IT Briefing

January 19, 2012

Goizueta Business School,
Room 201

IT Briefing Agenda

- EAS Archiving Service
- LearnLink Client Upgrade
- Emory Unplugged Outage
- General Security Update
- IT Briefing Update

- Terry Markert
- Elliot Kendall and José Rodriguez
- Paul Petersen
- Brad Judy
- Wade Moricle

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Terry Markert

Enterprise Msg Sys Admin II, Infrastructure

EAS Archiving Service

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EAS Archiving Service

- Archiving has been suspended since 8/22/2011
  - Archive messages available only from Outlook client or EWA (eas.emory.edu)
  - Exchange mailbox contains 4 years of data, archiving was not rolling data out of Exchange
  - Plans to go to another archiving platform (Exchange Archiving)
- Recovered Deleted Items is to be used to restore messages deleted or missing
- No more PST files with the exception of Legal cases

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EAS Archiving Service

Elliot Kendall
Information Security Specialist, OIT Information Security

José Rodriguez
Manager, Academic Technology Services

LearnLink Client Upgrade

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LearnLink Client Upgrade

The Problem

- Security vulnerability in FirstClass client software
- Affects version 10.009 and earlier,11.005 and earlier
- Windows only – Mac, Linux, iPhone, web, etc. don't need to worry
- Dangerous if you have FirstClass installed, even if you don't use it!

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LearnLink Client Upgrade

The Problem

- Triggered by clicking a link

- Creates a malicious file in Startup Items folder that runs next time you log in

- Could be spread by email, web site, Office document, etc.

- A targeted email attack against @emory.edu addresses could compromise hundreds of computers

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LearnLink Client Upgrade

The Solution

- LearnLink users will need to upgrade clients
  - University is on FC Server v10
    - 10.x and earlier clients need to upgrade to 10.014+
  - GBS is on FC Server v11
    - 11.x clients need to upgrade to 11.006+

- By March 12, 2012 will be requiring minimum client versions of 10.014+ or 11.006+
  - Requiring of all users, not just Windows

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LearnLink Client Upgrade

The Communication Plan

- IT Briefing
- Email to Local-I
- Email to LearnLink users
- Client pop-up to upgrade

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LearnLink Client Upgrade

Paul Petersen

Director, Infrastructure

Emory Unplugged Outage

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Emory Unplugged Outage

- Review Recent Issues
  - VLAN/Role mismatch (Friday)
  - Controller sluggishness (Tuesday)
- Remediation Steps Taken
  - Removed VLAN mobility (Tuesday)
  - Wireless code upgrade (last night)
  - Removed bandwidth contracts (earlier this morning)
- Current State
  - Stable, but monitoring closely

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Emory Unplugged Outage

Brad Judy

Information Security Specialist, OIT Information Security

Security Update

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AV Consolidation

- Evaluation complete, McAfee being recommended to governance for all of Emory
- Currently reviewing license suite options
- Working on design and plan for McAfee ePO infrastructure
    - Once design is complete, goes to ART for review
- AVCONSOLIDATION-L@LISTSERV.CC.EMORY.EDU

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Smartphone policy update

- Policy published, communicated to Local-L and all end-users (even more communications coming)

- Internal testing in OIT ongoing (now all of UTS)

- Work-in-progress documentation online
  - http://it.emory.edu/security/smart_device/
  - Send feedback to security@emory.edu

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Awareness

- Smartphone policy awareness just sent
  - Posters coming soon
- Smartphone enforcement communication coming once dates are set

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Quick stats

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- Application aware firewalls, not just IP/port

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Quick stats

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- Application aware firewalls, not just IP/port

- Potential categories of bad URLs to block (ResNet stats for 48 hours):
  - Phishing and fraud – 1155 hits
  - Spam URLs – 534 hits
  - Spyware and adware – 7678 hits

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Security Questions?

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Wade Moricle

Marketing and Communication Specialist, Integration

IT Briefing Update

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IT Briefing Update

- How long?
  - Since 2003

- Who attends?
  - UTS (all departments), Emory College, School of Medicine, University Libraries, Oxford College, School of Public Health, Campus Services, Theology School, Campus Life Activities

- Who to contact for invites, calendars, feedback?
  - Wade Moricle – wmoricl@emory.edu

IT Briefing Update

Survey

- Topics You'd Like to See
    - Cloud Computing
    - Future web hosting directions (Wordpress Mu, self-service MySQL)
    - VPN changes
    - Architecture changes
    - Overview of available services
    - Vendors discussing new hardware options
    - Configuration Management
    - Trusted Storage
    - DeskNet
    - Bookstore
    - DAS Project

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IT Briefing Update

Survey

- Thoughts About the Briefing
  - Change locations
  - Need advance knowledge of changes
  - Record sessions
    - Camtasia and iTunes U
  - Improve the lead time for next meeting info
  - Change the topics – lose monotony
  - Make meeting info available in the web
    - It.emory.edu/news/it_briefings/

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IT Briefing Update

Upcoming Topics

- Blackboard Update

- Business Intelligence

- Data Center Networking

- Kronos Update

- Load-balancer Refresh Update

- Virtual Server Environment Update

- Wired and Wireless Changes in ResNet

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IT Briefing Update

Thank you for coming!

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