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

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Jay Flanagan

Manager, Enterprise Email & Messaging, Infrastructure

Office 365 Student

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4

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

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Next Steps

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

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Project Wiki Information

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

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Office 365 Student

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Jay Flanagan

Manager, Enterprise Email & Messaging, Infrastructure

Unified Messaging Project

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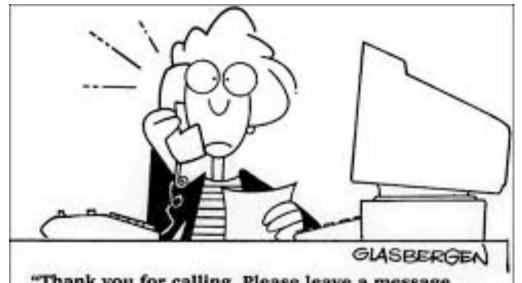
Initial Project Steps

- 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

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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

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Project Wiki Information

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

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Unified Messaging Project

Derek Spransy

Information Security Specialist, OIT Information Security

Security Update

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March Security Awareness

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

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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 1st

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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

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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!

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Smart Device Policy

- Implementation of the policy begins March 20th and will complete for most of the University by May 15th

- Division by division rollout

- Opt-out eligibility varies by division

- Documentation available at http://it.emory.edu/security/smart_device

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This Month's Number

- Ever wondered about the quantifiable risks of unprotected smart devices?

- Symantec provides insight into the answer

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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

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Security Update

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José C. Rodriguez

Manager, Faculty Services, Academic Technology Services

Blackboard 9.1 Upgrade

(coming May 21, 2012)

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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

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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

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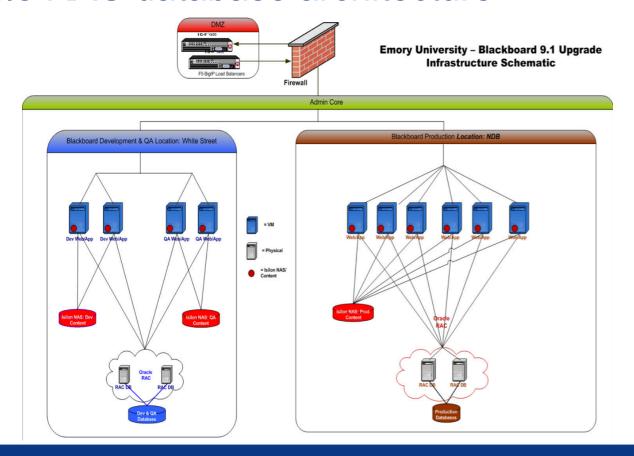
Blackboard 9.1: Campus Pack 4

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

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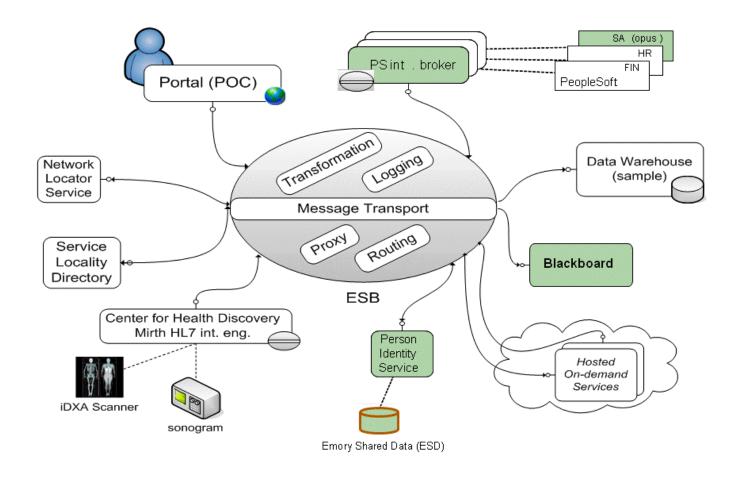# Blackboard 9.1: Architecture Changes

- Moving to VM architecture
- Oracle RAC database architecture

Blackboard 9.1: Bb-OPUS Integration

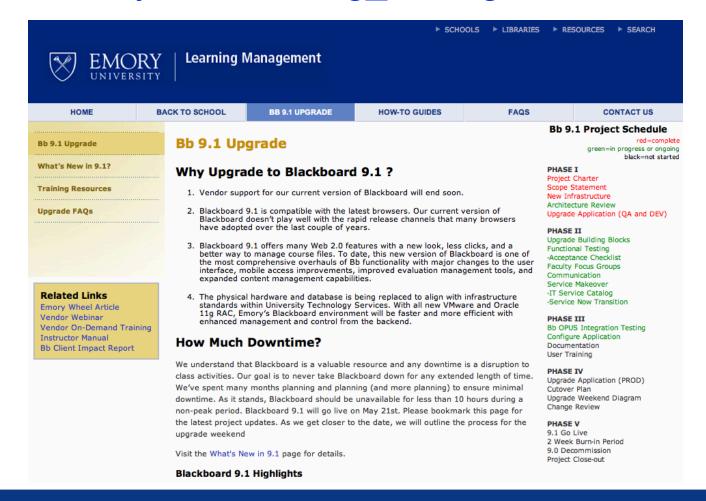- Currently being tested on Bb 9.1 DEV

Blackboard 9.1: Service Makeover

- Service Catalog
- Availability & Configuration
- Knowledge Resources
- Service Request Fulfillment
- Listserv transition for classes@emory.edu

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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/

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Blackboard 9.1: Communication/Training

http://it.emory.edu/learning_management/new/

Blackboard 9.1 Upgrade

Questions ?

Bb 9.1
Coming May 21
Mashups
+
Desktop Drive
+
Course-to-Course Navigation

Blackboard learn+

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Mark Kawasaki

IT Service Manager, Integration

Configuration Management Phase 2

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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**
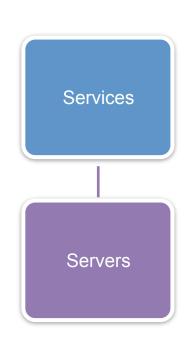
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Configuration Management Benefits

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

Services

Servers

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Configuration Management System (CMS) Model

Config 2.0

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Configuration Management System (CMS) Model

Config 2.0

```
Services
   |
Applications
   |
Servers/
Clusters
   |
   +-----------+-----------+-----------+-----------+
App Servers  Database   Network Gear  Storage    Racks
             Servers                              |
                                                 UPS
```

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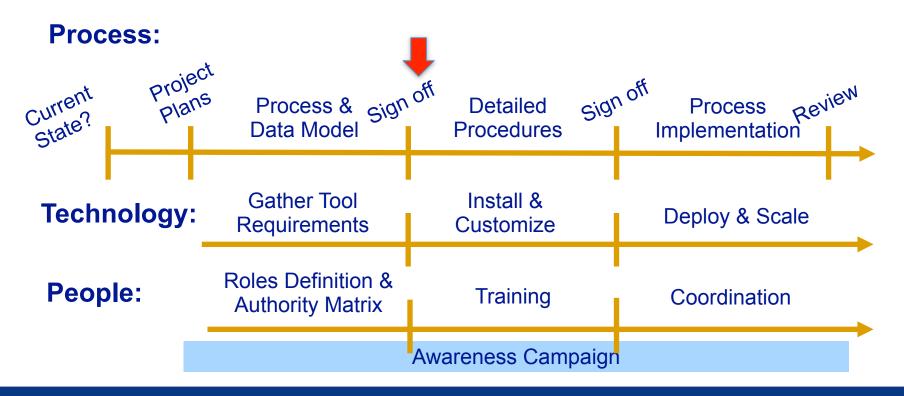
Process Integrations:

- ## 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:

Current State? → Project Plans → Process & Data Model → Sign off → Detailed Procedures → Sign off → Process Implementation → Review

Technology: Gather Tool Requirements | Install & Customize | Deploy & Scale

People: Roles Definition & Authority Matrix | Training | Coordination

Awareness Campaign

Configuration Management – Phase 2

Anne Marie Alexander

Manager, Identity Management, Integration

Online Directory Self Service

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Traditional Directory Services

Online Directory Self Service

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Richard Fischer

Manager, Desktop Support, Enterprise Services

DeskNet Update

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Desknet Update

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John Wilson

Manager, Business Systems, Enterprise Applications

ServiceNow / Remedy Integration

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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

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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

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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

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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?

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ServiceNow / Remedy Integration

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Thank you for coming!

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