IT Briefing Agenda

- Archiving Replacement
- Storage Update
- ServiceNow Update
- Office 365 Update
- Smartphone Security
- General Security News

- Jay Flanagan
- Dave Hauenstein
- Missie Martin & Al Shelton
- Jay Flanagan
- Brad Judy
- Brad Judy
Jay D. Flanagan
Manager, UTS Messaging

Exchange/Voicemail Roadmap
Archiving Replacement Update
Questions
Storage Update

Dave Hauenstein
Manager, UTS Storage

Storage Update
Who we are and what we do

2011 Storage Refresh

• What we did, how we refined the tiering model
• Benefits: Cost, Power/Density, Functionality
• “New” features: security, protection, deduplication, DR at all tiers, iscsi, fcoe, network connectivity
• Initiatives: Storage for genetics research, extension of services to 1599
North Decatur Building

Cisco Director SAN Architecture
- Dual/Redundant Fabrics
- Speed = 2/4/6/8 Gb
- VSAN Technology
- Class of Service Capable
- FC Extension to White Street

TSM Protection Infrastructure
- Production Environment
- Boot from Replicated SAN (BC/DR)
- Services all core networks
- Backups Staged to local SAN

Performance Tier Storage
- Vmax Storage Array
- SAN accessed Block Data
- Backend Disk Clone & Snapshot
- Encryption at rest
- Block level replication to White Street

Standard Tier Storage
- VNX 5700 Storage Array
- SAN Block Data (FC & ISCSI)
- NAS (NFS/CFS) File Data
- Backend Snapshots and Clones
- Block & File replication to White Street

Economy Tier Storage
- Isilon NL108 Cluster
- NAS (NFS/CFS) File Data
- Very high density.
- Large network bandwidth.
- Granular variable protection.
- Backend Snapshots
- Replication to White Street
White Street

Cisco Core/Edge SAN Architecture
- Dual/Redundant Fabrics
- Speed = 2/4 Gb
- VSAN Technology
- Class of Service Capable
- FC Extension to NDB

TSM Protection Infrastructure
- Development Environment
- Boot from Replicated SAN (BC/DR)
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Backup Target
- DataDomain DD880
- CIFS / NFS / VTL
- Inline Deduplication & Compression
- Encryption at rest
Storage Update

Questions
Missie Martin
ITSM Specialist, Integration

Al Shelton
Developer, Enterprise Applications

ServiceNow Update
ServiceNow Develops New User Interface

• Released UI11 with the June 11 Release
• Activation scheduled for 11/19/2011 at 9:00 am
• Individuals have the option to toggle between old and new interface
ServiceNow New User Interface

Offers more user control for better usability and simplified navigation

- **Split Screen** – View list and form panes at the same time, similar to an email client
- **Sizing Controls** – Resize list and form window panes displayed with split screens
- **Bookmarks** – Customize a tool bar with quick links to commonly used features
- **Flyout Windows** – Open information windows without navigating away from your working panes
ServiceNow New User Interface
ServiceNow Bookmarks
## ServiceNow Flyout Windows

### UTS Changes Highlighted this week

<table>
<thead>
<tr>
<th>Number</th>
<th>Short Description</th>
<th>Risk</th>
<th>Type</th>
<th>Completion Code</th>
<th>With Incidents</th>
<th>With Modifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHG108148</td>
<td>FYI - Avaya IQ Maintenance Thursday Nov 3, from 5:30 to 9:30 PM. Replace RAID controller Card. Verint also affected.</td>
<td>Risk Level - 3 (Medium)</td>
<td>Emergency</td>
<td>Successful</td>
<td>false</td>
<td>false</td>
</tr>
</tbody>
</table>

### UTS Changes Scheduled for next week

<table>
<thead>
<tr>
<th>Number</th>
<th>Short Description</th>
<th>Risk</th>
<th>Type</th>
<th>Downtime</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHG107895</td>
<td>Apply Microsoft Updates for November</td>
<td>Risk Level - 3 (Medium)</td>
<td>Normal</td>
<td>15 Minutes</td>
<td>Derek R Cox</td>
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<tr>
<td>CHG108142</td>
<td>Healthcare NSSA LAN Migration: Group 2 of 6</td>
<td>Risk Level - 3 (Medium)</td>
<td>Normal</td>
<td></td>
<td>Jimmy B Kincaid</td>
</tr>
</tbody>
</table>

**Refresh:** 30 minutes
ServiceNow Enhancements 11/19/2011

- **Incident Task List** – Updated to display the associated Incident number

- **Copy Feature for Change Requests** – The associated CI and service will now copy to the new request

- **“How Can We Help You?” Additions** – Knowledge Article links added for setting Email Aliases and Spam Filters

- **Calendar Invites for MAC Outlook 2011** – Invites will now display the Accept/Tentative/Decline options for MAC Outlook 2011 users

- **Incident Resolution Added to Knowledge Article** – When the Knowledge checkbox field on the Incident resolution tab is checked, the resolution will transfer to the drafted knowledge article when it closes
Incident One Year Review

Manual Routing – Implementing a dropdown list
- First Call Resolution
- Functional Escalation
- Routing Error
- Locally Supported

Reported Source – New Sources being added
- Tech Initiated – for IT users self reported issues
- Direct Contact – for USER emails/calls/contact directly to tech
- Listserv – ONLY for tickets created via an email listserv
- Service Desk – replaces Phone and used for tickets called into a valid SD

Resolutions Codes
- Added Customer Resolved – for tickets that are resolved by the customer

Categorization and Priority revisions are being reviewed
ServiceNow Improvement Requests

• Enter a request on the self-service homepage

![Service-now Help and Information]

• Requests are reviewed by the appropriate ITSM Process Managers

• Submitted to the SMCC for approval and prioritization
ServiceNow Contacts

Visit the SMCC website to view release schedules as well as upcoming features and enhancements to ServiceNow.

SMCC Website:  http://smcc.emory.edu/

Email:  ITSMO@emory.edu
Questions
Jay D. Flanagan
Manager, UTS Messaging

Office 365 Update
Office 365 Update

Where are we today?
Questions
Smartphone Security Policy
Smartphone security policy

• Policy document
  – Just approved by IT Steering Committee

• Awareness
  – Local IT, end-users

• Technical enforcement
  – Local IT volunteers
  – Probably BES first
  – ActiveSync last

• Exception process
  – Similar to email forwarding to external address
Policy technical details

- A non-trivial numeric device passcode with a minimum required length of four characters
- An inactivity timeout to automatically lock the device after a maximum of fifteen minutes
- Data storage encryption (when supported)
- Automatic data wiping after ten failed passcode entry attempts
- Enable the ability to remotely wipe data from lost/stolen devices
- Prohibit users from modifying or disabling security safeguards
Smartphone Security Policy

• No timeline set yet
• Watch for Local-L emails about:
  – Volunteering for policy enforcement
  – Policy officially published
  – Documentation published
• Watch for campus-wide email
  – Probably in Dec
Security Awareness

- Nov – Replay of May’s Phishing awareness training (PhishMe) message
- Dec – Probably Smartphone policy
- Jan – Probably HIPAA annual message

- Out-of-band – VPN security checks
  - Adding warning for failed checks
  - Later enforcing AV+firewall on Win, firewall on Mac
PGP 10.2 SP1
PGP 10.2 SP1

- We ran into a bug while upgrading the PGP server to 3.2, which is delaying our ability to upgrade the server and offer the 10.2 client version.
PGP 10.2 SP1

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- This is the version that provides OS X Lion support.
PGP 10.2 SP1

• We ran into a bug while upgrading the PGP server to 3.2, which is delaying our ability to upgrade the server and offer the 10.2 client version
• This is the version that provides OS X Lion support
• We are actively working that bug with Symantec/PGP and will schedule a server upgrade once it is resolved
Antivirus Consolidation Project
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- We are proceeding with proof-of-concept testing with McAfee and Kaspersky
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- If you wish to participate in the POC testing, send an email to: AVCONSOLIDATION-L@LISTSERV.CC.EMORY.EDU
Security Questions?
Thank you for coming!