IT Briefing

February 16, 2012
North Decatur Building
4th 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
Security Update

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
Virtualization Update

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
Richard Fischer
Manager, Desktop Support, Enterprise Services

Tiffany Kady
Associate Director, Client Services, School of Public Heath

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

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<thead>
<tr>
<th>Campus Life</th>
<th>Rollins School of Public Health</th>
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<tr>
<td>Campus Services</td>
<td>School of Law</td>
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<td>School of Medicine</td>
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<td>School Of Nursing</td>
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<td>UTS Desktop</td>
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<td>UTS Service Desk</td>
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Upcoming Items

• Quarterly DeskNet Briefing
  – Dell Product Roadmap
  – Dell will showcase new devices
  – March 29th 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

Smart Device Security Information

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!