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
How's the company's cloud computing strategy coming along?

It's up in the air.
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](https://wiki.service.emory.edu/display/projmgmt/Project+-+Office+365+Student+Email)
Questions
Unified Messaging Project

Jay Flanagan
Manager, Enterprise Email & Messaging, Infrastructure
...If you are sick of voice mail, press the star key followed by the pound key, followed by the star key...

...Or just say, “*#*#*#”!
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](https://wiki.service.emory.edu/display/projmgmt/Project+-+Unified+Messaging)
“Thank you for calling. Please leave a message. In case I forget to check my messages, please send your message as an audio file to my e-mail, then send me a fax to remind me to check my e-mail, then call back to remind me to check my fax.”
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 1st
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 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
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
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/
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+
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

Servers

Services

Config 1.0
Configuration Management System (CMS) Model

Config
2.0
Configuration Management System (CMS) Model

Services

Applications

Servers/Clusters

App Servers

Database Servers

Network Gear

Storage

Racks

UPS
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

- Technology: Awareness Campaign
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: Anne Marie  *(First and/or Middle only)*

To change last name or any part of your legal name, contact your HR representative.

- Honorific:  *Example: MD, PhD, RN*

* appears in all directories in which this entry is published

Save  Cancel
Personalize Directory Data

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</table>

**Directory Title**  Sr Manager, Identity Management

**Business Location**

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

- **Building**: 1752 Clifton Rd
- **Suite/Room Number**: Suite 1600

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]
**Personalize Directory Data**

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</tr>
</thead>
<tbody>
<tr>
<td>Work</td>
<td>404 - 777 - 5897 *</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cell</td>
<td></td>
<td>If your Cell is incorrect, update via PeopleSoft self-service tool.</td>
<td></td>
</tr>
</tbody>
</table>

* appears in all directories in which this entry is published

**Save**  **Cancel**
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<tbody>
<tr>
<td><img src="https://enid.emory.edu/dm/user/processLaunch.jsp?id=emuEndUserDirectoryUpdateWF" alt="External Web" /></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* appears in all directories in which this entry is published

Save  Cancel
Online Directory Self Service

Questions
March 29, 2012
Claudia-Nance Rollins Auditorium
10:00 AM – 12:30 PM
Desknet Update

Questions
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 it's been transferred?
• Will transferred tickets affect my SLA?
Questions
Thank you for coming!