



EMORY
UNIVERSITY

EMORY
HEALTHCARE

Office of
Information
Technology

IT Briefing

August 16, 2012

Goizueta Business School

Room 234

IT Briefing Agenda

- Office 365 Update
- Office 365 - LearnLink
- WordPress ScholarBlogs
- Trusted Storage
- ServiceNow Tips & Tricks
- Information Management
- Security Update
- Barnes & Noble Update
- Kim Braxton
- José Rodriguez
- José Rodriguez
- David Hauenstein
- Nicole McFarland
- Rikki Chesley
- Derek Spransy
- Rachel Barrueta



Kim Braxton

Manager, Student Services, Academic Technologies

Office 365 Update

Office 365

- All Emory & Oxford undergraduate students now on Office 365 *
- All accounts provisioned and licensed August 10/11
- LearnLink “mailboxes” set with a redirect to @emory.edu
- All LearnLink conferencing functions remain as always



Office 365 facts

- email.emory.edu
- Includes email, personal and shared calendars, plus instant messaging through Lync web
- It is in the Cloud
- It is not owa.emory.edu
- Mobile device friendly



Office 365 policies

- All undergraduate @emory.edu email goes to Office 365
- No forwarding allowed
- Smartphone policy does not apply
- Support is available for web access only
 - No client support
- We will support most major smartphones



Office 365 and LearnLink

- All LearnLink conferencing functions are exactly as they were before the move
- LearnLink internal messaging also still works
- Messages composed in LearnLink can still go OUT to the internet, but all incoming internet messages to undergrads go to @emory.edu and therefore Office 365 *



The official @emory.edu email service for Emory Undergraduates is Office 365.

Students have to check their Office 365 account to get their official @emory.edu email.



Office 365 Support

- **Service Desk**
404-727-7777
- **Student Technology Support Office**
2nd Floor Cox Hall, inside the Computing Center
Monday – Friday 10 a.m. – 5 p.m.
- **<http://it.emory.edu/Office365>**



Homepage



Homepage

The screenshot shows the homepage of the Office of Information Technology at Emory University. The header includes the Emory University and Emory Healthcare logos, and the text "Office of Information Technology". Navigation links for "SCHOOLS", "LIBRARIES", "RESOURCES", and "SEARCH" are in the top right. A main navigation bar contains "HOME", "OFFICE 365 BASICS", "GET CONNECTED", "COMMON QUESTIONS", and "GET HELP".

The main content area features a large banner for Microsoft Office 365. On the left, a yellow box titled "What is Office 365?" contains the following text: "Office 365 is the official e-mail service for Emory undergraduates. It provides students with internet e-mail, 25 GB e-mail storage, personal and shared calendars and instant messaging services all easily accessible from a web browser or mobile device. Faculty, staff and graduate students will continue to work in their existing e-mail environments." The banner itself has a blue background with white clouds, the Office 365 logo, and the text "NOW LIVE!" in large orange letters. Below the logo, it says "Microsoft Office 365" and "All Emory undergraduate accounts are now active in Office 365. Click the login link below to access your @emory.edu e-mail in Office 365."

Below the banner are four columns of content:

- Login:** "To access your Emory e-mail, go to: <http://email.emory.edu>" with a Microsoft Office 365 Login logo below.
- Tip of the Week:** "Questions about Learnlink? Common questions answered [here](#)." Below are icons for Android and iOS, with the text "Instructions to setup your mobile device to access your Emory e-mail are available [here](#)."
- Hands-on Help:** "August 25-26th Technology support staff will be on-site in residence hall lobbies during move-in weekend." "Fall Semester 2012 Support will be available in the Student Technology Support office in Cox Hall. Hours: M-F 10am-5pm." "Coming Soon!! The Student Technology Support office will be hosting hands-on Office 365 help sessions in Cox Hall. Check back for specific times."
- Student Technology Support:** "STUDENT TECHNOLOGY SUPPORT" with a link. Below is a graphic with the text "Need University IT Support?" and the phone number "404-727-7777" and a link to "UNIVERSITY SERVICE DESK".

The footer contains navigation links: "EMORY HOME | CONTACTS | EMERGENCY | CAREERS | MAKE A GIFT | ABOUT EMORY'S WEB" and copyright information: "Copyright © 2012 Emory University - All Rights Reserved | 201 Dowman Drive, Atlanta, Georgia 30322 USA 404.727.6123".

Creating a Message



Creating a Message

HOME OFFICE 365 BASICS GET CONNECTED COMMON QUESTIONS

Office 365 Basics

Email

- Creating a Message**
- Adding Recipients
- Attachments
- Insert Picture
- Signatures
- Organizing Mail
- Drafts
- Rules & Junk Mail
- Set Message Importance
- Automatic Replies

Calendars

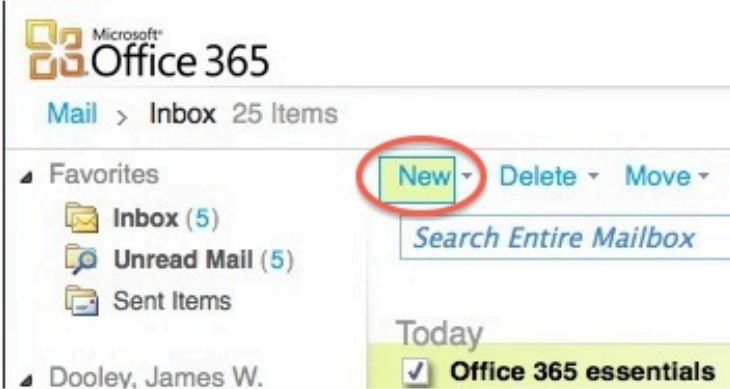
Contacts

Lync Instant Messaging

Creating a Message

To create a new e-mail message in Office 365:

1. Press Command+N (MacOS), Control+N (WindowsOS), or click **New** at the top of your Inbox.




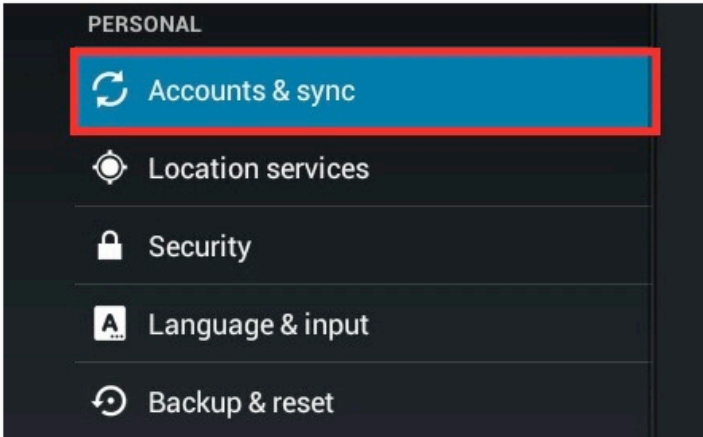
The screenshot shows the Office 365 Mail interface. At the top, it says 'Microsoft Office 365' and 'Mail > Inbox 25 Items'. Below this, there are 'Favorites' listed: 'Inbox (5)', 'Unread Mail (5)', and 'Sent Items'. At the bottom of the Favorites list, there is a 'Dooley, James W.' entry with a checkmark and the text 'Office 365 essentials'. Above the Favorites list, there are three buttons: 'New', 'Delete', and 'Move'. The 'New' button is circled in red. Below the buttons, there is a search bar labeled 'Search Entire Mailbox' and a section titled 'Today'.

TIP: By clicking the small triangle to the right of New, you can choose to create a new message or a new meeting request.

Android Setup




Android Setup

HOME	OFFICE 365 BASICS	GET CONNECTED	COMMON QUESTIONS	GET HELP
Get Connected	<h2>Android Setup</h2> <p>This guide was created using the stock mail settings in Android OS 4 (Ice Cream Sandwich). Different versions of the Android OS and hardware may vary slightly in setup.</p> <p>To setup Office 365 on your Android phone:</p> <ol style="list-style-type: none">1. Open the Settings menu.  <p>Settings</p>	<p>Need University IT Support?</p> <p>404-727-7777</p> <p>UNIVERSITY SERVICE DESK ▶</p>		
Android Setup	<ol style="list-style-type: none">2. Tap Accounts & Sync.  <p>PERSONAL</p> <p>Accounts & sync</p> <p>Location services</p> <p>Security</p> <p>Language & input</p> <p>Backup & reset</p>	<h2>Student Technology Support</h2> <p>STUDENT TECHNOLOGY SUPPORT ▶</p>		
iOS Setup (iPhone, iPad)				
Other Devices				

Common Questions



Common Questions

HOME	OFFICE 365 BASICS	GET CONNECTED	COMMON QUESTIONS	GET HELP
<h2>Common Questions</h2> <p>Learnlink: Will I still be able to access my conferences and old messages in Learnlink?</p> <p>Learnlink: Will my old messages in my Learnlink mailbox be moved into my Office 365 inbox?</p> <p>Learnlink: Can I import messages from my Learnlink mailbox into Office 365?</p> <p>Learnlink: Why am I getting copies of Learnlink messages in Office 365?</p> <p>Can I be logged into my Office 365 and outlook.com accounts at the same time?</p> <p>Will my e-mail address change with Office 365?</p> <p>Can I forward my Emory Office 365 e-mail to another service like Gmail, Hotmail, Yahoo!, etc?</p> <p>How do I set up an e-mail application on my computer to access my Emory Office 365 e-mail?</p> <p>How do I get my Emory Office 365 e-mail on my mobile device?</p> <p>How do I create a mailing list for my study group?</p> <p>What is the attachment size limit for Emory Office 365 e-mail?</p>				<p>Need University IT Support?</p>  <p>404-727-7777</p> <p>UNIVERSITY SERVICE DESK ▶</p> <p>Student Technology Support</p> <p>STUDENT TECHNOLOGY SUPPORT ▶</p>

Office 365 Update



Questions





José C. Rodriguez

Manager, Faculty Services, Academic Technologies

Office 365 - LearnLink

LearnLink Transition

- Change for Students; No Change for Faculty
- But...the culture of LL might change
- FAQ and Info sessions
 - http://ecit.emory.edu/assets/Office365_LearnLink_FAQ.pdf



LearnLink FAQ highlights

- *Will students still have access to LL class conferences? - YES*
- *Will faculty still be able to email students in LL?*
 - YES, received in LL mailbox and also fwd to O365
- *Can faculty begin to transition content?*
 - YES (Bb, iTunes U, WordPress)



What's Next...gen?

- Why?
 - Outdated interface
 - Long term viability of product
 - Losing higher education focus
- What?
 - GoingOn.com
 - Blackboard Social
- When?
 - Planning to begin after Sept. 15



Bb Social

The image displays two overlapping screenshots of the Blackboard Social interface. The top screenshot shows the 'People' section, featuring a navigation menu on the left with options like 'Follow requests', 'My Academic Network', 'Everyone', 'Monument', 'My Courses', 'My Organizations', 'State Community College', and 'My Connections'. The main content area is titled 'My Academic Network (338)' and lists several users with profile pictures and names: Jerry Westley, Hillary Lopez, Dr. Stan Ph..., Prof. Jessi Zimmerma..., Brad Mirag..., Jason Don..., and Silas Arlie. The bottom screenshot shows the 'Spaces' section, also with a navigation menu on the left. The main content area is titled 'Spaces I Manage (2)' and lists two spaces: 'Math Society' and 'Computer Science 415 Project'. Below this, there is a section for 'My Spaces (5)' with a filter for 'LATEST ACTIVITY' and a list of five spaces: 'Chocolate Lover Club', 'Biology Study Group', 'Fantasy Football', 'Monument: Modern Architecture', and 'State Community College: Urban Planning'. A 'Create a Space' button is visible at the bottom of the 'Spaces' section.



Questions



José C. Rodriguez

Manager, Faculty Services, Academic Technologies

WordPress ScholarBlogs

WordPress ScholarBlogs

- Launched in June
- Service of UTS Faculty Svcs and Library's DiSC
- scholarblogs.emory.edu (teaching & research)
- blogs.emory.edu (students, non-academic)
- Site requests: Service Request Catalog
- Knowledge articles



WordPress ScholarBlogs

- ~ 200 users
- ~ 50 blog sites
- Shibboleth authentication
- Plugins and themes vetted
- Instruction and just-in-time support in ECIT



WordPress ScholarBlogs

Questions



David Hauenstein
Manager, Enterprise Storage, Infrastructure
Trusted Storage

The Requirements, The History

- HIPAA / ePHI Addressable Requirements
- Veterans Administration EaR

- Trusted Storage v1 – Celerra Appliance
- Trusted Storage v2 – Windows Cluster

Problems With TS v2

- Architecture – Windows Cluster using Powerpath multi-pathing and load balancing (with S/W encryption) to Symmetrix DMX3 backend
- 1st outage – Powerpath/RSA bug loading new client Certs
- 2nd outage – Powerpath/RSA client configuration stability issue

Solution – Migrate backend to Vmax incorporating backend Encryption, retire RSARKM

Moving Forward

Isilon ?



Trusted Storage

Questions



Nicole McFarland

IT Service Manager, ITSMO, Integration

ServiceNow Tips & Tricks

Topics

- Bookmarking a filter on the new UI
- Global search
- Drag and drop for attachments
- How to cancel an incident
- How to reassign pending tickets

Date	Description	Suggested Experience
Aug 17 / 10am - noon	Homepages and Reporting	ITIL Users with at least 6 months of SN experience
Aug 20/ 9am - 4pm	Beginner ServiceNow Tool and Incident Management training	ITIL users new to ServiceNow

Bookmarking a filter

Simply drag and drop your filter to the power edge to create a bookmark.

Power Edge

The screenshot shows the ServiceNow interface. On the left is a navigation sidebar with a 'Bookmarks' section at the bottom. The main area displays a list of Change Requests. A filter is applied to the 'Risk' column, highlighting rows with 'Risk Level - 3 (Medium)'. The table has columns: Number, State, Short Description, Risk, Type, and Opened. The following table represents the data shown in the screenshot:

Number	State	Short Description	Risk	Type	Opened
CHG111752	Scheduled	ServiceNow Summer2012 Release	Risk Level - 3 (Medium)	Normal	LDALLAV
CHG110431	Scheduled	ServiceNow datacenter migration	Risk Level - 3 (Medium)	Normal	
CHG102783	Completed	Next release for Incident/Request for Pilot #2	Risk Level - 5 (Lowest)	Normal	AKINCAI

Bookmarks

Global Search

Use global search to quickly find a record



Examples:

- Incident: INC01681672
- User Name: Nicole McFarland
- Net ID: NMCFARL
- CI: Web Hosting
- Knowledge article: How do I?

Attachments

The screenshot shows an incident management interface. At the top, there are buttons for 'Update', 'Resolve Incident', and 'Delete'. Below these, a 'Manage Attachments (2)' section shows two files: 'screenshot.png [rename][view]' and 'Beta.png [rename][view]'. A green circle highlights the 'Delete' button, and a green arrow points from it to the 'Attachments' dialog box.

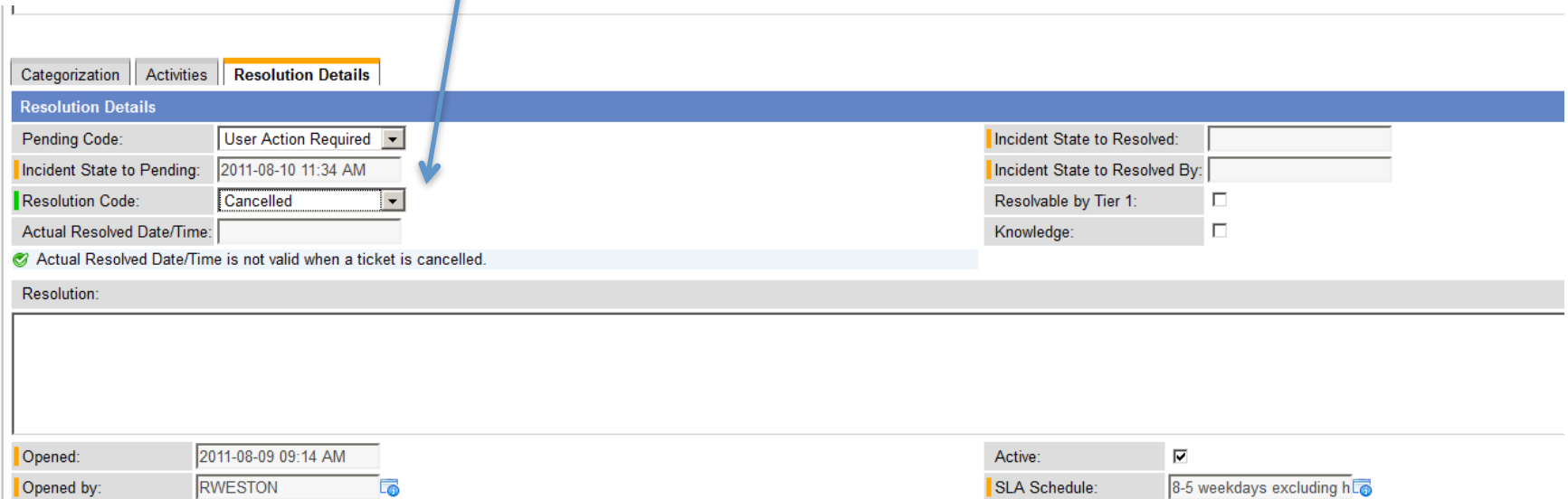
The 'Attachments' dialog box has a title bar with a close button. It contains a section 'Choose a file to attach:' with a 'Choose Files' button, a 'No file chosen' status, and an 'Attach' button. Below this is an 'Add Another Attachment' button. The 'Current file attachments:' section lists the two files with checkboxes and a 'Remove' button.

On the left, a 'Documents library' is open, showing a list of folders and files. The file 'Security request testing' is selected. A blue arrow points from the text 'Drag and drop' to the 'Security request testing' file.

The incident form in the background includes fields for 'Number: INCO00003', 'Caller:', 'Location:', 'Category:', 'Configuration item:', 'Impact:', 'Urgency:', 'Priority:', and 'Short description:'.

Canceling Incidents

All ITIL users can cancel Incidents they own by selecting Canceled in the Resolution Code field



The screenshot shows a web-based incident management interface. At the top, there are three tabs: 'Categorization', 'Activities', and 'Resolution Details', with 'Resolution Details' being the active tab. Below the tabs is a blue header bar labeled 'Resolution Details'. The main form area contains several fields:

- Pending Code:** A dropdown menu currently showing 'User Action Required'.
- Incident State to Pending:** A date and time field showing '2011-08-10 11:34 AM'.
- Resolution Code:** A dropdown menu currently showing 'Cancelled'. A blue arrow points to this field from the text above.
- Actual Resolved Date/Time:** An empty text field.
- Incident State to Resolved:** An empty text field.
- Incident State to Resolved By:** An empty text field.
- Resolvable by Tier 1:** A checkbox that is unchecked.
- Knowledge:** A checkbox that is unchecked.

Below these fields is a light blue message box with a green checkmark icon: 'Actual Resolved Date/Time is not valid when a ticket is cancelled.' Below that is a large, empty text area labeled 'Resolution:'. At the bottom of the form, there are two rows of fields:

- Opened:** '2011-08-09 09:14 AM' and **Active:** a checked checkbox.
- Opened by:** 'RWESTON' with a small user icon and **SLA Schedule:** '8-5 weekdays excluding h' with a small icon.

Reassignment of Pending

Error message will display if you try to assign a INC record in “Pending” to another support group

← Incident | = Required field

⚠ Data Policy Exception: Assigned to is mandatory

⚠ Invalid update

Number:	INC01483724	Sticky Notes:
Actual Date/Time of Incident:	2011-08-09 09:14 AM	

Customer: (Staff)	RWESTON	Special Instructions (Only for this Incident):
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ServiceNow Tips



Questions





Rikki Chesley

Manager, University Records, University Libraries

Information Management ...it's not just records anymore

What does a Records Manager do?

Like air traffic control for information . . .

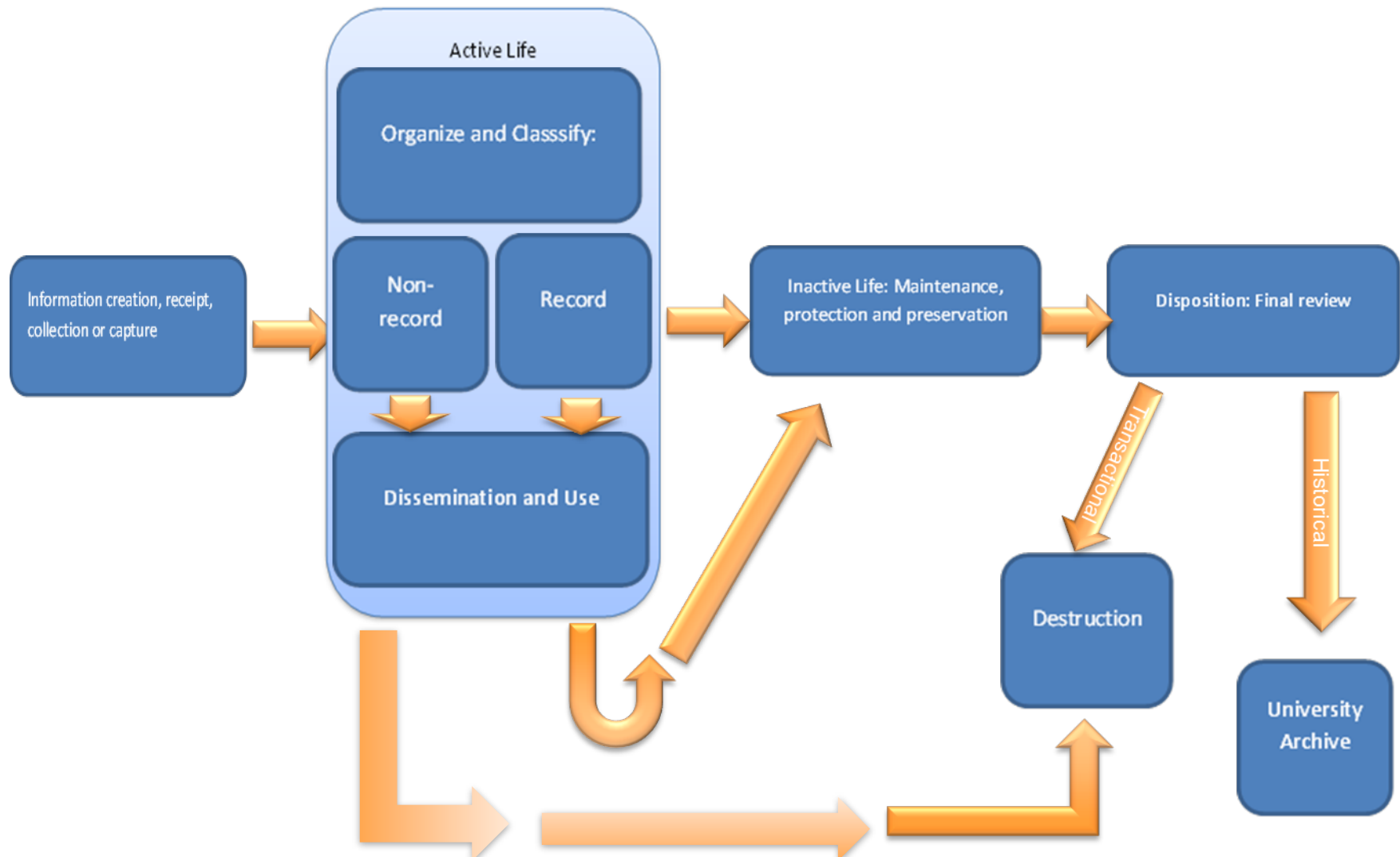
- Help the university community determine what the nature of their information is, based on that, we help to direct information through it's life
- Help community determine who owns the responsibility for keeping record information
- Help determine if information is record or transitory
- Give advice on how long information should remain active – when it would be beneficial to move inactive information to storage to live out it's life
- Provide guidance on information organization, including naming conventions
- Help determine which kinds of information can be destroyed at the end of it's life and what should be sent to the University Archive
 - At Emory, the Records Manager reports through MARBL – when information ceases to serve it's business and regulatory need most can be destroyed, but some remains as part of the University's history – tying the RIM function to the Archives will help to ensure the right information ends up where it belongs

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What is Information Management?

- The Association of Image and Information Management (AIIM) defines it as:
 - “Information, as we know it today, includes both electronic and physical information. The organizational structure must be capable of managing this information throughout the information lifecycle regardless of source or format (data, paper documents, electronic documents, audio, social business, video, etc.) for delivery through multiple channels that may include cell phones and web interfaces.”
- I define it as:
 - Ensuring that the information assets created by the workforce are as highly available as needed to the right people at the right times for as long as they are required to be available, and that following period of time the information is purged in an ethical manner according established, transparent policies and procedures.

Information Lifecycle



Records and Non-Records = Information

- All records are information, and all information should be managed, but all information is not a record
- In fact, most information is NOT record content
 - Non-record or transitory information may include:
 - Communications received or sent which do not contain significant information about the unit
 - Advertising circulars, drafts and worksheets, notes, memoranda, and other preliminary or informational documents
- Emory defines a record as:
 - Any recorded information regardless of media, characteristics, physical form, or means of transmission made or received and maintained by Emory pursuant of its legal obligations or in the transaction of its business

Information Management Means Change

- By practicing good information management you reduce effort, and save time and money
 - Lost information is costs
 - AIIM survey findings:
 - It costs \$120 to find a misfiled document and \$220 to recreate a lost one
 - Professionals surveyed spend up to 15% of their time reading information, but up to 50% of their time looking for information
 - 7.5 % of all documents get lost and 3% of the remaining documents get misfiled
- Contact the Records Manager for guidance or training
 - We can arrange training for your departments
 - I can visit and take a look at they information to help you determine what kind of information they generate, whether or not they are the designated records keeper, and provide guidance on organizing your information
 - I can provide guidance on information workflow process improvements
 - I provide education assistance on vital records, DR, email management, taxonomies and more

Information Management



Questions

Contact Rikki at rikki.chesley@emory.edu



Derek Spransy

Information Security Specialist, OIT Information Security

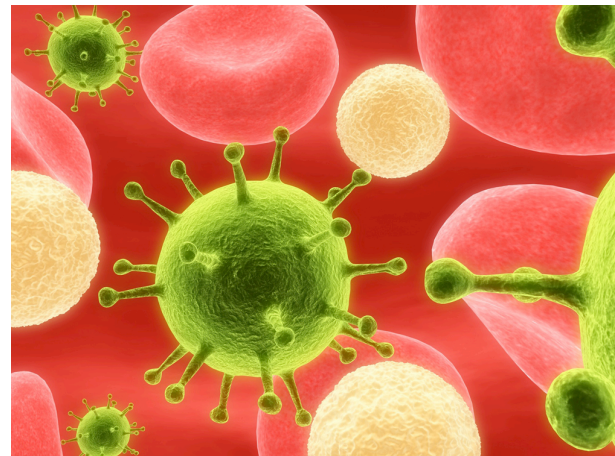
Security Update

Antivirus Consolidation

- Symantec will be decommissioned on Oct. 31
- Around 6,845 Windows and 976 Mac clients have been migrated - Keep it up!
- 13,580 systems have reported into the SEP server in the last two weeks
- Windows version is on Software Express, still working through issues with the Mac version
- Send any questions to: ENT-APP-ANTIVIRUS@LISTSERV.CC.EMORY.EDU

Web Malware Filtering

- UTS & OIT Security are testing anti-malware filtering capabilities in the Palo Alto firewalls
- The goal is to implement malware filtering in all network cores
- The solution compliments desktop antivirus
- More information as testing proceeds



September Security Awareness

- Data Destruction – Discuss the best ways of disposing of old data, on both electronic and paper media



Security Update



Questions





Rachel Barrueta

Marketing/Sales Manager, Emory Barnes & Noble

Barnes & Noble Update

Now at the Computer Store

- The newest MacBook Pro, starting at \$1099
- The new MacBook Pro with Retina Display
- The new iPad, starting at \$499
- iPad 2, starting as low as \$399

- Check us out on Emory Express for free on-campus delivery
- Smart Keys accepted in store for department purchases

Back to School Computer Bundles

Back to School Bundles Include:

- An Apple laptop of your choice
- AppleCare
- Microsoft Office for Mac
- 4GB Nook Study Travel Drive
- 4 Port USB Travel Hub
- Travel Size Surge Protector
- Gummy Earbuds
- Bundles purchased before September 21 also receive a \$100 App Store Gift Card from Apple



Service Center

Service all brands!

Fees

- Diagnostic Fee - \$35
- Prepayment required
- Fee applied to any repair
- In-Warranty repairs

No Charge Out-of-Warranty Repair

- \$75 / hr for first hour
- \$35 / half hour thereafter
- Parts and handling fee

How to contact us

- You can call the service center at 404-727-6243
- Stop and see us at the Emory University bookstore



Barnes & Noble Update



Questions

Thank you for coming!

*Thank
You*