



EMORY
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EMORY
HEALTHCARE

Office of
Information
Technology

IT Briefing

July 19, 2012

Goizueta Business School

Room 231

IT Briefing Agenda

- Unified Messaging Update
- ServiceNow Sprint Update
- Web Service Registry
- Office 365 Update
- Security Update
- Felicia Bianchi
- Missie Martin
- Mark Eisert
- Alan Cattier
- Derek Spransy



Felicia Bianchi

Project Manager, Project Management Office

Unified Messaging Update

Unified Messaging Update

- Unified Messaging is LIVE (as of July 17)
- 11,132 voice mail accounts moved



Unified Messaging Update

Questions



Missie Martin

IT Service Manager, ITSMO, Integration

ServiceNow Sprint Update (Summer Release)

ServiceNow Sprint Update

- FEAT000334 – Automate Incident State
- FEAT000456 – Bb Request Item to Add Organization
- FEAT000425 – Improve Google Search
- FEAT000444 – Configuration 2.0
- FEAT000285 – Email Reminder for Completed Changes

FEAT000334 - Automate Incident State

- Incident State
 - can no longer be changed manually
 - changes automatically based on activities in the ticket
 - displays in **RED** on the list view for reopened tickets
- Customers and Techs can reopen resolved tickets
- Can report on number of times a ticket has been reopened
- Email notifications updated

FEAT000334 - Automate Incident State

- **New** – Only occurs when “create new” is clicked from the Incident module navigation bar
- **Awaiting Assignment** – Occurs when a ticket has been assigned to an Assignment group but there is no assigned to person
- **Assigned** – Occurs when there is an assigned to person assigned to the ticket
- **Pending** – Occurs when there is a pending code present in pending field
- **WIP** (Work in Progress) – Occurs when a work or public note is added to the ticket by the assigned to person
- **Resolved** – Occurs when there is a resolved date present in the ticket
- **Cancelled** – Occurs when “Cancelled” or “Customer Resolved” is present in the resolution code field

FEAT000334 – Improve Google Search

- From the OIT Website the Google Appliance conducts a search across the ServiceNow knowledge base from the general search option and “Additional Information”

The screenshot displays the Emory University Office of Information Technology website. The top navigation bar includes links for SCHOOLS, LIBRARIES, RESOURCES, and SEARCH. The main header features the Emory University and Emory Healthcare logos, along with the text "Office of Information Technology". Below the header is a secondary navigation bar with links for HOME, ABOUT US, SERVICE CATALOG, GET HELP, and IT NEWS. The "SERVICE CATALOG" link is highlighted. The main content area shows a breadcrumb trail: Home » Service Catalog Home » Web » Web Hosting. A search box labeled "Search the IT Site" with a "SEARCH" button is circled in red. Below the search box is a "Service Documentation" section with a "Service Overview" link. On the left side, a sidebar menu is visible with options: Overview, Additional Information (circled in red), and Request Assistance. The "Additional Information" option is highlighted with a red oval.

FEAT000334 - Improve Google Search

Today Knowledge articles display with the word “ServiceNow” as the title for search results. This feature will allow the ServiceNow short description field to display as the title.

ServiceNow

... Security Management > Software > Protecting ColdFusion from SQL injection.

Article: KB00671 Published: 2011-04-13 Last modified: 2012-07-06. ...

emory.service-now.com/kb_view.do?sys_kb_id=4f14ef620a0a3d2a00194832f57bf804 - 24k - Cached

ServiceNow

... Application Management > Software > Configuring Dreamweaver for UTS

Web Hosting. ... start with either [http://](http://secure.web.emory.edu/) or [https://](https://secure.web.emory.edu/)

emory.service-now.com/kb_view.do?sys_kb_id=7fa7f2e70a0a3c5001a2020f6e923f4b - 25k - Cached

Knowledge search results

Sort by Last modified

1 to 1 of 1

Protecting ColdFusion from SQL injection

Procedures: Parametrized queries To protect your ColdFusion code from SQL injection, use parametrized queries. In a parametrized query, you do not directly construct a string that represents your query. Instead, you define parameters to the query and pass values for those parameters. To create a parametrized query in ColdFusion, use the ...

Security Management > Software > KB00671 Published: 2012-03-22 Last modified: 2012-07-06

Refine results

Security Management (1)
Software (1)

FEAT000444 - Configuration 2.0

- **New CI Types** to allow for population of CIs for the following:
 - Applications
 - Clusters
 - Database Servers
 - Application Servers (Web, Java, etc.)
 - Storage
 - Data Center (Racks, Enclosures, UPS, PDUs, etc.)
- **CI Alias** field removed from Incident form
 - Alias lookup is now integrated into CI field
- CIs now included in **Search** results
- **Baseline Differences** will show history of CI changes

FEAT000285 - Email Reminder for Completed Changes

- Currently this is done manually by the Change Manager (Luciano Dalla Venezia)
- With this feature enhancement:
 - You will receive an email reminder to complete your change if the following conditions exist:
 - *State is NOT equal to: Draft, Completed or Closed*
 - *Current Date/Time is 2 days after the Planned End Date*
 - The email reminder will be sent every 2 days thereafter while the above conditions exist

ServiceNow Release Schedule

- Enhancements must be part of a release if they
 1. Require significant functional and/or end-user testing
 2. Are of high risk
- Four seasonal releases per year
 - Summer (August)
 - Fall (November)
 - Winter (February)
 - Spring (May)

ServiceNow Sprint Update



Questions





Mark Eisert

Applications Developer/Analyst, Lead, Integration

Web Service Registry (One IT Experience initiative)

What is Web Service Registry

- What is this for?
 - Tool for discovering services and data at Emory University and Emory Healthcare
- Why use this?
 - Finding services/data you didn't know existed
 - Leveraging services across IT organizations
- Who is this for?
 - Healthcare and University
 - Anyone with a NetID
- How to use it?
 - Log in using common NetID/password
 - <https://wiki.service.emory.edu/display/wsregistry/Public+help+home>

Demo

- Where is it located
 - Proof of Concept server
 - <https://demo.webservices.emory.edu/services>
 - Production
 - Coming at the end of August
- Services registered now
 - 37 services

Alternative names

Display name

Viewed and favoured counts

Drill down into the operations of a service

Latest monitoring history and breakdown of the different monitoring tests

The URLs needed to use the service

Information about the service (by users, providers, automated means and from other registries)

Home » Services » WSDbFetchServerLegacyService

WSDbFetchServerLegacyService SOAP

aka DBFetch

Categories: Sequence Retrieval Data Retrieval

Overview **Operations (7)** Monitoring

Provider: European Bioinformatics Institute (EBI)

Location: United Kingdom

Submitter / Source: Rodrigo Lopez (about 1 year ago)

Endpoint: <http://www.ebi.ac.uk/ws/services/WSDbfetch>

WSDL Location: <http://www.ebi.ac.uk/Tools/webservices/wsd/WSDbfetch.wsdl>

Documentation URL(s): <http://www.ebi.ac.uk/Tools/webservices/services/dbfetch> by Franck Tanoh (5 months ago)

Description(s): WSDbfetch: Database entry retrieval using entry identifiers (see <http://www.ebi.ac.uk/Tools/webservices/services/dbfetch>) from provider's description doc (about 1 year ago)

The service retrieves entries (sequences, literature abstract, protein structure information, etc) from various up-to-date biological databases using databases entry identifiers or accession numbers. Supported databases (complete list can be found on the web interface): EMBL, Ensembl, UniProt, UniRef, UniSave, RefSeq, Medline, PDB, InterPro, HGVbase, GenomeReviews, InterPro. Web interface: <http://www.ebi.ac.uk/cgi-bin/dbfetch> by Franck Tanoh (28 days ago)

License(s): This service does not require a license but should be used according to EBI's policies <http://www.ebi.ac.uk/information/termsofuse.html> by Franck Tanoh (5 months ago)

Cost:

Annotations: 121 29 92

Tags (18): [dilexpro](#) | [data retrieval](#) | [embl-bank](#) | [ena](#) | [ensem](#) | [interpro](#) | [ipi](#) | [medline](#) | [patents](#) | [PDB](#) | [pdbe](#) | [sequence search](#) | [sequence version archive](#) | [uniparc](#) | [uniref](#) | [unisaave](#)

Log in to add tags

Ratings by Members (0)

Documentation	Average	Your Rating
Documentation	***** (0)	--

Log in to rate

Favoured By (1): Franck Tanoh

Similar Services (37): [ChebiWebServiceService](#) | [DDBI](#) | [GetEntry](#) | [KEGG](#) | [Gtop](#) | [MiriamProviderService](#) | [WSDbFetchServerLegacyService](#) | [SOAPService](#) | [seqwordsService](#) | [DBFetch](#)

Log in to add license info

You n

Web Service Registry

Questions



Alan Cattier
Director, Academic Technologies
Office 365 Update

Office 365 Project

- Initiative to bring Microsoft email and calendaring to all undergraduates
- Collaboration between OIT, Emory College, Goizueta Business School, and Oxford College
- At 6 p.m. on August 10, we will begin the process of moving all undergraduates in any of these schools to a hosted Exchange instance offered by Microsoft
- Goizueta graduate students will be moved to the on-premise Exchange

Office 365 Experience

- Transparent community between the hosted and the on-premise Exchange
- Free-busy for scheduling is visible between the two environments
- Unified GAL for finding anyone in the Emory community
- 25 Gigs of space per mailbox in the hosted environment
- Presence awareness for chatting between community members

Office 365 Support

- Combined effort between OIT's Student Services, the Goizueta Business School, and Oxford College's IT teams
- For Emory College, support is specifically for the browser experience of email and calendaring
- Lync services are available, but will not be an initial focus
- Mobile device support will be coordinated in OIT's Student Services
- Ongoing workshops into the semester on the new environment

Office 365 and LearnLink

- LearnLink is not going away
- All email inboxes in all Emory FirstClass environments are being moved to Exchange
 - Either on-premise or hosted
- Conferencing will continue to exist
 - Emory College, Goizueta, and Oxford College and any other entity that uses FirstClass conferencing
- All academic/class conferences will work as they always have worked
 - Mail the conference, mail the class - Nothing has changed
- Effort testing of new conferencing environments
 - begins this fall in anticipation of retiring all FirstClass environments by the end of Spring semester 2014

Office 365 and You

- The foundation for a One IT Experience item
- Remind your staff and faculty that calendaring is now available to everybody
 - Resources may now be visible across the community
- Be a source of good information
 - The 365 Project is moving inboxes and for the many users still in a FirstClass environment, their conferencing capability will still be there
- First extensive “cloud” effort at Emory
 - Likely to expand to host a larger and larger proportion of Emory’s Exchange accounts depending on this initial experience

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Office 365 Update



Questions





Derek Spransy

Information Security Specialist, OIT Information Security

Security Update

August Security Awareness

- Encryption – Guidance on what kinds of data should be encrypted and what utilities are available

AV Consolidation Update

- Symantec will be decommissioned on Oct. 31
- Around 3,800 Windows and 700 Mac clients have been migrated
- Outstanding issue with McAfee and Outlook 2011 for Mac
 - McAfee is working with us on a solution
 - Workaround has been implemented
- Send any questions to: ENT-APP-ANTIVIRUS@LISTSERV.CC.EMORY.EDU

Data Destruction Day

- OIT will be offering a data destruction day for University and Healthcare
- Shredding will be available for paper and electronic media (hard drives, backup tapes, CDs/DVDs, flash drives, etc.)
- Look for more communications about dates in the near future

Smart Device Policy

- The smart device policy is now the default on Exchange
- All new users going forward will receive the policy when adding Exchange to their devices

This month's number...

11,000



This month's number...

- Number of smart devices that have had the policy applied to them across the enterprise.
- 0.16% of the population has requested an opt-out

Security Update



Questions



Thank you for coming!

*Thank
You*