IT Briefing Agenda

• Unified Messaging Update
• ServiceNow - Request 2.0
• University Service Desk
• Security Update
• Business Intelligence

• Jay Flanagan
• Missie Martin
• Sharon Gregory
• Elliot Kendall
• Paul Mitchell
Unified Messaging Update

Jay Flanagan
Manager, Messaging Team, Infrastructure

Unified Messaging Update
Unified Messaging Update
Unified Messaging Update

• Core Team began testing on Unified Messaging (UM) a little over a week ago
• Added next set of testers on Monday which included additional UTS users as well as some campus users
• Began work with our 3rd party vendor
• Still some issues we are working through with Avaya and MS
• Next set of testers will go in the next couple of weeks…volunteers?
...If you just left an embarrassing message and want to erase it, press 4... If you want to hear the embarrassing messages that other people think they erased, press 5...
Unified Messaging Update

Questions
Request Methods in ServiceNow

Incident (INC) with Record Type = “Service Request”

• Standard form
• Basic workflow that routes to a single assignment group

Request Catalog (REQ)

• Items in high demand and frequently requested
• Provisioning requires specific information from the customer
• Proven workflows that are repeatable and well-documented
Request Structure

- **Standard Online Shopping Experience**

<table>
<thead>
<tr>
<th>Order #:</th>
<th>105-9824517-7218658</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipping Method:</td>
<td>FREE Super Saver</td>
</tr>
<tr>
<td>Shipping Preference:</td>
<td>Group my items into as few ship</td>
</tr>
<tr>
<td>Items:</td>
<td>$84.49</td>
</tr>
<tr>
<td>Shipping &amp; Handling:</td>
<td>$24.01</td>
</tr>
<tr>
<td>Super Saver Discount:</td>
<td>-$24.01</td>
</tr>
<tr>
<td>Total Before Tax:</td>
<td>$84.49</td>
</tr>
<tr>
<td>Estimated Tax To Be Collected:</td>
<td>$0.47</td>
</tr>
<tr>
<td>Order Total:</td>
<td>$84.96</td>
</tr>
</tbody>
</table>

**ServiceNow**

REQ (Request)
Number assigned for all items requested. This is a tracking number for the customer.

**RITM (Item)**
Each REQ can contain 1 or more items that vary in nature and route to 1 or more Assignment Groups.
Sample Request Workflow

Each RITM can have 1 or more Tasks required from 1 or more assignment groups to deliver the service.

Tasks can be generated:
- Simultaneously
- Linear
- On a Timer
# Help Define Request Standards

<table>
<thead>
<tr>
<th>Topic</th>
<th>Date</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITIL-User</td>
<td>Monday, May 21 (8 a.m. – 12 p.m.) or</td>
<td>- Navigation naming and filters</td>
</tr>
<tr>
<td></td>
<td>Tuesday, May 22 (8 a.m. – 12 p.m.)</td>
<td>- List view filters (REQ, RITM, TASK)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Fields available on RITM header form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Fields available on TASK form</td>
</tr>
<tr>
<td>Self Service</td>
<td>Tuesday, May 29 (8 a.m. – 12 p.m.) or</td>
<td>- Navigation and filters</td>
</tr>
<tr>
<td></td>
<td>Thursday, May 31 (8 a.m. – 12 p.m.)</td>
<td>- Request cart</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Standard stages (status)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Order status page (REQ view)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Item status page (RITM view)</td>
</tr>
<tr>
<td>General</td>
<td>Tuesday, June 5 (12:30 p.m. - 4:30 p.m.)</td>
<td>- Self service homepage</td>
</tr>
<tr>
<td></td>
<td>or Thursday, June 7 (8 a.m. – 12 p.m.)</td>
<td>- Request homepage</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Email Notifications</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Permissions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Workflow</td>
</tr>
<tr>
<td>Wrap-up</td>
<td>Tuesday, June 12 (8 a.m. – 12 p.m.)</td>
<td>- Review</td>
</tr>
</tbody>
</table>
Be Informed and Get Involved

• **Focus Groups** scheduled for community to help define and document tool requirements

• [REQ-IT@listserv.emory.edu](mailto:REQ-IT@listserv.emory.edu) is available for those interested receiving regular updates

• [http://smcc.emory.edu/](http://smcc.emory.edu/) - Request website

• Email [ITSMO@emory.edu](mailto:ITSMO@emory.edu)
Questions
Sharon Gregory
Manager, Service Desk, Enterprise Services

University Service Desk
Call Handling

FYTD Total = 28,344
Avg./Month = 3,543

Avg./Month = 40 seconds
Ticket Handling

**Tickets Logged**

- FYTD Total = 24,118
- Avg./Month = 3,015

**First Call Resolution**

- FYTD Total = 17,475
- Avg./Month = 2,184
- Avg. % FCR = 72%
Timeliness
Resolvable by Tier 1?

- Create Knowledge Articles
- Identify Training Opportunities
- Reduce the number of tickets routed to Tier 2 for support
- Increase Service Desk FCR
The Emory University Service Desk has moved... BACK TO CAMPUS!!!!
Questions
Security Update

Elliot Kendall
Information Security Specialist, OIT Information Security

Security Update
Antivirus Consolidation Update

• Training and pilot testing is going on now
• Known bug with Outlook 2011 and OS X 10.6+ causes mass message duplication
• Production deployment expected in early June if we can address that bug
• Symantec is going away October 31st - try to migrate early to avoid last-minute problems
• You’ll get monthly reminders of that date here and on LOCAL-L
• Contact ent-app-antivirus@listserv.cc.emory.edu
Some Numbers

• There are 3,599 Macs on campus

• There are 1,275 Macs that…

• are running OS X 10.5 or earlier
Mac OS Security Risks

• Up to 817,879 Macs worldwide were infected with Flashback, including dozens at Emory
• Apple only issues patches for the latest two OS X releases – 10.6 and 10.7
• 10.5 and lower users were sitting ducks
• Apple did release a special 10.5 patch on Monday – *three months after Oracle’s patch!*
• Another worm-friendly exploit was patched recently in 10.6 and 10.7, but not in 10.5 or earlier
• What if there’s another epidemic?
More Numbers

• There are 3,599 Macs on campus

• There are 63 Macs that…

• are running the Emory FileVault management tool
Emory FileVault Management tool

- Every Emory-owned 10.7 Mac should run it
  - Low performance impact (iPhones, e.g.)
  - Free
  - Easy to use

- Get it from Software Express, documentation in the Knowledge Base (it.emory.edu/kb – search for “filevault”)

- Students and non-Emory owned systems can use unmanaged FileVault
Questions
Paul Mitchell

BI & Data Warehousing Architect, Enterprise Applications

Business Intelligence
What is BI?

• Business Intelligence – Organizing information to make reporting simple, easy, and accurate

• What do people get from BI
  – Easy to use, easy to understand
  – Clean trusted data – one version of the truth
  – Clear field names and definitions
  – Speed, speed, speed
  – Retain and conform history
  – Empowers users
  – Hooking data together: HR, Student, etc
Cool BI terms to impress your friends and

• Warehouses, Marts, Stars, Hybrids, Snowflakes, Cubes
• BI, DW, EPM, BPM
• Data mining, data visualization tools
• Destructive loads, incremental loads, near real time
• Cyclical Redundancy Check (CRC)

*Whatever it’s called it’s all BI*
How do you accomplish BI?

• Extract it, clean it, organize it
• Pulls data from a source system – PS Finance
  – Licensed for only PS Finance and a few other areas
  – We will add other areas over time
  – We should have a full use license in a year or two
  – Can be used to report any data
• Data is stored in a warehouse
• Reporting tool on top (OBIEE)
How is it governed?

- Executive Steering Committee
- Steering Committee
- Data Stewards
- Training and Communication
Data movement/storage

PS Finance → EPM Warehouse → OBIEE reporting tool
What the data looks like

- Department dimension
- Account dimension
- Project dimension

Fact - Journal
Fact - Project
Reporting

- Reporting is easy
- Report creation – drag and drop
- Dashboards
- Push technology
- Excel, Word, PowerPoint interface
- Alerts

- Here is what the tool looks like
Key points

• It’s a process not a project
• Simple easy to understand data structure
• Any data problems will be exposed - don’t take it personally
• All about reporting not ease of updating data
• Loads at night
• Why EPM and OBIEE – the tool set is deeply integrated with PS applications, same vendor
  – Upgrades
  – BI in PS applications
Business Intelligence

Questions
Thank you for coming!