



EMORY
UNIVERSITY

EMORY
HEALTHCARE

Office of
Information
Technology

IT Briefing

November 15, 2012

North Decatur Building

4th Floor Auditorium



Apple Clearance

The Computer Store has deals on these Apple Products. Hurry while supplies last!



iPad 2 Wi-Fi
16GB ~~\$499~~ **\$399**
32GB ~~\$599~~ **\$499**
64GB ~~\$699~~ **\$599**
(all \$100 off!)

Mac mini
(MC815LL/A)
• 2.3 GHz dual core i5
• 2GB Ram
• 500GB Hard Drive
• Intel HD 3000 Graphics
~~\$579~~
\$529
(\$50 off!)



Mac mini
(MC816LL/A)
• 2.5GHz dual-core i5
• 4GB Ram
• 500GB Hard Drive
• AMD Radeon HD 6630M
~~\$779~~
\$629
(\$150 off!)

iPad 3 Wi-Fi
16GB ~~\$499~~ **\$449**
32GB ~~\$599~~ **\$549**
64GB ~~\$699~~ **\$649**
(all \$50 off!)

iPad 2 Wi-Fi + 3G (AT&T or Verizon)
16GB ~~\$629~~ **\$529**
32GB ~~\$729~~ **\$629**
64GB ~~\$829~~ **\$729**
(all \$100 off!)

iPad 3 Wi-Fi + 4G (AT&T or Verizon)
16GB ~~\$629~~ **\$579**
32GB ~~\$729~~ **\$679**
64GB ~~\$829~~ **\$779**
(all \$50 off!)

MacBook Pro 13"
(MD314LL/A)
• Intel HD Graphics 3000
• 2.8GHz dual-core Core i7
• 4GB RAM
• 750GB Hard Drive
• 8x SuperDrive
~~\$1399~~
\$1249
(\$150 off!)



MacBook Pro 15"
(MD322LL/A)
• AMD Radeon HD 6770M w/ 1GB
• 2.4GHz quad-core Core i7
• 4GB RAM
• 750GB Hard Drive
• 8x SuperDrive
• Intel HD Graphics 3000
~~\$1999~~
\$1799
(\$200 off!)



iPod Touch
4th Generation 32GB
~~\$299~~ **\$249** (\$50 off!)

Barnes & Noble @ Emory University

www.facebook.com/emorybookstore 1390 Oxford Road, Atlanta, GA 30322. (404) 727-2667
Content sold separately. Available on iTunes. Title availability is subject to change. TM and ©
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Authorized
Campus Store

BARNES & NOBLE
@ EMORY UNIVERSITY

IT Briefing Agenda

- Office 365 for Students Update
- Gal Department Change
- ColdFusion 9 Re-Architecture
- ServiceNow Fall Release
- SCCM 2012 Update
- Data Destruction Day
- Jay Flanagan / Dawn Francis-Chewning
- Anne Marie Alexander / Jay Flanagan
- Gerry Hall
- Mark Kawasaki
- Richard Fischer
- Brett Anderson



Jay Flanagan

Manager, Messaging Team, Infrastructure

Dawn Francis-Chewning

Bus. Analyst, Student & Mobile Tech, ATS

Office 365 for Students Update

Laney Graduate Students

- Moving on January 7



Laney Graduate Students

- 2025 Total Students

Laney Graduate School



Laney Graduate Students

- 944 Already on Exchange Premise



Laney Graduate Students

- 529 will go to Exchange Premise



Laney Graduate Students

- 552 will go to Office 365



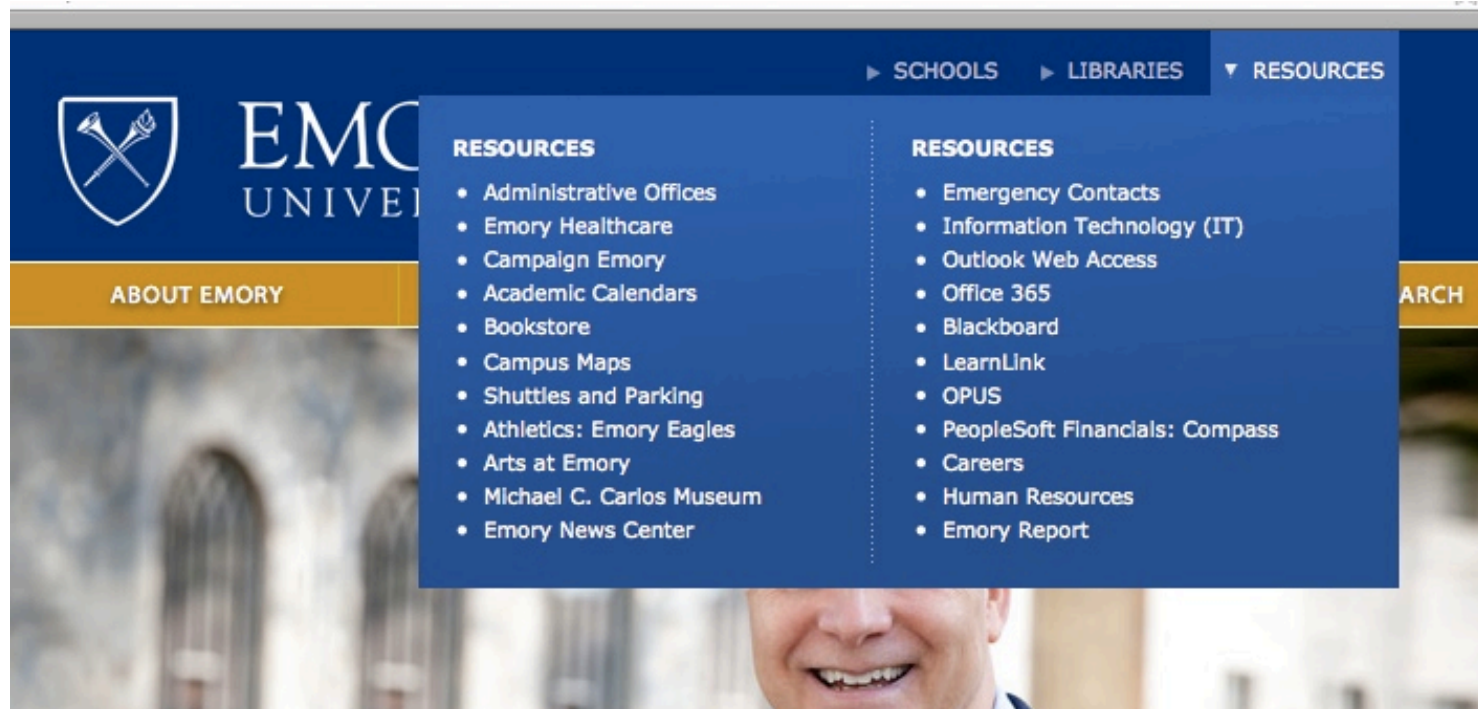
Laney Graduate Students

- Communication Plan in Preparation for the move



Laney Graduate Students

- Website connections

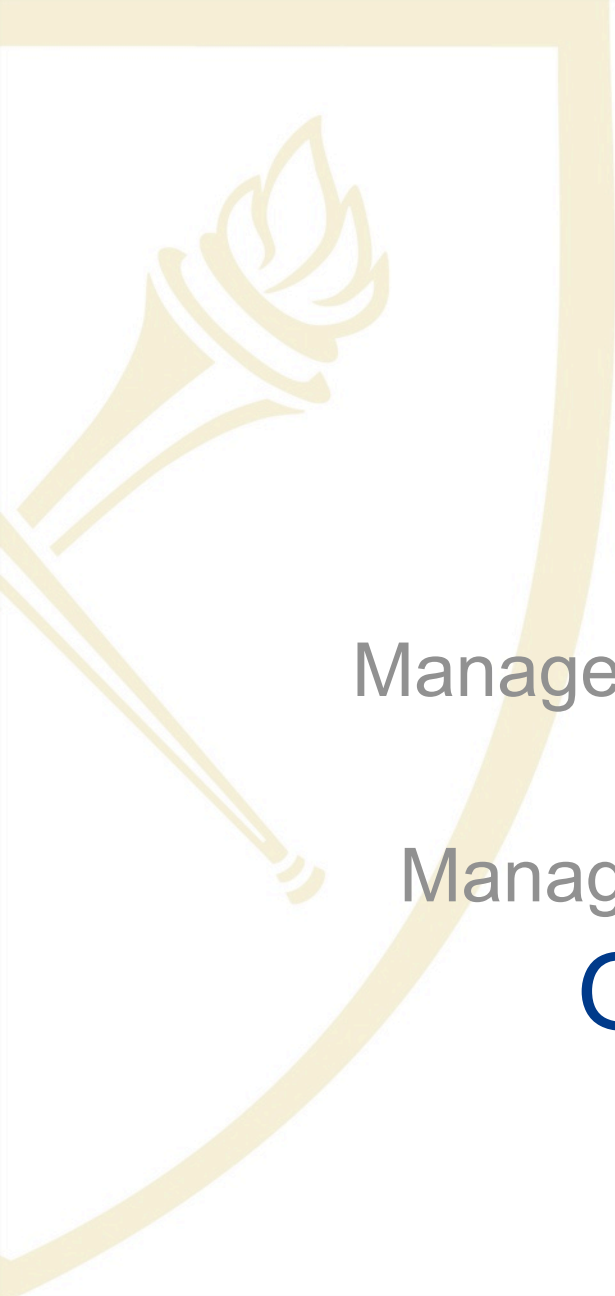




Office 365 for Students Update



Questions



Anne Marie Alexander
Manager, Identity Management, Integration

Jay Flanagan
Manager, Messaging Team, Infrastructure

GAL Department Change

On Premise GAL

The screenshot shows a contact management window titled "Flanagan, Jay D". The window has a title bar with standard Windows controls (minimize, maximize, close) and a close button. The main content area is titled "Flanagan, Jay D" with a small icon to the right. Below the title is the text "Mgr, Enterprise Email & Msging". There are five tabs: "General", "Organization", "Phone/Notes", "Member Of", and "E-mail Addresses". The "General" tab is selected. The form contains the following fields:

Name					
First:	Jay	Initials:	D	Last:	Flanagan
Display:	Flanagan, Jay D			Alias:	JFLANAG
Address:				Title:	Mgr, Enterprise Email & Msgi
				Company:	
City:				Department:	Ofc of Inf
State:				Office:	
Zip code:				Assistant:	
Country/Region:				Phone:	404-727-4962

At the bottom of the form are two buttons: "Add to Contacts" and "Actions". At the bottom of the window are three buttons: "OK", "Cancel", and "Apply".

OWA GAL

The screenshot shows a Mozilla Firefox browser window with the title "Flanagan, Jay D - Mozilla Firefox". The address bar contains the URL "https://owa.emory.edu/owa/?ae=Item&a=Open&t=AD.RecipientType". The main content area displays a contact card for "Flanagan, Jay D".

Flanagan, Jay D

Contact	Alias	JFLANAG
	E-mail	jflanag@emory.edu
	Phone	404-727-4962
	Fax	404-727-3246
	Mobile phone	404-606-2403
Information	Job title	Mgr, Enterprise Email & Msging
	Department	Ofc of Inf
Organization	⌵	

Department will match Online Directory

The screenshot displays the Emory University Online Directory interface. At the top, there is a dark blue header with the Emory University and Emory Healthcare logos, and the text "Online Directory". Below the header is a navigation bar with four tabs: "HOME", "CONTACT UNIVERSITY", "CONTACT HEALTHCARE", and "HELP". The main content area features a search bar with a "Search" button and a link to "Advanced Search". Below the search bar, a search result for "Jay D Flanagan" is displayed. The result includes the following information:

- Jay D Flanagan**
- Title : Mgr, Enterprise Email & Msging
- Department : OIT: UTS Messaging
- Work Phone : 404-727-4962
- Student Phone :
- FAX : 404-727-3246
- E-mail Address : jflanag@emory.edu
- Type : Staff
- School/Division : Ofc of Information Technology
- Mailstop : 1784-001-1AF (OIT VP & CIO)
- Location : N Decatur Bldg 300
- Directory Key : P5839496

At the bottom of the page, there is a footer with the text "EMORY UNIVERSITY HOME | EMORY HEALTHCARE HOME" and "Copyright © 2012 Emory University and Emory Healthcare".

COMING ATTRACTIONS



GAL Department Change

Questions



Gerry Hall

Application Developer, Web Services Team, Integration

ColdFusion 9 Re-Architecture



ColdFusion 9 Re-Architecture

The Past

- March 2011, moved to CF9 running in JBoss app server
- Adobe stopped supporting jrun
- Wanted to isolate each site from problems associated with other sites

ColdFusion 9 Re-Architecture

Why?

- The current implementation of CF9 has some problems that we need to address
- Because of the manner in which it is deployed, our current configuration is not supported by Adobe (multi sites running in a single JBoss app server)
- Numerous CF functions don't work properly (cgi_script name, PDF generation, cfchart, etc.)
- Stopping/restarting JBoss app server takes approximately 25 minutes during which all CF9 sites are unavailable

ColdFusion 9 Re-Architecture

How? – The Implementation

- Currently all CF9 sites run in a single JBoss server
- For the new implementation, each site will run in its JBoss server
- This will allow us to manage each site individually (start, stop, add additional resources to the JVM, etc.)
- Starting/stopping the application server will NOT bring down all CF9 sites

ColdFusion 9 Re-Architecture

How? – The Implementation (cont.)

- We will make all of the CF9 configuration changes and have you test
- No concrete timeline has been established, but we anticipate to began moving sites to this configuration beginning December 1, 2012
- Moving sites will be done in a piecemeal fashion

ColdFusion 9 Re-Architecture

How? – The Implementation (cont.)

- We will notify you when your site is ready to be moved
- You will have at least two weeks to test
- A test environment will be provided
- All sites will be moved by Jan/Feb 2013

ColdFusion 9 Re-Architecture

Number of ColdFusion Sites

- CF9 Sites: 134 (x2)*
- CF7 Sites: 23 (x2)*

* Each site has a non-secure and secure space on the server. For example, <http://med.emory.edu> and <https://secure.web.emory.edu/med>

ColdFusion 9 Re-Architecture

When?

- Began: December 1, 2012
- End: January/February 2013

ColdFusion 9 Re-Architecture



Questions



Mark Kawasaki

ITSM Specialist II, UTS IT Service Management

ServiceNow Fall Release

ServiceNow Fall Release

- Fall Release will be implemented:
 - November 17 at 2 a.m.
- What is going in?
 - ServiceNow's latest release: Berlin
 - ServiceNow's security update: High Security Settings
 - Request 2.0 Foundation Work

ServiceNow Fall Release

For ServiceNow-related updates, go to the ServiceNow Wiki listed below for detailed information

- High Level

- Berlin

- This is to keep up to date with vendor modifications
 - http://wiki.servicenow.com/index.php?title=Berlin_Release_Notes

- High Security Settings

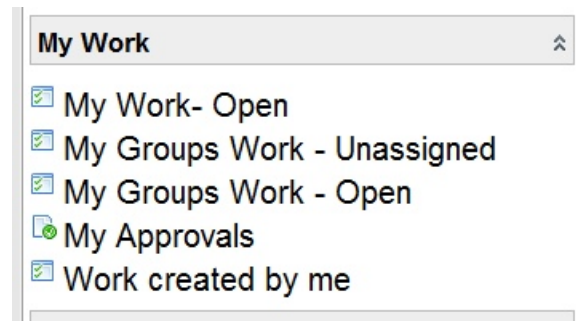
- Improves security within ServiceNow -- basically, the change takes us from a default-allow to a default-deny permissions model
 - http://wiki.servicenow.com/index.php?title=High_Security_Settings

ServiceNow Fall Release

- Request 2.0 Foundation Work
 - Standards have been designed and configured for:
 - Request Forms
 - Approvals
 - Workflows
 - Tasks
 - Email Notifications
 - Current Request Catalog forms have been modified to meet the new configuration standards
 - Documentation, FAQs and Training topics will be covered in a separate communication and posted to the SMCC website

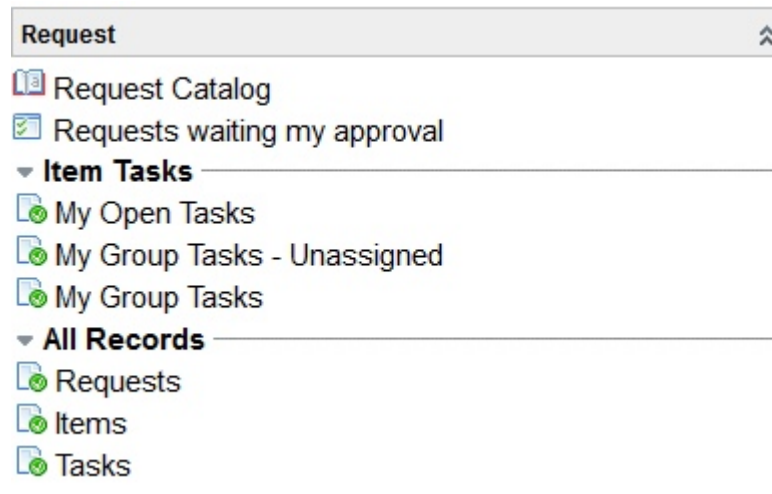
ServiceNow Fall Release

- How will I be impacted?
 - New My Work navigation section
 - New application to help teams manage all record types



ServiceNow Fall Release

- How will I be impacted? (cont.)
 - Service Catalog application will now be called “Request”
 - Eliminating the confusion over our IT Service Catalog online



ServiceNow Fall Release

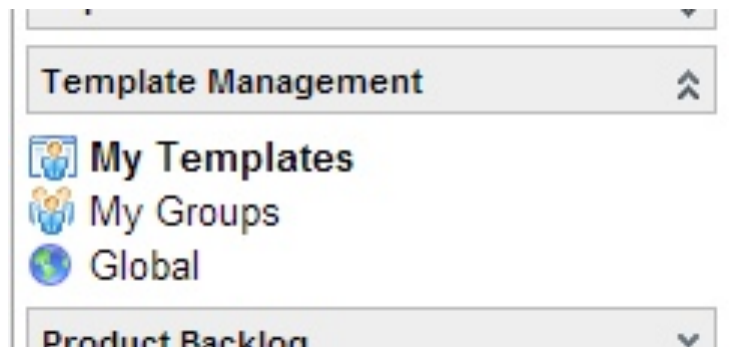
- How will I be impacted? (cont.)
 - Search Widget on the Self Service Home page
 - Eliminating the need for end users to have to know when what they want is answered by a knowledge article vs. something they can order



The image shows a screenshot of a search widget. The widget has a header bar with the text "Knowledge & Catalog Search" on the left and a refresh icon on the right. Below the header is a search input field with a magnifying glass icon and a dropdown arrow on the right side.

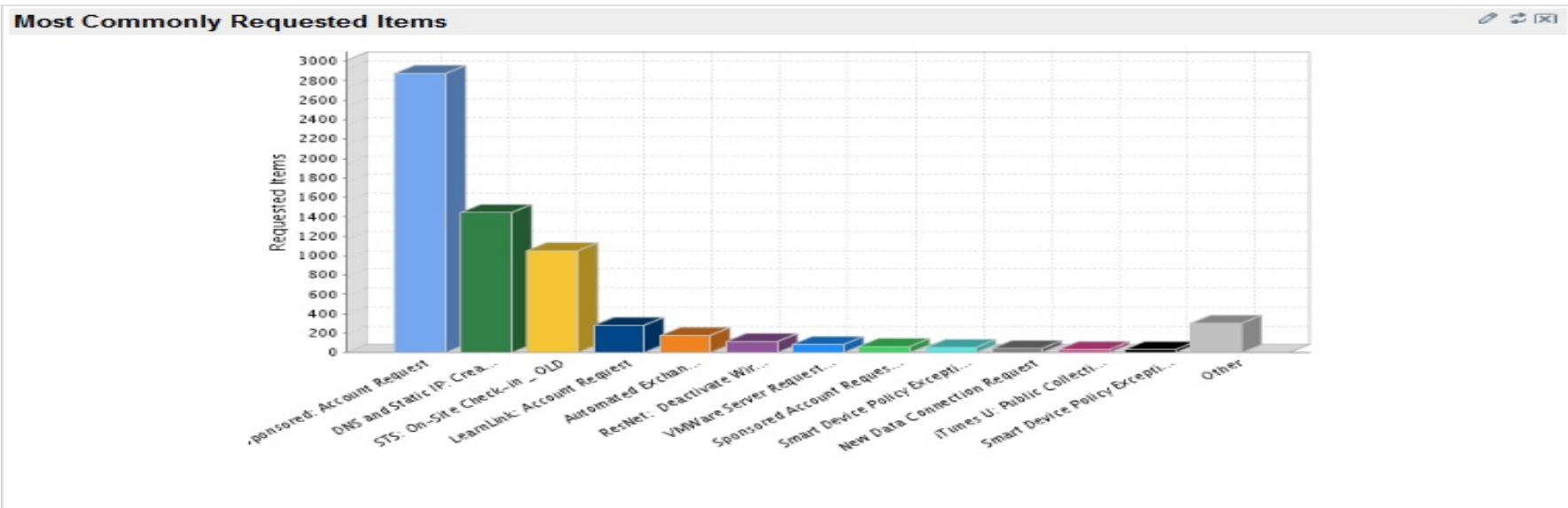
ServiceNow Fall Release

- How will I be impacted? (cont.)
 - New Template Management application
 - A centralized place to maintain Incident Templates created by you and your Assignment



ServiceNow Fall Release

New Request Homepage and Reports



Open Requests Due

Today Requests that are due today	338
Within 3 Days Requests that are due within 3 days	339
This week Requests that are due within 7 days	339
This month Requests that are due within 30 days	340

ServiceNow Fall Release



Questions



Richard Fischer

Manager, UTS Client Services, Enterprise Services

SCCM 2012 Update

Why a Pilot of SCCM 2012?

✓ Cost – Already Licensed

- Included in our Enterprise Agreement with Microsoft
- No Agents to Buy (low cost sever licenses)

✓ Technology

- Simplified architecture compared to SCCM 2007
- User Centric

✓ Flexibility

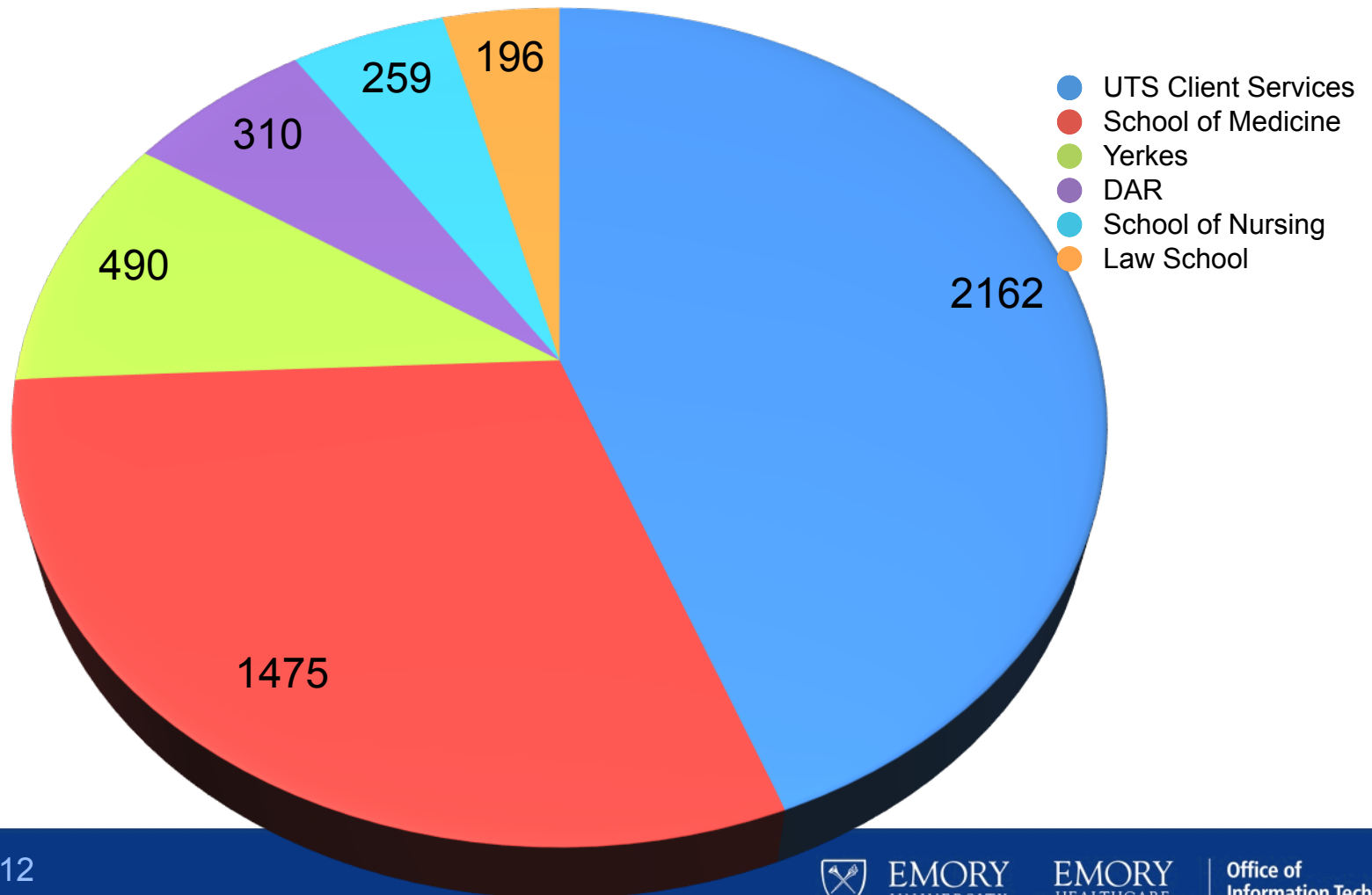
- Local IT can have a separate, customized console
- Shared resources (OS Image, apps, patching)

What about LANDesk?

- ✓ Service Moved to UTS-CS in September 2012
 - LANDesk will be supported and maintained until the end of Aug 2013 at a minimum
- ✓ Migration Options
 - UTS Client Services will offer access to SCCM
 - Assistance provided to those who wish to migrate

Existing LANDesk Customers

Number of Managed Computers



Phase I Timeline



What's Next?

- ✓ Complete Security Review
- ✓ Hands-on Demo for DeskNet
- ✓ Deploy to select UTS Client Services customers
 - Test full functionality – Go/No Go
- ✓ Access to the Pilot provided to current LANDesk customers
- ✓ Open to the public

SCCM 2012 Update



Questions



Brett Anderson

Sr Information Security Specialist, Information Security

Data Destruction Day

Data Destruction Day

- OIT Information Security and Emory Shredding Services sponsored two “Data Destruction Day” events on October 2 and 4.
- Accepted: Hard Drives, Backup Tapes, Mixed Media, Flash Drives, and Paper



Data Destruction Day

SUCCESS!!!!

- Collected 21 bins of media in total
 - 5 bins of paper
 - 6.5 bins of hard drives
 - Over 8000 lbs (4 tons) of media destroyed

Data Destruction Day

EMORY
RECYCLES

EMORY SECURE SHREDDING



95 gallon locked cart
available \$35/cart
Serviced by request
online



Locked cabinet
available \$45/month
Serviced bi-weekly



Industrial grade shredder
Located on main campus



Material is shredded into a compactor and shipped to
the paper mill for recycling



Certificate of destruction
is sent upon completion

www.fm.emory.edu/recycling



Data Destruction Day – Part II

- Given the overwhelming success, Emory Secure Shredding Services will be hosting a recycling event at Ashbury Circle **TODAY, November 15 RIGHT NOW (11 a.m. - 1:30 p.m.)** as part of week long recycling activities
- Accepted Media - Hard Drives, Backup Tapes, Mixed Media, Flash Drives, and Paper



2012 AMERICA RECYCLES

AMERICA RECYCLES DAY

NOV. 15 COME JOIN US FOR AN ARD CELEBRATION ON ASBURY CIRCLE WITH FOOD, BEVERAGES AND RECYCLING

RECYCLE
Styrofoam Recycling Emory Recycles will have containers for collecting and recycling your Styrofoam. (Please keep peanuts contained)
Blue jean Recycling Little Blue Bird is back by popular demand. Trade those jeans up for the latest style. Let Little Bird Blue repurpose your old ones. (Ladies jeans only)

E WASTE
Tours of Emory Recycling Center Hop on one of our golf carts and let us show you the Emory Recycles program. Tours offered at 11:30 am and 12:30 pm
Mixed Media and Paper Shredding Event with UTS Bring your confidential documents, hard drives, floppies, CD's and DVD's to be securely shredded

SHRED

AMERICA RECYCLES WEEK

NOV. 11-17 WEEK-LONG EVENTS—PLEASE PARTICIPATE!

Electronic Waste Recycling Boxes for collection of personal e-waste will be located in the lobby of Briarcliff Building A from 7 am–6 pm, November 11-17.
Building Recycling Competition Prize awarded to the building with the greatest increase of recyclables collected for the month of November. November 2011 totals will be compared to November 2012 and the building with the greatest increase in recyclables collected will receive \$3,000 for new recycling equipment.
Emory's Next Zero Waste Building The Grace Crum Rollins School of Public Health has made a commitment to be the next Zero Waste Building on campus. Compost collections will be added to each floor and in the bathrooms to support Emory Recycles Composting program.
CDC Shredding Event (Nov. 27) Paper Shredding Event held at the CDC's Clifton Campus for CDC employees at Building 21 Lobby from 9am - 1pm on Tuesday, November 27.
Emory Athletics is partnering with Emory Recycles to provide better recycling containers for all athletic spaces. Look for the Emory Eagle's logo on their new equipment coming in November.
Parking Decks Waste Audit Join students as they sort and audit waste coming from our parking decks. Material will be collected for a week and sorted at the Emory Recycling Center. The waste audit will help efforts to expand recycling to the parking decks.

THANKS TO THESE CAMPUS PARTNERS:

Data Destruction Day

Questions

Thank you for coming!

*Thank
You*