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# IT Briefing

October 20, 2011

North Decatur Building, Room 155

# IT Briefing Agenda

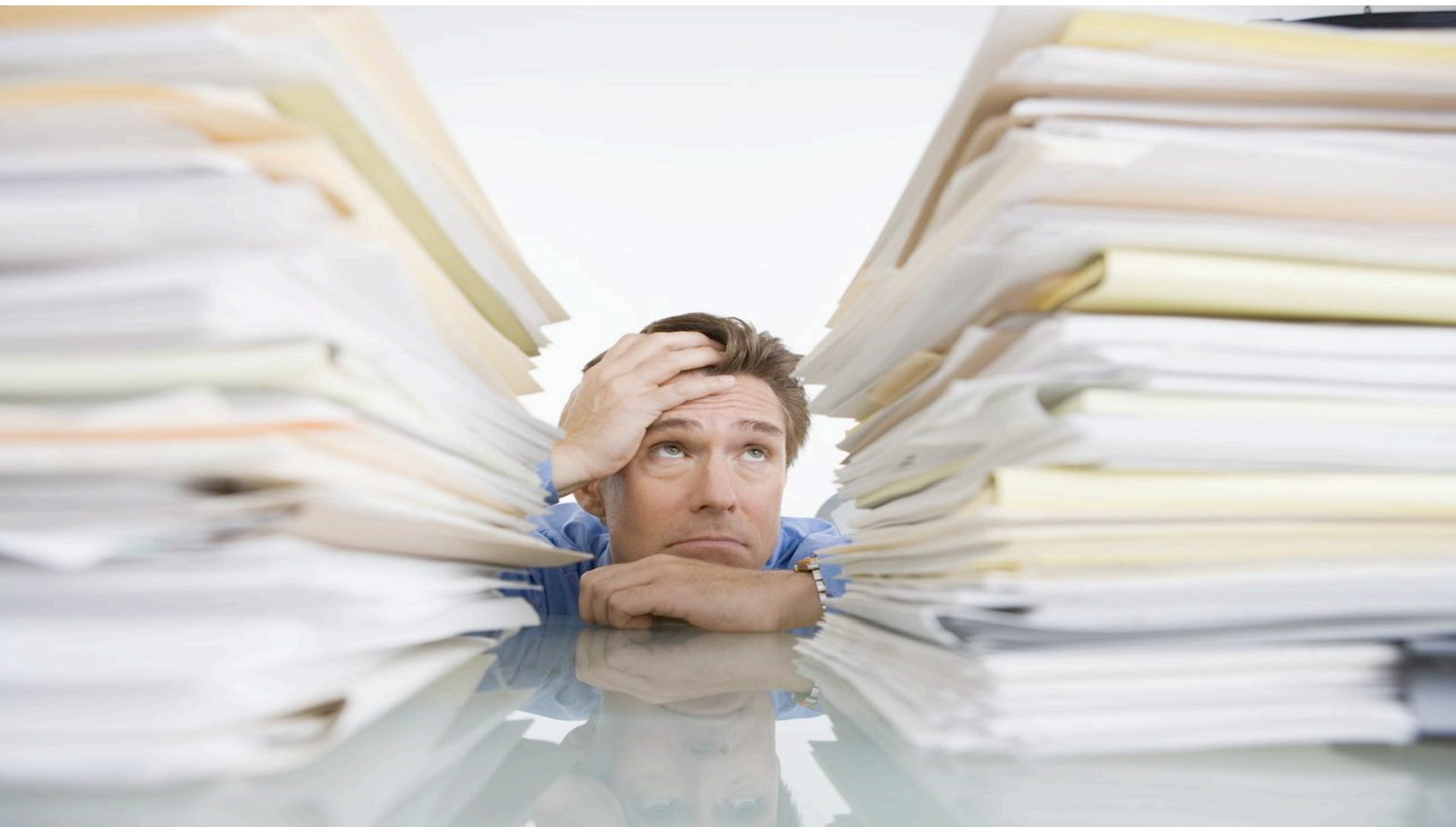
- Exchange/Voice Roadmap
- IM Implementation
- Continuous Security Scan
- General Security News
- Bookstore Announcement
- Jay Flanagan
- Farah Remtulla
- Elliot Kendall
- Brad Judy
- Leah Toy



Jay D. Flanagan  
Manager – UTS Messaging

# Exchange/Voicemail Roadmap

# Archiving Replacement



10/20/11



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# Voicemail Refresh



# Microsoft Lync



# Office 365 – Student Email



# Exchange/Voicemail Roadmap







Farah Remtulla  
ITSM Specialist – UTS PMO  
itSMF Project of the Year

# Incident Management Implementation

# *it*SMIF

*The IT Service Management Forum*

- On-going development and promotion of ITSM (IT Service Management) best practices, standards and qualifications in the United States



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37 000 Customers



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400+ IT Support Staff



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~8 “Tools” (Listservs & Spreadsheets inc)



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# 25 IT Support Organizations



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*And let's not forget...*



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We're **ALL** *Unique!*



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# Gaps drove functional requirements



# Value Creation



# Value Creation



# Value Creation



# Cultural Transformation



# Incident Management Implementation

Questions



Elliot Kendall

Information Security Specialist – OIT Enterprise  
Security

# Continuous Security Scanning



# How it works now

## Scheduled scans

- Four scanning servers, one per network core:  
Academic, DMZ, Secure Admin, HIPAA
- Each has a schedule of scans to run each month  
– on day X, scan network block Y

# How it works now

## What's wrong with that approach?

- Inefficient – scans lots of addresses that are unused
- Incomplete – easy to miss systems that aren't online all the time
- Out of date – scan runs only once a month. Firefox major versions come out more often!

# The New Approach

## Continuous scans

- Keep a set number of scan jobs running on each scanner server, number TBD
- When a job finishes, intelligently determine next address to scan

# The New Approach

## Intelligent target selection 1

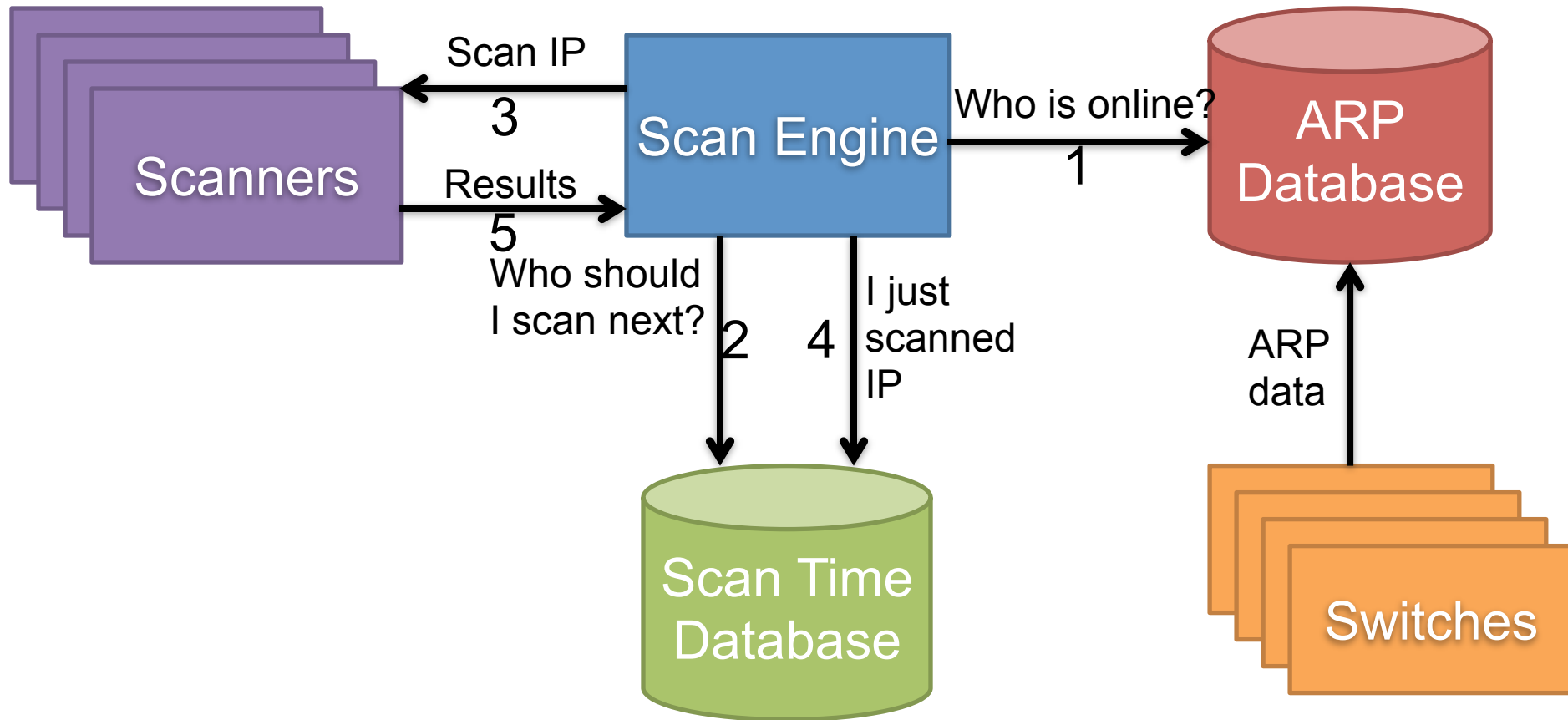
- ARP (Address Resolution Protocol) maps MAC addresses to IP addresses
- Network switches maintain tables of cached MAC/IP pairs
- We can query the tables with SNMP and aggregate the results
- Result: we know what IP addresses are in use at any given time

# The New Approach

## Intelligent target selection 2

- When we scan a system, save the time and IP address to the database
- Now we know what's online and the last time we scanned each address
- Just pick the online address with the last scan time farthest in the past
- Hard limit of one scan per day per IP!

# The New Approach



# The Future

## Emory Security Portal

- Will offer access to scan data on the web
- Every group can see data for its own devices and networks
- High-level data for managers, and detailed data for technicians
- More info coming soon!

# Security Scanning



Questions







Brad Judy

Information Security Specialist – OIT Enterprise  
Security

# Information Security

# AV Consolidation

- RFI's were evaluated and four vendors moved forward
- Team attended vendor demos from:
  - Symantec
  - McAfee
  - Kaspersky
  - Trend
- Now selecting two vendors for POC
- [AVCONSOLIDATION-L@LISTSERV.CC.EMORY.EDU](mailto:AVCONSOLIDATION-L@LISTSERV.CC.EMORY.EDU)

# Awareness

- Copyright infringement
  - Annual requirement for HEOA
- Smartphone security policy
  - Coming soon to Local-L
  - Maybe Dec awareness topic?



Leah Toy

Marketing and Sales manager

# Emory Bookstore Announcement

# Emory Bookstore Announcement

- Emory Express
- Original iPad Sale



# Emory Bookstore Announcement



Questions

# Thank you for coming!

*Thank  
You*