, DAR
SMCC Update

SMCC Members

- Amir Ali, UTS
- Sharon Gregory, UTS
- José Rodriguez, UTS
- Tiffany Kady, School of Public Health
- Danon Vaughn, DAR
- Laura Pokalsky, Emory College
- Joel Thomas, School of Medicine
Non-voting SMCC Members

Represented by the UTS IT Service Management Office and the Service-now Service owner

- Enid Britton, UTS-ITSMO
- Farah Remtulla, UTS-ITSMO
- Luciano Dalla Venezia, UTS-ITSMO
- John Wilson, UTS-Business Systems
SMCC Update

Questions

smcc@emory.edu
Symantec Endpoint Protection 11

Tom Armour
Migration History
SEP 11 Upgrade

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 - turned off all external Internet access to SAV 10 (Wolf-vm) (DONE)
- Jan 31, 2011 - turning off for internal use
Communication

- DeskNet
- IT Briefing
- Local-L
- Application Notification: (What we Wanted)
  - 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.
SEP 11 Upgrade

Communication

• Technical issue with software
  – SAV can only display 5 lines of 50 characters each, so we had to re-work the message

• Application Notice (Actually used)
  – SAV 10 is being phased out (updates stop 12-31-2010 off-campus; 1-31-2011 on-campus). Please install SEP 11 for ongoing updates http://software.emory.edu/ Service Desk 404 727 7777. Non Emory affiliated users, please use an alternate AV program.
Questions
Emory Login
AKA Shibboleth

Elliot Kendall
What’s that, again?

Emory Login (Shibboleth)

- Web single sign-on
- Strong OIT support for wide adoption
- Federated sign-on across institutions
- Easy to use – UTS will provide simple instructions
- Delegated access control
- A single shared login page for all apps
- De-facto higher ed standard
- Free and open source
Current Emory Login apps

- UTS Web Hosting (includes many other apps)
- OIT Wiki
- Emory Blogs
The story so far

Coming soon

• Cayuse
• Service-now
• Gartner access
• Software Express
• Mysoft Shopping Cart
• Educause
• Internet2 wiki
• [your app here]
How do I get it?

UTS Web Hosting

• Built-in support! Very easy to use
• Usual method with .htaccess
• Can limit access to certain NetIDs, or all Emory users

• For more details, search Knowledge Base (it.emory.edu/kb) for “Password protecting”
Non UTS hosted

• Install some software on your server (Apache or IIS – Java and others possible but trickier)
• Fill out some forms
• Email us
• We configure some things on our end

• For more details, search Knowledge Base (it.emory.edu/kb) for “Shibboleth”
How do I get it?

Vendor-hosted apps

• Ask if vendor supports Shibboleth or SAML
• If so, have the vendor contact webgroup@emory.edu
Outstanding issues

Single sign-out

• Not currently supported – “close your browser”

• May be in a limited form in future

• For high-security apps, can require re-authentication
A new standard

UTS recommends Emory Login

- We recommend using whenever possible
- Direct LDAP connections discouraged
- Plan new apps accordingly
- Consider refitting old apps
Questions
Security Update

Brad Judy
External PCI Assessment Project
Brad Judy & Graydon Kirk
PCI = Payment Card Industry
Think: Payment Card Data Security

The keystone is the **PCI Data Security Standard (PCI DSS)**, which provides an actionable framework for developing a robust payment card data security process -- including prevention, detection and appropriate reaction to security incidents.

• PCI-DSS
  – Six categories with twelve sections
  – 200+ total items (only 26 apply to swipe-and-dial only merchants)
• Applies to all merchants and service providers, regardless of size
• All merchants must annually self-assess compliance or hire a third-party assessor
1. Build and Maintain a Secure Network
2. Protect Cardholder Data
3. Maintain a Vulnerability Management Program
4. Implement Strong Access Control Measures
5. Regularly Monitor and Test Networks
6. Maintain an Information Security Policy
Project W’s

• **What?** A project to assess our payment card practices and provide a roadmap to reach PCI DSS compliance and identify a vendor to do periodic security scans

• **Why?** Ensure compliance and provide for future security scans

• **When?** Anticipated completion timeline, ~4/30/11

• **Who?** Division of Finance, OIT Information Security, UTS PMO, EHC/TEC Finance & Information Services
• Obtain senior management’s formal organizational assignment of authority and responsibility for a PCI Compliance Program Enterprise-wide

• Identify and engage a PCI DSS Qualified Security Assessor (QSA) to Perform an Emory-wide (University and Healthcare) assessment of payment card processing operations of:
  – high risk computerized and outsourced credit card operations; and,
  – organizational knowledge and acceptance of PCI requirements; and,
  – current credit card processing policies, procedures and flows of debit and credit card transactions; and,
  – adherence to current PCI DSS compliance requirements by processing environments in order to;
  – produce a Gap Analysis and a Remediation Plan (for non-compliant environments).

• Identify and engage a PCI DSS Approved Scanning vendor (ASV) to perform periodic security scans to ensure on-going PCI compliance
Project Scope Exclusions

• Formal Report on Compliance.
• Penetration testing of networked systems.
• Social engineering testing.
• Evaluation of “swipe and dial” only merchants.
• Business Officers’ Forum Briefings – Jan 5th (more as needed)

• Division of Finance – Informational Emails
  – (Policies, Procedures, Organizational Decisions, etc.)

• Project Team - Targeted Merchant Contacts for Internal Assessments, Vendor Assessments, etc.
If you have questions about the *External PCI Assessment* project, please contact:

- **Finance:**
  - Michael Schiavoni @ mschiav@emory.edu
  - Kim Pate @ kimberly.pate@emory.edu

- **OIT Information Security:**
  - Brad Judy @ bjudy@emory.edu

- **UTS PMO:**
  - Graydon Kirk @ gkirk@emory.edu
Thank you for coming!