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Office of  
Information  
Technology

# IT Briefing

February 16, 2012

North Decatur Building

4<sup>th</sup> Floor Auditorium

# IT Briefing Agenda

- General Security Update
- Load Balancer Refresh
- Virtualization Update
- DeskNet Update
- SCCM Pilot
- Brad Judy
- Stan Brooks
- Steve Siegelman
- Richard Fischer and Tiffany Kady
- Dwayne Hamrick



**Brad Judy**

Information Security Specialist, OIT Information Security

# Security Update

# Security Questions?



# Brad Judy...

*“All changes are more or less tinged with melancholy, for what we are leaving behind is part of ourselves.”*

– Amelia Barr, Novelist





**Stan Brooks**

Communications Architect II, Infrastructure

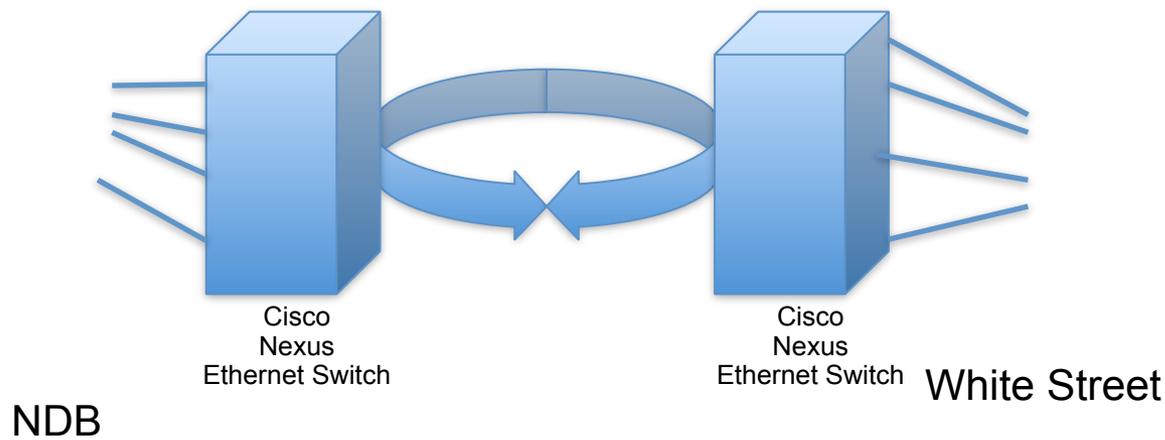
# Load Balancer Refresh Update

# Load Balancer & WAF Eval - Complete

- F5 VIPRION hardware selected for load balancing
  - Virtualization technology
  - Multiple 10Gig interfaces
  - Familiar operating system and user interface
- Imperva selected for web app firewall

# Next Steps – Load Balancers

- Determine physical placement and network architecture
- Kick off project to migrate current apps/sites to the new hardware/infrastructure
  - Need help from teams currently using load balancing to architect and migrate apps



# New Load Balancer Architecture

- Design for redundancy and seamless failover
- Weigh design trade-offs for receiving client IP addresses
- Work with service owners to optimize load balancing of their services
- Explore potential for service owners to manage their own load balancing services

# Load Balancer Refresh Update



Questions



**Steve Siegelman**

Manager, Systems Engineering, Infrastructure

# Virtualization Update

# Topics

- Current Direction
- Current Stats
- Infrastructure Upgrades
- Enterprise Applications being Virtualized
- New SysAdmin Service
- Questions

# Current Direction

- First: It is the direction of UTS to Virtualize applications if at all possible
- Second: HP c-Class Blades
- Third: Standalone HP Server
  - This is usually due to external connectivity requirements

# Current Stats

- VMware Clusters across 2 datacenters
- 6 Clusters
- 28 Physical Hosts (Dual/Quad Core Intel Processors – 192Gb of RAM)
- 504 VMs
- 110 Datastores (both SAN and NFS)
- 38 TB of SAN (both VNX and DMX)
- 100 TB of NFS (both Celerra and Isilon)

# Infrastructure Upgrades

- Upgrade all VMware servers to ESXi 4.1
- Migrate all Celera and DMX storage to new Isilon NFS and EMC VNX storage platforms
- NDB Consolidated Core - Completed
- White Street Consolidated Core
- Security & Monitoring – Reflex Systems
- Cisco Nexus 1010 hardware upgrade from 1000v
- VMware 5 (Spring or Summer timeframe)

# Enterprise Applications Virtualized

- LDAP & Active Directory
- PeopleSoft HR & Student
- Emory Web Hosting
- LIMS and other R&HS Applications
- EmoryCard
- Kronos – Project in progress
- Blackboard – Project in progress

# SysAdmin Service - Standard

- Standard - \$156/month per VM/Physical
  - VM, HP Blade or HP Standalone Server
  - Windows 2008 or Redhat Linux RHEL 5 or 6
  - Service includes:
    - Support of hardware or virtualization infrastructure
    - Install of OS and patching
    - Monitoring
    - Backup and Restore
    - Support of all networking and storage components
    - Security

# SysAdmin Service – Non-Standard

- Non-Standard - \$346/month per VM/Physical
  - Hardware platforms outside of HP
  - OS outside of Windows or Redhat Linux
  - When non-standard existing hardware comes up for refresh, the direction would be to refresh on either a standard UTS VM with a UTS Standard OS. At that time the cost will reflect the Standard pricing.

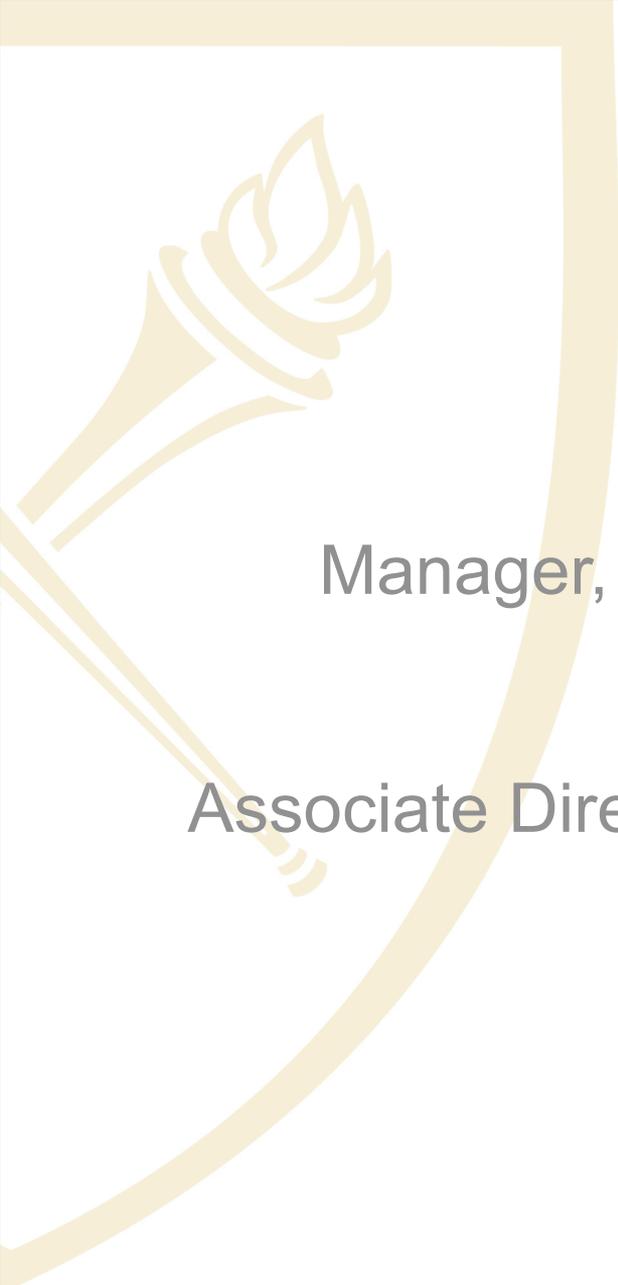
# SysAdmin Service – Customer Responsibility

- Installation and support of application software
- First line of support for all application issues
- Own application vendor relationship
- Work with vendor to resolve any application issues
- Handling setup and monitoring of interfaces
- Writing/supporting of all application scripts
- Configuration and support of Web Services
- Installation and support of database software
- Database backups

# Virtualization Update



Questions



**Richard Fischer**

Manager, Desktop Support, Enterprise Services

**Tiffany Kady**

Associate Director, Client Services, School of Public Health

# DeskNet Update

# First Steps: Update

- ✓ Revise Membership
- ✓ Solicit new members
- ✓ Launch the DeskNet Wiki
- ✓ Review and update the DeskNet Charter
  - ITPC Review of Charter – Awaiting Feedback
  - Develop list of initiatives for **2nd** Quarter 2012

# Current Membership

Campus Life	Rollins School of Public Health
Campus Services	School of Law
Candler School Of Theology	School of Medicine
Center for Comprehensive Informatics	School Of Nursing
Office of Development and Alumni Relations	University Libraries
Department of Medicine	UTS Classroom Technology
Emory College	UTS Desktop
Healthcare Information Services	UTS Service Desk
Goizueta Business School	UTS Student Services
Oxford College	Winship Information Technology

# Upcoming Items

- Quarterly DeskNet Briefing
  - Dell Product Roadmap
  - Dell will showcase new devices
  - March 29<sup>th</sup> 2012
- Desktop Awareness
  - Our first communication will focus on the **5.14 Smart Device Security Policy** to reinforce communications from OIT Security

# Upcoming Awareness Bulletin



Desktop Support: **Awareness**

## Smart Device Security Information



**\$@}>+\*!!!  
no contacts,  
no credit card info,  
no personal or  
vital information...**

**What fun is this?**

### What is it?

Emory is implementing a new policy to improve the security of smart devices (smartphones, tablets, etc.) that access Emory e-mail, or store sensitive Emory data. To help make this implementation as easy as possible, we've created this page to help you understand how this policy impacts you, and how to prepare for it. Please read the FAQ below.

- [Learn More - Frequently Asked Questions about the smart device security policy](#)
- What to do in the event that your smart device is lost or stolen

For more information on how this policy will impact you, choose the type of smart device that you have from the list below:

- **Apple (iOS)**
- **Android**
- **BlackBerry**
- **Windows 7 Phone (Coming Soon)**

### Who is affected?

Anyone who uses a smart device (smartphones, tablets, etc.) that access Emory e-mail, or store sensitive Emory data.

### When will this policy be implemented?

This policy will be implemented in phases targeting one or more departments at a time. Additional communications will be sent out including a schedule.

### How can you prepare for it?

The most important steps you can take are to ensure that you are performing a regular backup of your data – both Emory and Personal – in the event that your device should need to be reset. You can click on the links above for your specific device(s) to learn more about backups. As always, you can reach out to your local Desktop Support team using the normal methods should you have additional questions that are not addressed in this communication.

For additional assistance or to report an incident please contact your Local Support:

<http://help.emory.edu> or... **Emory University IT Service Desk - 404-727-7777**



# Questions?

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**Dwayne Hamrick**

Applications Specialist, Enterprise Services

# System Center Configuration Manager (SCCM) Pilot

# SCCM Pilot

- Why?
  - SCCM Pilot being performed by UTS Desktop
  - Take advantage of integration with other Microsoft services
  - Improve Usability
  - User-centric management

# SCCM Pilot

- What determines success?
  - OS Deployment and WSUS Patching
  - Third Party Application Deployment and Patching
  - Inventory
  - Compliance
  - Remote Control

# SCCM Pilot

- What happens next?
  - Document Pilot and Prepare for Support
  - Expand to Additional LS Groups
  - Explore Compliance, Remediation, and Reporting
  - Perform Desktop Management Evaluation



# Questions



# Thank you for coming!

*Thank  
You*