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
Security Update

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
9.1 View Paycheck
- Employee must select check date

View Paycheck

Review your available paychecks below. Select the check date of the paycheck you would like to review.
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
Browsers NOT supported:
- IE 6
- Chrome
- IE 9 ...
Error Message

**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.
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

• 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
ServiceNow SLA Update

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

<table>
<thead>
<tr>
<th>Priority</th>
<th>Response</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>0.50</td>
<td>2</td>
</tr>
<tr>
<td>P2</td>
<td>1.5</td>
<td>12</td>
</tr>
<tr>
<td>P3</td>
<td>3</td>
<td>24</td>
</tr>
<tr>
<td>P4</td>
<td>4.5</td>
<td>36</td>
</tr>
<tr>
<td>P5</td>
<td>9</td>
<td>72</td>
</tr>
</tbody>
</table>

### Titanium

<table>
<thead>
<tr>
<th>Priority</th>
<th>Response</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>P2</td>
<td>3</td>
<td>24</td>
</tr>
<tr>
<td>P3</td>
<td>6</td>
<td>48</td>
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<tr>
<td>P4</td>
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<td>72</td>
</tr>
<tr>
<td>P5</td>
<td>18</td>
<td>144</td>
</tr>
</tbody>
</table>

### Platinum

<table>
<thead>
<tr>
<th>Priority</th>
<th>Response</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>P2</td>
<td>6</td>
<td>48</td>
</tr>
<tr>
<td>P3</td>
<td>12</td>
<td>96</td>
</tr>
<tr>
<td>P4</td>
<td>18</td>
<td>144</td>
</tr>
<tr>
<td>P5</td>
<td>36</td>
<td>288</td>
</tr>
</tbody>
</table>

*Response is 1/8 of resolution

Exception: P1 for Platinum & Titanium
Notification Schedule

<table>
<thead>
<tr>
<th>Priority</th>
<th>Response Escalation (% of time)</th>
<th>Resolution Escalation (% of time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>50/75/100</td>
<td>- /50/75/100</td>
</tr>
<tr>
<td>P2</td>
<td>80/95/100</td>
<td>50/80/95/100</td>
</tr>
<tr>
<td>P3</td>
<td>80/95/100</td>
<td>50/80/95/100</td>
</tr>
<tr>
<td>P4</td>
<td>80/95/100</td>
<td>50/80/95/100</td>
</tr>
<tr>
<td>P5</td>
<td>- /50/100</td>
<td>50/100/ - / -</td>
</tr>
</tbody>
</table>

Notification Recipients

<table>
<thead>
<tr>
<th>SLA Notifications</th>
<th>Incident Manager</th>
<th>Incident Coordinator</th>
<th>Assignee (Not a role)</th>
<th>Group Manager (Not a role)</th>
<th>Group Director (Not a role)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SLA Response First Warning</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SLA Response Second Warning</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SLA Response Breach Warning</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>SLA Resolution First Warning</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SLA Resolution Second Warning</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SLA Resolution Third Warning</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>SLA Resolution Breach Warning</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
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
DB Backup Disk Cloning

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


Access Code = EmorySSL
SSL Certificates

Self-Enrollment Form

Certificate Type: *  |  InCommon SSL
Common Name: *          |  
Server Type: *           |  AOL
Certificate Term: *       |  1 year

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!