



EMORY  
UNIVERSITY

EMORY  
HEALTHCARE

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Office of  
Information  
Technology

# IT Briefing

March 15, 2012

Psychology Building

PAIS-290

# IT Briefing Agenda

- Office 365 Student
- Unified Messaging Project
- General Security Update
- Blackboard 9.1 Upgrade
- Configuration Management
- Online Directory Self Service
- DeskNet Update
- SN/Remedy Integration
- Jay Flanagan
- Jay Flanagan
- Derek Spransy
- José C. Rodriguez
- Mark Kawasaki
- Anne Marie Alexander
- Richard Fischer
- John Wilson



**Jay Flanagan**

Manager, Enterprise Email & Messaging,  
Infrastructure

**Office 365 Student**



# Initial Project Steps

- Completed Charter / Scope
- Active Risk and Issue Logs
- Setting Up Available O365 Environment
  - Federation needed between O365 and Premise-based Exchange
- ART Review
  - Scheduled for March 22nd
- Compiling Testing Requirements
- Compiling Use Cases

# Next Steps

- O365 Testing
- Testing between O365 and Premise-based Exchange
- Lync Testing
- BAA Approval

# Project Wiki Information

- <https://wiki.service.emory.edu/display/projmgmt/Project+-+Office+365+Student+Email>



# Questions



**Jay Flanagan**

Manager, Enterprise Email & Messaging,  
Infrastructure

# Unified Messaging Project

**off the mark** by Mark Parisi  
www.offthemark.com



# Initial Project Steps

- Completed Charter / Scope
- Active Risk and Issue Logs
- Completed Project Roles and Responsibilities
- ART Review Completed
  - No follow-up questions
- Confirmed Project Milestones
- Compiling Testing Requirements
- Compiling Use Cases
- Test System in Progress

# Next Steps

- Customer Use Cases
- Begin Pilot Tests with Users
  - Core Team
  - Pilot Group Round 1 – Local Support, EHC, UTS
  - Pilot Group Round 2 – DeskNet, Oxford Support, UTS, EHC
  - Pilot Group Round 3 – EUV Community, EHC Community

# Project Wiki Information

- <https://wiki.service.emory.edu/display/projmgmt/Project+-+Unified+Messaging>



# Unified Messaging Project

Questions



**Derek Spransy**

Information Security Specialist, OIT Information Security

# Security Update

# March Security Awareness

- The dangers of password reuse across different services (Emory, Gmail, Facebook, etc.)

# AV Consolidation Update

- IT Governance has approved the selection of McAfee to replace Symantec as our Enterprise AV solution
- Our goal is to migrate off of Symantec Endpoint Protection by September 1<sup>st</sup>

# FileVault 2 for FDE

- OIT Security will be approving FV2 to replace PGP on OS 10.7.x and above **only if Emory's FileVault management tool is used**
- Systems running OS 10.6 and below must continue using PGP
- The FileVault management tool will allow us to maintain visibility into device encryption status
- PGP still required for Windows systems

# FileVault 2 for FDE

- Wider local support testing of the tool will be made available today
- The tool is not yet ready for deployment to customer systems!

# Smart Device Policy

- Implementation of the policy begins March 20<sup>th</sup> and will complete for most of the University by May 15<sup>th</sup>
- Division by division rollout
- Opt-out eligibility varies by division
- Documentation available at [http://it.emory.edu/security/smart\\_device](http://it.emory.edu/security/smart_device)

# This Month's Number

- Ever wondered about the quantifiable risks of unprotected smart devices?
- Symantec provides insight into the answer

# This Month's Number

- 96% of lost smartphones were accessed by the finders of the devices
- 89% of devices were accessed for personal related apps and information
- 83% of devices were accessed for corporate related apps and information
- 70% of devices were accessed for both business and personal related apps and information
- 50% of smartphone finders contacted the owner and provided contact information

Source: Symantec Smartphone Honey Stick Project

# Security Update



# Questions





**José C. Rodriguez**

Manager, Faculty Services, Academic  
Technology Services

# Blackboard 9.1 Upgrade

(coming May 21, 2012)

# Blackboard 9.1 Upgrade

- Go-Live May 21, 2012 with Bb 9.1 SP8
- Current version 9.0 SP3 – operational support
- Top 10 Projects in Progress in UTS PMO
  - CHG109669
- Benefits
  - New features & functionality
  - Campus Pack 4 upgrade
  - Architecture changes
  - Service Management Makeover



# Blackboard 9.1: New Features

- Interface improvements
- Mashups: YouTube, Flickr, Slideshare
- Paste from Word
- Course-to-course navigation
- Blackboard Desktop Drive & Easy-Edit
- Enhanced Grading Features



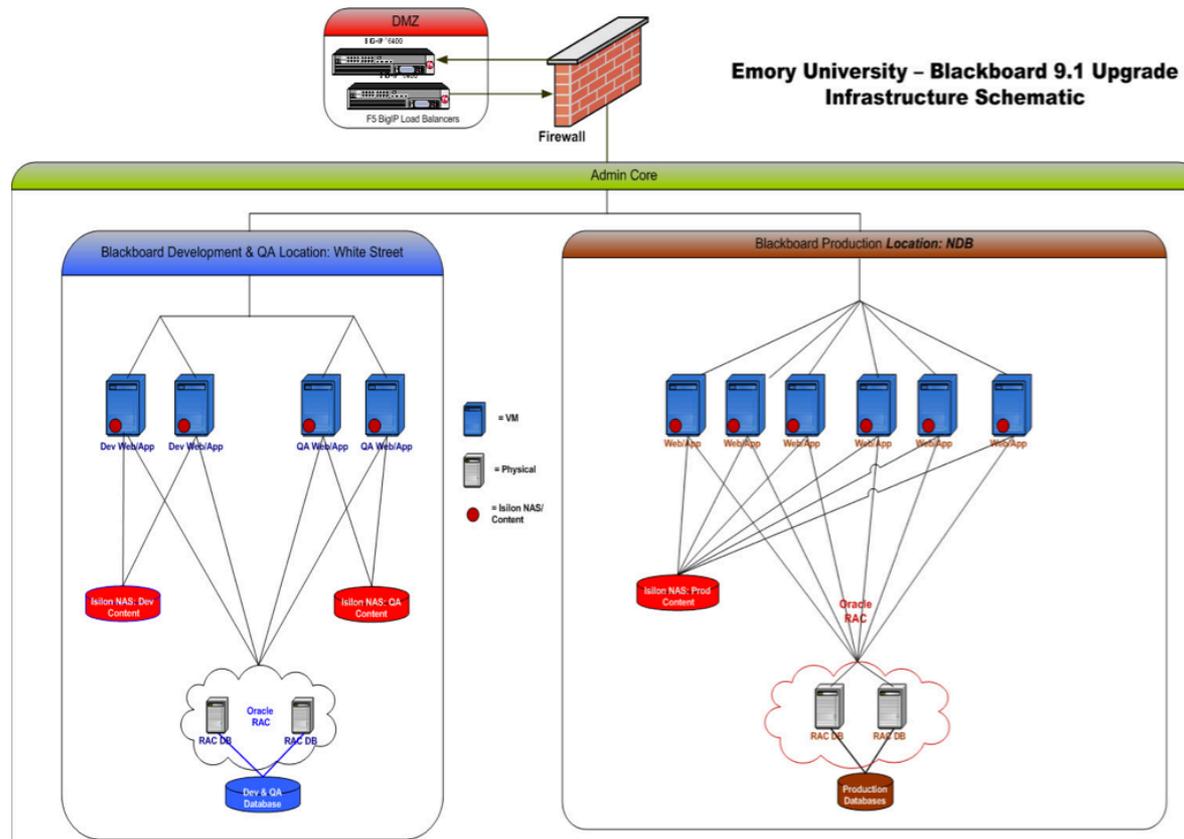
# Blackboard 9.1: Campus Pack 4

- Blogs and wikis tool
- Current version 3 no longer supported after July
- Moving to SaaS model
- Separate Upgrade May 15 – 18, 2012



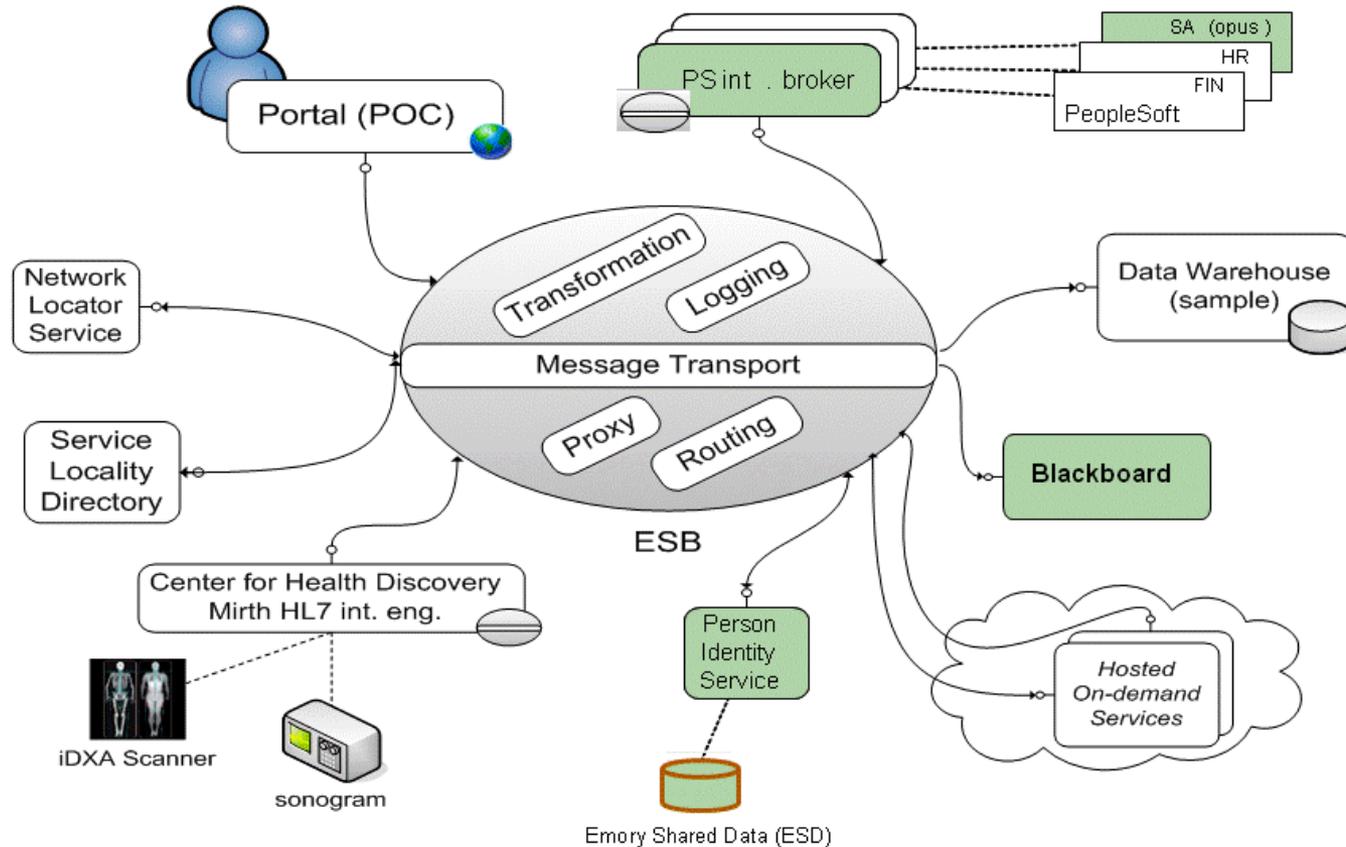
# Blackboard 9.1: Architecture Changes

- Moving to VM architecture
- Oracle RAC database architecture



# Blackboard 9.1: Bb-OPUS Integration

- Currently being tested on Bb 9.1 DEV



# Blackboard 9.1: Service Makeover

- Service Catalog
- Availability & Configuration
- Knowledge Resources
- Service Request Fulfillment
- Listserv transition for [classes@emory.edu](mailto:classes@emory.edu)

# Blackboard 9.1: Communication/Training

- Email
- Posters
- Focus Groups
- What's New Sessions in ECIT
  - <http://ecit.emory.edu/events/showevents.cfm>
- PDF
  - What's New, What's Changed, What's Gone
- Learning Management website:
  - [http://it.emory.edu/learning\\_management/new/](http://it.emory.edu/learning_management/new/)

# Blackboard 9.1: Communication/Training

[http://it.emory.edu/learning\\_management/new/](http://it.emory.edu/learning_management/new/)

EMORY UNIVERSITY | Learning Management

HOME BACK TO SCHOOL **BB 9.1 UPGRADE** HOW-TO GUIDES FAQs CONTACT US

## Bb 9.1 Upgrade

### Why Upgrade to Blackboard 9.1 ?

1. Vendor support for our current version of Blackboard will end soon.
2. Blackboard 9.1 is compatible with the latest browsers. Our current version of Blackboard doesn't play well with the rapid release channels that many browsers have adopted over the last couple of years.
3. Blackboard 9.1 offers many Web 2.0 features with a new look, less clicks, and a better way to manage course files. To date, this new version of Blackboard is one of the most comprehensive overhauls of Bb functionality with major changes to the user interface, mobile access improvements, improved evaluation management tools, and expanded content management capabilities.
4. The physical hardware and database is being replaced to align with infrastructure standards within University Technology Services. With all new VMware and Oracle 11g RAC, Emory's Blackboard environment will be faster and more efficient with enhanced management and control from the backend.

### How Much Downtime?

We understand that Blackboard is a valuable resource and any downtime is a disruption to class activities. Our goal is to never take Blackboard down for any extended length of time. We've spent many months planning and planning (and more planning) to ensure minimal downtime. As it stands, Blackboard should be unavailable for less than 10 hours during a non-peak period. Blackboard 9.1 will go live on May 21st. Please bookmark this page for the latest project updates. As we get closer to the date, we will outline the process for the upgrade weekend

Visit the [What's New in 9.1](#) page for details.

### Blackboard 9.1 Highlights

## Bb 9.1 Project Schedule

red=complete  
green=in progress or ongoing  
black=not started

### PHASE I

- Project Charter
- Scope Statement
- New Infrastructure
- Architecture Review
- Upgrade Application (QA and DEV)

### PHASE II

- Upgrade Building Blocks
- Functional Testing
- Acceptance Checklist
- Faculty Focus Groups
- Communication
- Service Makeover
- IT Service Catalog
- Service Now Transition

### PHASE III

- Bb OPUS Integration Testing
- Configure Application
- Documentation
- User Training

### PHASE IV

- Upgrade Application (PROD)
- Cutover Plan
- Upgrade Weekend Diagram
- Change Review

### PHASE V

- 9.1 Go Live
- 2 Week Burn-In Period
- 9.0 Decommission
- Project Close-out

# Blackboard 9.1 Upgrade

Questions



Bb 9.1  
Coming May 21

Mashups   

+  
Desktop Drive 

+  
Course-to-Course  
Navigation 

= Blackboard  
learn+



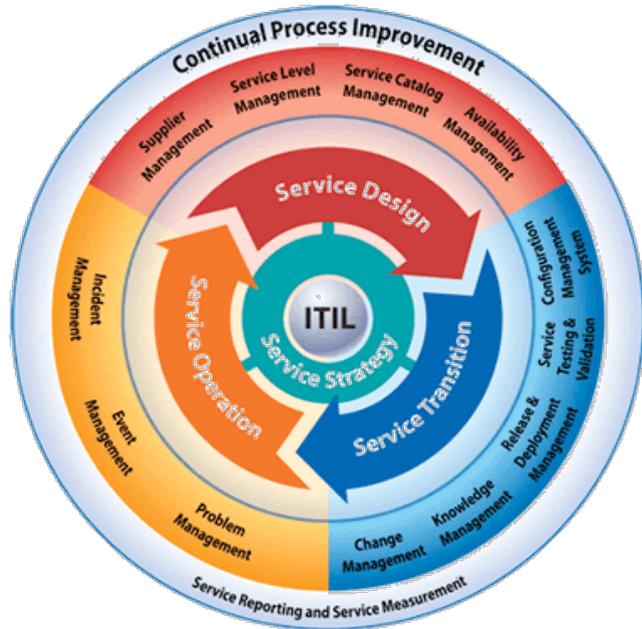
**Mark Kawasaki**

IT Service Manager, Integration

# Configuration Management Phase 2

# What is Configuration Management?

- The process of maintaining information (i.e., configurations) about Configuration Items (i.e., assets) required to deliver an IT service, including their **relationships**



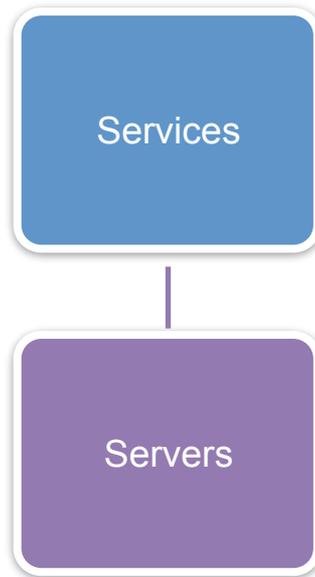
# Configuration Management Benefits

## Why do we do it?

- To improve our ability to plan, assess, and implement **changes** successfully
- To improve **incident** resolution time
- To improve **customer** communication by understanding the impact of incidents
- To improve our ability to understand the real **value** IT provides in enabling services that support the Emory mission

# Configuration Management System (CMS) Scope

Config  
1.0



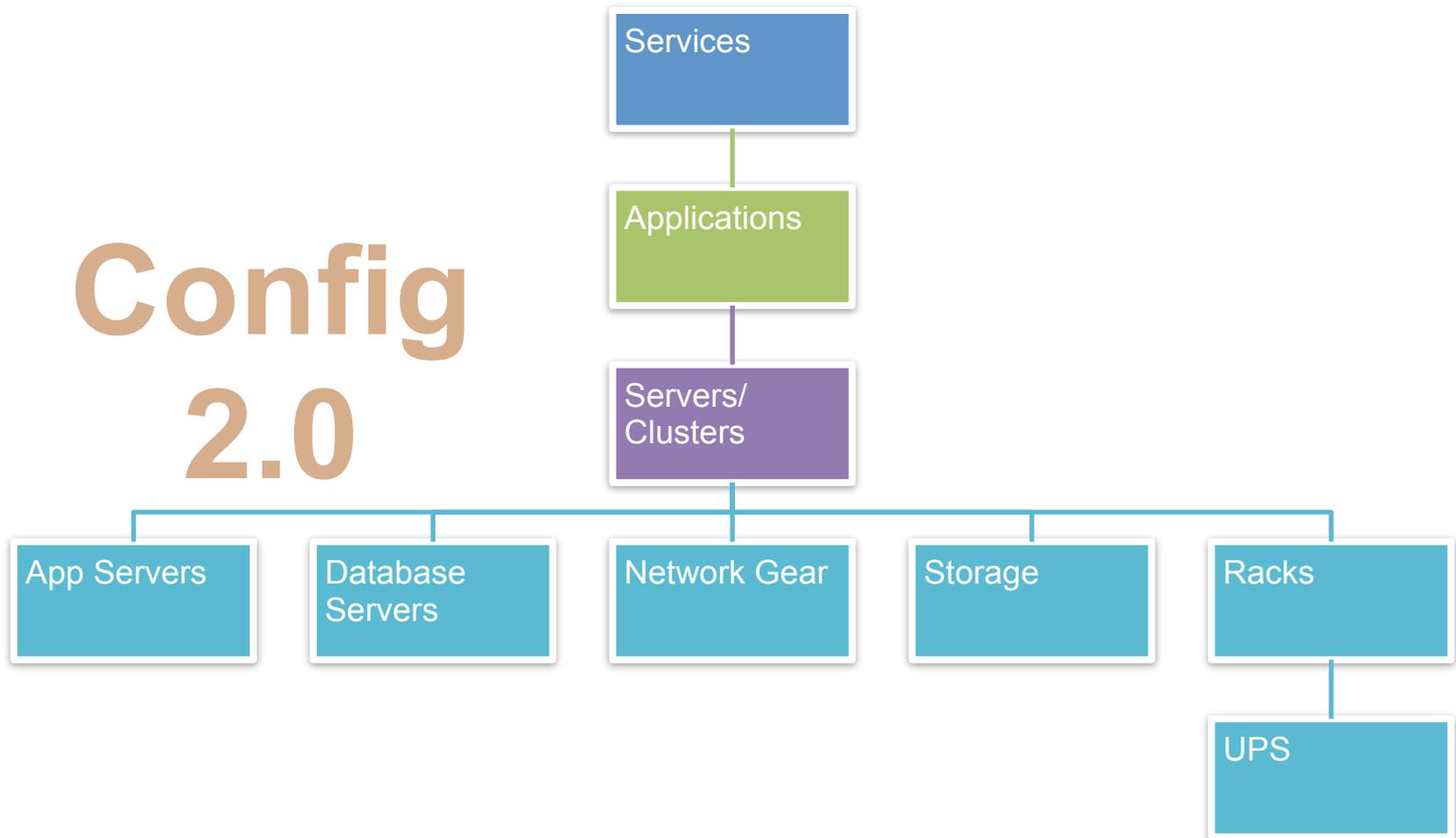
# Configuration Management System (CMS) Model

## Config 2.0



# Configuration Management System (CMS) Model

## Config 2.0



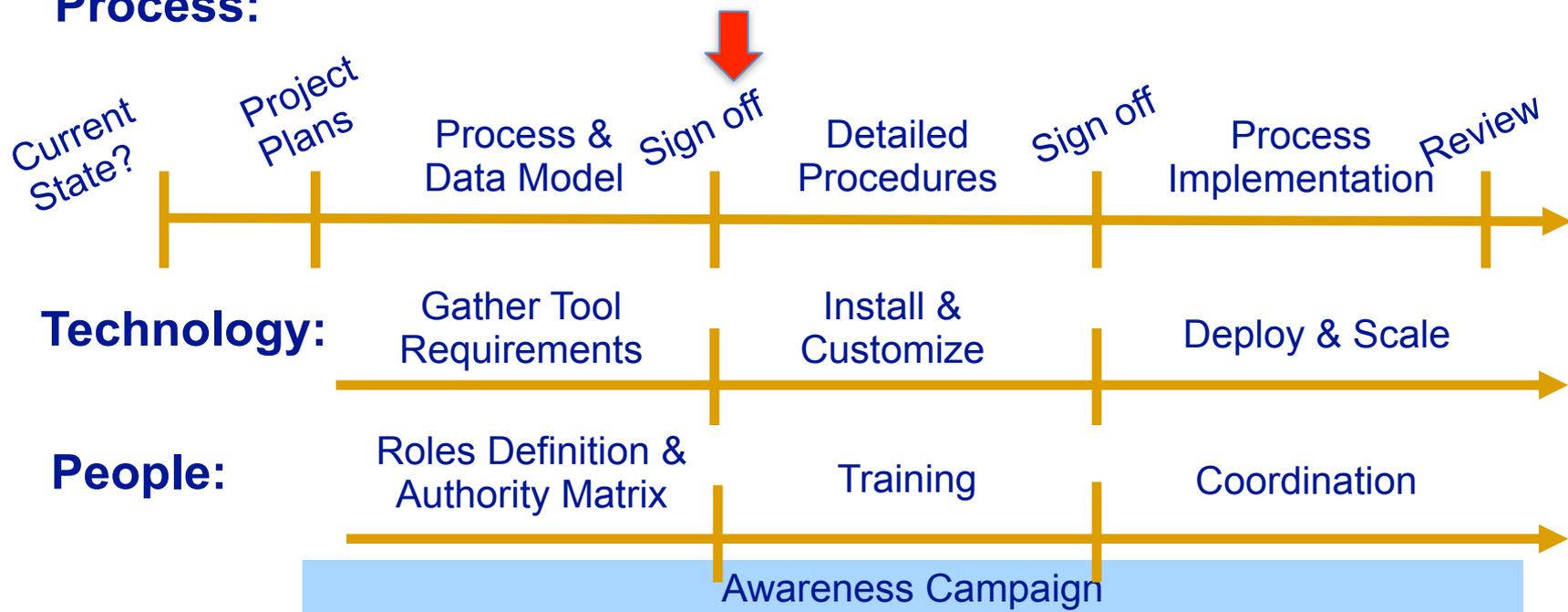
# Process Integrations:

- Incident Management:
  - A **focus group** will be organized to get input and buy-in on how the Incident process and module should leverage Configuration data:
    - Configuration Item field on the Incident form
    - How to describe the impacted service and the root component
    - Generic CIs?
- Change Management
  - Affected CIs will now include other CI types
  - Impacted Services will continue to work as designed

# Process Implementation

- Where are we now?
- Where do we want to be?
- How do we get there?

## Process:



# Configuration Management – Phase 2



Questions

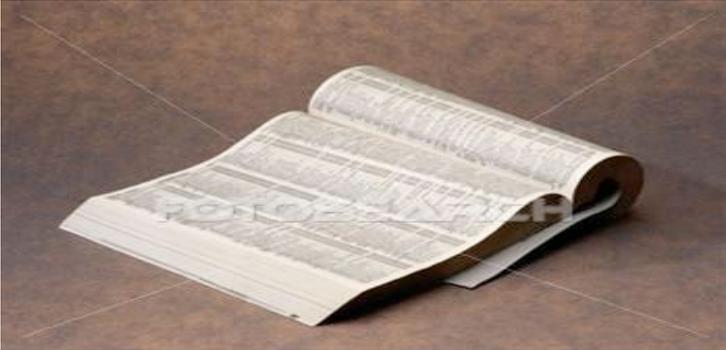


**Anne Marie Alexander**

Manager, Identity Management, Integration

# Online Directory Self Service

# Traditional Directory Services





## Personalize Directory Data

This form allows you to personalize your directory data. Any data which you choose not to personalize will default to values obtained from the HR system of record (PeopleSoft). Please complete the fields to personalize and click 'Save'. For more information, click the  icon next to the field name.

Do not use the 'Back' browser button to navigate; please use the buttons below.

Identifiers

Job Information

Telephone Numbers

Directory Presence

### Name

 Directory Name  \* (First and/or Middle only)

To change last name or any part of your legal name, contact your [HR representative](#).

 Honoric  \* Example: MD, PhD, RN

\* appears in all directories in which this entry is published

Save

Cancel





HOME

VIEW UTS DATA

PERSONALIZE DIRECTORY DATA

PASSWORDS

## Personalize Directory Data

This form allows you to personalize your directory data. Any data which you choose not to personalize will default to values obtained from the HR system of record (PeopleSoft). Please complete the fields to personalize and click 'Save'. For more information, click the  icon next to the field name.

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|             |                        |                   |                    |
|-------------|------------------------|-------------------|--------------------|
| Identifiers | <b>Job Information</b> | Telephone Numbers | Directory Presence |
|-------------|------------------------|-------------------|--------------------|

 Directory Title  \*

**Business Location**

Building and Suite/Room Number are combined to form Business Location.

 Building  \*

 Suite/Room Number  \*

Do not enter your home address; use [PeopleSoft self-service](#) to update your home address.

\* appears in all directories in which this entry is published

Save Cancel





HOME

VIEW UTS DATA

PERSONALIZE DIRECTORY DATA

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Do not use the 'Back' browser button to navigate; please use the buttons below.

Identifiers Job Information Telephone Numbers Directory Presence

 Work 404 - 727 - 5097 \*

 Fax - - \*

 Cell If your Cell is incorrect, update via [PeopleSoft self-service tool](#).

\* appears in all directories in which this entry is published

Save Cancel

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HOME

VIEW UTS DATA

PERSONALIZE DIRECTORY DATA

PASSWORDS

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Do not use the 'Back' browser button to navigate; please use the buttons below.

Identifiers Job Information Telephone Numbers **Directory Presence**

 External Web Allow this directory listing to be visible to people outside of Emory

\* appears in all directories in which this entry is published

Save Cancel

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# Online Directory Self Service



Questions





**Richard Fischer**

Manager, Desktop Support, Enterprise Services

# DeskNet Update



# PRODUCT ROAD SHOW



March 29, 2012

Claudia-Nance Rollins Auditorium

10:00 AM - 12:30 PM

# Desknet Update

# Questions





**John Wilson**

Manager, Business Systems, Enterprise  
Applications

# ServiceNow / Remedy Integration

# Automated Ticket Transfer Process

- Between EHC Remedy and EU ServiceNow
- Two-phase rollout
  - Technical Phase (CHG109056)
    - Updates to SN infrastructure
    - Actual integration between Remedy and SN
  - Process Phase
    - Making new process available
    - Converting users

# Overview

- Tickets that **originate with Emory University** will be sent to the Emory Healthcare Service Desk (8HELP), where they will be manually assigned to the appropriate resources for resolution.
- Tickets **received from Emory Healthcare** will be automatically assigned to one of the following UTS assignment groups:
  - Messaging – Tier 3
  - Storage – Tier 3
  - Identity Management – Tier 3
  - Security – Tier 3
  - Service Desk – Tier 1

# What to Expect

- To Send a Ticket to Emory Healthcare
  1. Fill in all ServiceNow required fields
  2. Select EHC Service Desk in the Transfer to EHC field
  3. Submit the Incident
    - All fields will be read-only except the Work Notes field
    - Once transferred to SN, it can be worked like any other ticket
    - Once resolved, the resolution details are updated in Remedy

# Who Will Be Affected?

- All ServiceNow assignment groups
  - Specifically those who support products that span EHC and EU
    - Exchange
    - Identity Management
  - Those who support users with dual credentials

# Frequently Asked Questions

- Ticket cancelled or transferred in error?
- How do I return an error transfer?
- Where are the resolution details?
- Can a resolved ticket be reopened?
- Do I still own the incident if its been transferred?
- Will transferred tickets affect my SLA?

# ServiceNow / Remedy Integration



Questions

# Thank you for coming!

*Thank  
You*