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](http://it.emory.edu/Office365)
Homepage
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.
Creating a Message
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.

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

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.

To setup Office 365 on your Android phone:

1. Open the **Settings** menu.

![Settings menu](image)

2. Tap **Accounts & Sync**.
Common Questions
# Common Questions

**Learnlink:** Will I still be able to access my conferences and old messages in Learnlink?

**Learnlink:** Will my old messages in my Learnlink mailbox be moved into my Office 365 inbox?

**Learnlink:** Can I import messages from my Learnlink mailbox into Office 365?

**Learnlink:** Why am I getting copies of Learnlink messages in Office 365?

Can I be logged into my Office 365 and outlook.com accounts at the same time?

Will my e-mail address change with Office 365?

Can I forward my Emory Office 365 e-mail to another service like Gmail, Hotmail, Yahoo!, etc?

How do I set up an e-mail application on my computer to access my Emory Office 365 e-mail?

How do I get my Emory Office 365 e-mail on my mobile device?

How do I create a mailing list for my study group?

What is the attachment size limit for Emory Office 365 e-mail?
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
Social
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
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
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

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Suggested Experience</th>
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<tbody>
<tr>
<td>Aug 17 / 10am - noon</td>
<td>Homepages and Reporting</td>
<td>ITIL Users with at least 6 months of SN experience</td>
</tr>
<tr>
<td>Aug 20 / 9am - 4pm</td>
<td>Beginner ServiceNow Tool and Incident Management training</td>
<td>ITIL users new to ServiceNow</td>
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Bookmarking a filter

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

Drag and drop
Canceling Incidents

All ITIL users can cancel incidents they own by selecting Canceled in the Resolution Code field.
Reassignment of Pending

Error message will display if you try to assign an INC record in “Pending” to another support group.
ServiceNow Tips

Questions
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
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

Active Life
- Organize and Classify:
  - Non-record
  - Record
- Dissemination and Use

Inactive Life: Maintenance, protection and preservation

Disposition: Final review

Historical
- University Archive

Information creation, receipt, collection or capture

Destruction
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 their 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
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
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
Questions
Thank you for coming!