IT Briefing

4/21/11
Agenda

- Eagle Decommission
- Exchange 2010 Update
- SMCC Update
- Blackboard OPUS Integration
- ColdFusion 9 Upgrade
- VPN Replacement Project
- Security Update

- Jay Flanagan
- Jay Flanagan & Felicia Bianchi
- Luciano Dalla Venezia
- Kevin Chen & Trisha Wilson
- Gerry Hall
- Brad Judy
Eagle Decommission Project

Jay D. Flanagan
Questions
Exchange 2010 Project

Jay Flanagan
Felicia Bianchi
Monthly Updates

– Over 30,000+ accounts on 2010

– Pre-Copied rest of 2007 accounts in prep for moves on April 22\textsuperscript{nd}

– April 22\textsuperscript{nd} move all remaining accounts and resources from 2007 to 2010

– After April 22\textsuperscript{nd}
  
  • Decommissioning Exchange 2007 hardware
  • Returning Exchange 2007 storage
Exchange 2010

Open Issues

– Issue with HP Storage
  • Update

– OWA Attachment issue
  • Update
Exchange 2010

Questions
Service Management Competency Center (SMCC)

Luciano Dalla Venezia
SMCC Update

Service-now Update

• Release Schedule
  • Located on the SMCC website: smcc.emory.edu
  • Highlights:
    • Clones
    • Service-now updates
    • Sprints
    • Scheduled changes
Service-now Update

• Service Level Agreements (SLA)
  • Planning has begun, coding to begin soon
  • Functionality Provided:
    • Enforcement of SLAs between the customer and IT
    • Notifications based on predefined events
      • Service level approaching breach
      • Service level breach
Service-now Update

Top 10 Prioritized Product Backlog Items:

1. FEAT000079 - Re-write the content in the system generated emails sent to both Users and the technicians
2. FEAT000320 - Prevent resolution field from being populated unless incident state = resolved
3. FEAT000059 - The ability to differentiate between public vs. private knowledge articles on the article itself
4. FEAT000334 - Prevent incident state from being set to 'assigned' unless an assignee is populated
5. FEAT000282 - Create the ability to cancel a change
6. FEAT000058 - Integrate the CI Alias search with the CI search capability to reduce complexity
7. FEAT000256 - Create a notification when Incident Task is Completed
8. FEAT000283 - Build Change rejection workflow
9. FEAT000232 - Ability to identify temp workers (if data is available in ESD)
10. FEAT000319 - Update button should not be active unless data has been added or modified on a ticket
Recent Changes

- **Performance Changes**
  - Modified client scripts (on load, on change, on submit)
  - Implemented Winter2011 Release
  - Migrated application to new hardware
  - Upgrades to network infrastructure
  - Browser testing (IE 7,8,9, FF 3.x 4.0, Safari 5.x, Chrome 10)

- **Still Tuning**
  - Updated Person Data (location, middle name, dept, etc.)
  - Created ability to set Retired CI’s to unavailable
SMCC Update

How to submit information regarding performance?

• Submit an Incident and include:
  • Time of Day of occurrence
  • Browser and OS version
  • What action was being performed (e.g. logging in/categorizing/looking up people data
  • Performance Data shown below

![Performance Data Image]
SMCC Update

Product Backlog Process

- Process Overview
  Complete Process: classes.emory.edu → Service Management Competency Center → SMCC Operating Documents

- How to Submit a Product Backlog Item?

Item Submitted

Status Update

Top Priorities are

SMCC Prioritize

Process
Contact Us

- SMCC Website – smcc.emory.edu
- Updated Blackboard site – classes.emory.edu
  Service Management Competency Center
- Email: smcc@emory.edu

* Self-service improvements – please provide feedback
Questions

smcc@emory.edu
Blackboard OPUS Integration

Kevin Chen & Trisha Wilson
Agenda

• Introduction / Current Process
• Solution
• Project Team
• Benefits of Agile Development
• What’s Coming?
Introduction

• Blackboard Opus Integration
  ○ Automate course site provision & enrollment
  ○ PeopleSoft SA, ESD, self-service Course Merge Tool

• Blackboard:
  ○ Learning Management System
  ○ Course sites, learning content, etc.

• OPUS:
  ○ Online Pathway to University Students
  ○ PeopleSoft Student Administration (SA)
  ○ Student records, course catalog, enrollment, etc.
Current Process

- Blackboard course provision is a manual process
  - Faculty request site through online form
  - Bb Admin creates sites manually
  - Time consuming
  - Error prone

- File-based batch data feeds from OPUS and ESD to Blackboard – not real-time
Bb OPUS Integration

Solution

1. Auto provision Bb course site
2. Auto enrollment
3. Near real-time integration
4. Increased self-service for course combine
Project & Team

• Bb OPUS Project started Nov 2010
• Core Project Team
  ○ **PM:** Trisha Wilson
  ○ **Product Owner:** Sandra Butler
  ○ **Integration Development Team:** Elizabeth Bell, Kelly Bray, Kevin Chen, Mark Eisert, Julia Leon
  ○ **Integration Middleware Team:** Gerry Hall, John Wang
  ○ **OIT Architecture Team:** Tod Jackson
Agile Development

1. Promoted the following to PROD early:
   - Identity Service
   - Course copy/merge configuration
2. Better, more efficient teamwork -- people were able to fill in resource gaps
3. Enhanced Communication
4. QA – continuous testing and integration
Bb OPUS Integration

What’s coming…

• Go-live Date: May 9th, 2011

  Course shells will be auto-created on Bb
  Enrollment will be auto-updated in near real-time
  Courses will be enabled after enrollment window
  New Web Application will be deployed (Learning Management System (LMS) Extended Control Panel)
  BbAdmin and Faculty members manage iTunesU request, course merge/unmerge, and create development site

• Service Now CI:

  Report issues through LMS CI
ColdFusion 9 Upgrade

Gerry Hall
Why?

- CF7 is an older version of ColdFusion – NO Adobe support for CF7
- JRun versus JBOSS – JBOSS is more stable and therefore less prone to the issues we currently experience with JRun
- Adobe discontinued new feature development for Adobe® JRun™ software on September 1st, 2009
- 1:1 versus 1:Many – each site has its own JBOSS web app, with its own independent war file – if your application crashes, no other site or web app is affected
- Site administrators run their own site (data sources, sandbox) – [https://files.web.emory.edu/cf/](https://files.web.emory.edu/cf/)
How?

• Currently all CF7 sites have an accompanying CF9 instance already configured in Apache

• Test your site by appending 81 or 444 to the end of the URL – example:
  http://educate.emory.edu:81 or https://educate.emory.edu:444

• When ready to move, submit a Service-now ticket

• We submit a change request and switch the site to CF9

• You test and resolve any issues with our help – if the need arises, we can quickly switch back to CF7

• If you’re not using ColdFusion 9 and would like to be, please call 404-727-7777 or visit help.emory.edu
Known Issues

- PDF generation using the cfdocument tag does not function correctly in our ColdFusion 9 environment. Our PHP install does support PDF generation – we suggest using DOMPDF to achieve similar functionality in PHP.

- **Not sure if your site is using CF9?** Place the following code in a .cfm file on your site and view it in a web browser:
  
  ```cfoutput>#SERVER.ColdFusion.ProductVersion#</cfoutput>
ColdFusion 9 Upgrade

When?

• Change request submitted for 8 a.m. Monday, May 16, 2011

• ALL sites will be moved to CF9 on that date regardless of whether testing has been completed

• At that point, if something does not work, YOU will be responsible for resolving that issue
Questions
VPN Replacement Project

Brad Judy
VPN Replacement Project

New VPN in May

• New VPN product selected, purchased and configured
• Planned go live date: May 16th
• Will directly replace the existing vpn.emory.edu service on May 16th
• Still an F5 product, but different line with more capabilities
• VPN.service and Secure Remote will be retired at later dates (TBD)
Things to know

• iOS is supported (must be iOS 4.2.1 or later)
• Firefox 4 is supported
• Android is not supported yet (in the works)
• Menu of network choices will likely be gone (automatically connecting you to full authorized access)
• Will perform client security checks, but only logging results (in the future may be required for some zones)
Security Update

Brad Judy
Security Update

Awareness

• PhishMe awareness

• Key points
  – Not punitive
  – Not collecting passwords
  – Trying a different, in-context learning approach as phishing remains a problem
Global IT Security
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• 240
Global IT Security

- 240
- Countries in the world (using broad definition)
Global IT Security

- 240
- Countries in the world (using broad definition)
- 180
Global IT Security

• 240 Countries in the world (using broad definition)
• 180 Countries accessing Emory web hosting in 24 hours
Global IT Security

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Global IT Security

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- 163
- Countries trying to be contacted in 24 hours by a single client using P2P software
Global IT Security

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- 180 Countries accessing Emory web hosting in 24 hours
- 163 Countries trying to be contacted in 24 hours by a single client using P2P software
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Global IT Security

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- Countries from which people have reset their passwords via ENID in past two months
Global IT Security

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Global IT Security

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- Countries from which compromised accounts have logged into VPN (vast majority from China)
Thank you for coming!