



EMORY
UNIVERSITY

University
Technology Services

IT Briefing

7/21/11



Agenda

- Security Update
- PeopleSoft HR Upgrade Project
- Barnes & Noble Computer Store
- ServiceNow SLA Update
- Database Backup Disk Cloning
- SSL Certificates at Emory
- Brad Judy
- Felicia Bianchi / Dana Haggas
- Leah Toy / Andrew Bianchi
- Luciano Dalla Venezia
- Jon Helsel
- Alan White / Elliot Kendall



Security Update

Brad Judy



Awareness

- Computing while travelling
 - VPN (new, shiny, unified)
 - Using other computers
 - Informing department of international travel



PhishMe Pilot Run



Questions



PeopleSoft HR Upgrade Project

Dana Haggas

Felicia Bianchi



Customer Experience

- **Slightly new navigation**
 - Minor change in menu placement
- **PDF pay check**
 - Checks issued after the upgrade will have the option of a .pdf display

9.1 Menu Change

- Main & Payroll and Compensation menus

Personalize [Content](#) | [Layout](#)







Main Menu

Self Service
Navigate to your self service information and activities.

- [MyEmory](#)
- [Careers](#)
- [Emory Community Giving](#)
- [Emory Emergency Notify System](#)
- [Emory Learning Management Sys](#)
- [FMLA and Medical Leave](#)
- [Personal Information](#)
- [Payroll and Compensation](#)
- [Benefits](#)
- [Learning and Development](#)

Main Menu

Payroll and Compensation
Review your pay and compensation history. Update your direct deposit and other deduction or contribution information.

 View Paycheck Review current and prior paychecks.	 Georgia G4 Data Georgia employee's withholding allowance	 Direct Deposit Add or update your direct deposit information.
 Compensation History Review compensation history for base, variable, and stock options.	 W-4 Tax Information Review or change your W-4 information.	 W-2 Reissue Request Request a reissued W-2.

9.1 View Paycheck

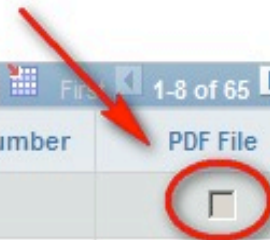
- Employee must select check date

View Paycheck

11/11/11 9:48 AM

Review your available paychecks below. Select the check date of the paycheck you would like to review.

Select Paycheck							Customize Find View All    1-8 of 65 Last
Check Date	Company	Pay Begin Date	Pay End Date	Net Pay	Paycheck Number	PDF File	
2011-06-30	Emory University	06/01/2011	06/30/2011	\$7109.89	5073549	<input type="checkbox"/>	
2011-05-31	Emory University	05/01/2011	05/31/2011	\$7109.87	5032145	<input type="checkbox"/>	
2011-04-29	Emory University	04/01/2011	04/30/2011	\$7109.89	4987478	<input type="checkbox"/>	
2011-03-31	Emory University	03/01/2011	03/31/2011	\$7109.87	4942793	<input type="checkbox"/>	
2011-02-28	Emory University	02/01/2011	02/28/2011	\$7109.89	4899272	<input type="checkbox"/>	
2011-01-31	Emory University	01/01/2011	01/31/2011	\$7109.87	4854082	<input type="checkbox"/>	
2010-12-30	Emory University	12/01/2010	12/31/2010	\$7571.94	4797564	<input type="checkbox"/>	
2010-11-30	Emory University	11/01/2010	11/30/2010	\$7202.85	4752482	<input type="checkbox"/>	





Key Dates

- **July 28 (5:00 pm) – Go-Live cutover starts**
 - Read-only version available
- **August 1 – New system**
- **September 19 – Post Go-Live retrofits**
- **October 23 – ELM Upgrade complete**
- **November 22 – Project closed**

Known Issues

Browsers NOT supported:

- IE 6
- Chrome
- IE 9 ...



Error Message

Network ID

Password

Login →



BROWSER NOT SUPPORTED

We've detected that your browser version is not supported by this website. Please logon with one of the following browsers to ensure complete compatibility:

- Internet Explorer 7 (Version 7.0 and up to 7.0)
- Internet Explorer 8 (with compatibility mode) (Version 8.0 and up to 8.0)
- Mozilla Firefox 3.6 (Version 3.6 and up to 3.6)

Emory Healthcare employees – if you accessed eVantage outside of Emory Healthcare intranet, you may not be able to see screens correctly. Please log into Emory Healthcare intranet, Virtual Desktop and then select eVantage.

University Employees: [Forget Password?](#)

Healthcare Employees: [Forget Password?](#)

[Other issues logging in?](#)



Questions



Barnes and Noble at Emory Computer Store

Leah Toy

Andrew Bianchi



Authorized Apple Campus Store

- **Academic Pricing**
- **iPad 2 back in stock**
- **Customized Mac Orders**
- **\$200 Off 1st Generation iPad**
- **Back to School Computer Bundles**

Aggressive Marketing Approach



- Orientation
- Homecoming
- Family Weekend



- Oxford College

facebook

twitter



- Cupcake Social

BARNES & NOBLE
@EMORY UNIVERSITY



Back to School Computer Bundles





Service Center





Questions

Leah Toy
Marketing and Sales Manager
Barnes and Noble at Emory

ltoy2@emory.edu

404-727-2667



ServiceNow Update

Luciano Dalla Venezia



SLA Turned On in ServiceNow

- SLA tracking will be implemented in ServiceNow on **Saturday, July 23**

SLA Go-Live

- SLA accountability will be made official at the discretion of each IT business unit, with training, procedures, and SLA achievement reports being made available before September 1
- UTS will go live with SLA on **September 1, 2011**



What you will notice on July 23

- Each new Incident will have two associated SLAs (Response and Resolution) under the “Task SLAs” tab
- A warning message bar will appear at the top of the Incident form for Incidents that are approaching breach or have breached
- Email notifications will be sent when an SLA is approaching the breach time or has breached (see last slide for notification schedule and recipient list)



How SLAs work

- SLAs will be applied to Incidents only (not record type “Service Request”)
- SLA Types:
 - **Response:** The time from when the Incident is created to when the Incident is assigned to an individual and the Incident State is changed from “New”
 - **Resolution:** The time from when the Incident is created to when the Incident State is set to “Resolved”



How SLAs work (cont.)

- SLA clock is always on a 24x7 schedule for Priority 1 and 2 incidents
- SLA clock for Priority 3-5 incidents is on an 8 AM – 5 PM, M-F schedule except when assigned to a 24x7 group (Service Desk or TOC)
- SLA times have been recently updated for each Service Level Bucket

ServiceNow SLA Update



SLA Targets (Hours)		
Titanium		
Priority	Response	Resolution
P1	0.50	2
P2	1.5	12
P3	3	24
P4	4.5	36
P5	9	72

÷ by 2

Platinum		
Priority	Response	Resolution
P1	1	4
P2	3	24
P3	6	48
P4	9	72
P5	18	144

Gold		
Priority	Response	Resolution
P1	1	8
P2	6	48
P3	12	96
P4	18	144
P5	36	288

x by 2

***Response is 1/8 of resolution**

Exception: P1 for Platinum & Titanium



Notification Schedule

Priority	Response Escalation (% of time)	Resolution Escalation (% of time)
P1	50/75/100	- /50/75/100
P2	80/95/100	50/80/95/100
P3	80/95/100	50/80/95/100
P4	80/95/100	50/80/95/100
P5	- /50/100	50/100/ - / -

Notification Recipients

SLA Notifications	Incident Manager	Incident Coordinator	Assignee (Not a role)	Group Manager (Not a role)	Group Director (Not a role)
SLA Response First Warning		X			
SLA Response Second Warning	X	X			
SLA Response Breach Warning	X	X		X	
SLA Resolution First Warning			X		
SLA Resolution Second Warning		X	X		
SLA Resolution Third Warning	X	X	X	X	
SLA Resolution Breach Warning	X	X	X	X	X



Pending Status

- ServiceNow limitation causes pending time to be lost when an Incident changes “buckets”
 - Priority Changes
 - Changes between assignment groups with different schedules (Service Desk and TOC are 24x7 while all others are 8 to 5)
- Significant development work and modification of SN core code would be required to overcome limitation



Contact us:

- Visit the SMCC Website: www.smcc.emory.edu
- Please email us at smcc@emory.edu



Questions



Database Backup Disk Cloning

Jon Helsel

SLA

- Compass Reporting is the only cloned environment with an existing SLA requirement to have the system available by 7 AM Daily

Original Design

- Lots of dependencies (growth, activity, etc)
- Was bringing up the system between 6-7 AM



New Design

- EMC storage capabilities
- Oracle cloning procedure
- Streamlined Control-M workflow

Result

- Cloning went from ~7 hrs to ~1 hr
- Minimized the dependencies



Future State

- Process improvements
- Disaster recovery foundation

Contributing Teams

- Database, Data Center, PeopleSoft (Admins & Financials), Storage, Systems, Emory Healthcare DBA Team



Questions



SSL Certificates at Emory

Alan White

Elliot Kendall

Certificate Types Offered

Via the Self Enrollment Form

- InCommon SSL (standard)
- InCommon Multi Domain SSL (SAN)

Other Types Available

- Unified Communications Certificate (UCC)
- Wildcard
- Extended Validation



Available Domains

emory.edu

emory.net

emory.org

eushc.org

emoryhealthcare.org

Others can be added

Self-Enrollment Form

<https://cert-manager.com/customer/InCommon/ssl?action=enroll>



SSL Enroll

Access Code: *

E-mail: *

Access Code = EmorySSL

Self-Enrollment Form

Certificate Type: *

Common Name: *

Server Type: *

Certificate Term: *

CSR: *

Use at least a 2048 bit key

Full documentation at it.emory.edu/kb and search for “Certificate”

Certificates are FREE!

As many certificates as you want!

For any Emory domain names you want!

Absolutely free!

Easy and fast!

Which means...

SSL Warnings are so 2010



SSL Warnings are so 2010

No excuses!

**Get real SSL certificates for all of your
web servers**

Even for dev/test/QA

Don't train users to ignore warnings!



Questions

Thank you for coming!

*Thank
You*