IT Briefing

January 15, 2013
Goizueta Foundation Center
W100
IT Briefing Agenda

- Enterprise Imaging Project
- One IT Experience Update
- DB Migration Update
- IT Security Update

- John Wilson, Jr.
- Rich Mendola
- Andrew Chin/Naiqi Li
- Derek Spransy
John Wilson, Jr.
Manager, Academic and Business Systems, Enterprise Applications

Enterprise Imaging Project
Background

• Why migrate to a new imaging system?
  – Optix was implemented in 1995 & redeployed in 1998
  – Over the years, some cosmetic and functional enhancements have happened but…
  – Evolving needs require a different solution

• What product will replace Optix?
  – OnBase – Hyland Software
  – Selected through competitive process that included stakeholders from across campus
Current State

- Project phase is underway
  - PM - Trish Wilson
  - First deployments were in the OnBase cloud solution
    - Undergraduate Admissions
    - RSPH Graduate Programs (completed January 2013)
    - GBS MBA Admissions (completed December 2012)
- Governance is in place
  - Executive Committee – Financial/Strategic Focus
  - Steering Committee – Operational Focus
Benefits

• OnBase will provide:
  – Robust, modern imaging application
  – Supported by world class R&D and support organizations
  – Ease of use and administration
  – Business process improvement tool that will drive ROI

• Success stories
  – Undergrad Admissions
    • No longer needs temporary workers during peak periods
  – GBUS and RSPH
    • Reduced cycle time and improved customer service
Communication

• Messages directed to internal users
• Going forward
  – ECM Education and awareness
  – Readiness assessment survey
  – Sequencing new users
  – Costs model
Next Steps

• Migrate Optix users (no enhancements)
  – Migrate images to OnBase
• Implement New Users
  – Scan, store, retrieve
  – Workflow
• Build on-premise Service
• Retire Optix
Enterprise Imaging Project

Questions
Rich Mendola
Enterprise CIO and Senior Vice Provost for Library Services and Digital Scholarship

One It Experience Update
Agenda

• Review original working group recommendations
• Status updates and shifts in direction
Working Group Focal Areas

• Foundation Initiatives
  – Identity Management
  – Network simplification
  – Architecture and Integration

• Customer Facing Initiatives
  – Service Desk and Desktop Support
  – Collaboration Software
  – Data Management
## Identity Management

### Recommended Changes

<table>
<thead>
<tr>
<th>Simplify identity management for end-users</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Standardize on one NetID naming scheme going forward</td>
</tr>
<tr>
<td>2. Implement common password policy and sync mechanisms</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Streamline user access request process</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Implement/build a one-stop shop for User Access Requests</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Optimize identity management practices</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Automate provisioning of EHC user accounts</td>
</tr>
<tr>
<td>2. Implement mechanisms to maintain organization, role, access, eligibility, and</td>
</tr>
</tbody>
</table>
Identity Management – Phase 1 deliverables

- Implement standard NetID algorithm
  - Current holders of only EHC NetIDs will retain their EHC NetID
  - Current holders of only EU NetIDs will retain their EU NetID
  - Current holders of both EHC and EU NetIDs will retain only their EHC NetID
  - All new NetIDs will use the EU NetID algorithm
- Create policy for NetID change requests
- Develop procedures & communication for migrating and deleting accounts
- Create bi-directional Trust between EMORYUNIVAD and EHC
- Implement common strong password policy as default; exceptions will be made for legacy systems where password policies are not changeable
- Evaluate & improve current password sync mechanism
- Implement consolidated LDAP account directory
### Recommended Changes

**Prepare networks for shared use of EHC and EU users**

1. Implement products to enhance workstation and server security and to transparently place users & devices into the appropriate network zone

**Transition users and devices**

1. Draft policies and procedures for determining user & device placements
2. Eliminate duplication and consolidate zones
Network Simplification - Deliverables

- Prerequisite
  - Firewalls upgraded June 2012

- Tools that will support new designs
  - Network Access Control – Bradford selected as preferred solution
  - Core Router upgrades - underway
## Recommended Changes

### Simplify and enhance integration approaches
1. Define and document common integration standards
2. Create an enterprise web services registry
3. **Expand the use of common data elements and controlled terminology across the enterprise**

### Standardize tools and expand functionality
1. Migrate University middleware technologies used for application development and integration to EHC standard

### Improve architecture process
1. Develop materials to facilitate compliance with a common enterprise IT architecture, including architecture reviews and checklists that specify each IT standard and rationale for compliance or exception
Architecture and Integration - Deliverables

• Web Services Registry in production
• IBM WebSphere MQ implementation – underway
• IBM WebSphere AS – scheduled to commence after MQ
• Efforts underway to sync ESB practices
  – Lab results flowing from EHC to EU ESB
  – DICOM images flowing from EHC to EU ESB
• Joint participation in architecture review processes
• Have agreed upon new standards for databases
## Recommended Changes

### Align Service Desks
1. Adopt common practices
2. Remove “hand-off” burden from customer

### Optimize School of Medicine IT support
1. Optimize SOM desktop practices and encourage adoption of standardized school-level offerings

### Expand desktop virtualization
1. Transition VDT management from University to EHC
2. Add additional capacity; package University apps

### Adopt desktop support best practices
1. Adopt standard hardware/software image for central areas
2. Implement a common asset tracking database
Service Desk and Desktop Support - Deliverables

- Decided not to co-locate service desks but instead implemented automated ticket transfer between Remedy and Service Now; process issues in ticket handoffs continue to be addressed
- Implemented common Anti-Virus solution
- Deferred EHC provided VDT solution
Collaboration Software

Recommended Changes

**Offer basic SharePoint 2010 solution (Microsoft-hosted)**

1. Use as collaboration solution for non-sensitive information sharing across Emory; will replace Blackboard for meetings, work groups, etc., but not for educational purposes.

**Offer HIPAA-compliant SharePoint 2010 solution (internal)**

1. Select a consultant to assist with the design
2. Implement HIPAA-compliant offering
Collaboration - Deliverables

• Decision to move to Box in lieu of SharePoint for most collaboration needs
• Awaiting BAA from Box that will allow storage of HIPAA materials on Box platform; ETA is late January 2013
• Will be provided as an enterprise service upon release
# Data Management

## Recommended Changes

<table>
<thead>
<tr>
<th>Create data management service center</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Create service center with single point of entry</td>
</tr>
<tr>
<td>2. Create website that clearly describes available data, services and access mechanisms</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Facilitate increased data access</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. To increase access to data, allocate 200k to subsidize shared hires; Originating unit would develop business case and fund 75%</td>
</tr>
<tr>
<td>2. Build pre-research self service functions;</td>
</tr>
</tbody>
</table>
Data Management - Deliverables

• Have funded two shared hires for Neurology and Radiology
• Drafting charter to build website describing data, services, access mechanisms; charter ETA is January 2013
• Current focus is on transplant registry that will aggregate clinical and research data
Questions?
Andrew Chin
Sr. Database Administrator, Infrastructure

Naiqi Li
Database Administrator, Infrastructure

Oracle DB Migrations to 11g
Currently – 24 applications running with Oracle 11g

<table>
<thead>
<tr>
<th>Migrations in Progress</th>
<th>Migrations in Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Service Bus</td>
<td>Control M</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>Electronic Conflict of Interest</td>
</tr>
<tr>
<td>Fedora Commons</td>
<td>LAN Desk</td>
</tr>
<tr>
<td>General Database</td>
<td>The Museum System</td>
</tr>
<tr>
<td>The Parking System</td>
<td>Departmental and Self Serve – 59 applications and websites managed by two databases</td>
</tr>
</tbody>
</table>
General Database Migration

Development Environment
• GDBD (10g) → GENUD (11g)
• About 30 applications, 21 applications that we identified with the clients
• DONE

QA test Environment
• GDBQ(10g) → GENUQ (11g)
• Currently about 6 active applications running on 11g database
• DONE

Production Environment
• GDBP → GENDBP (11g)
• Currently 4 active applications running on 11g DB, 30 applications on 10g
• TARGET: Saturday, February 16
Oracle DB Migrations to 11g

Questions
Malicious Content Filtering

• With new firewalls come new capabilities
• Real-time blocking of malicious files (.EXEs, documents, Mac DMGs, etc.) and websites
• Our goal is to reduce phishing and infections that result from drive-by downloads
• Piloting began in ResNet on December 21 and will be rolled out to other network cores in early 2013
• Users will see a warning page whenever content is blocked
Malicious Content Filtering

Malware Download Blocked

Effective December 21, 2012
If you are seeing this message, it is because you have visited or have been redirected to a site that is known to contain malicious content, or attempted to download a file which appears to contain malicious code. For more information, please visit the Malicious Content Filtering page. If you feel that you've reached this page in error or have any questions, you may contact the Emory University Service Desk by calling 404-727-7777.

File name: _________ .exe

Web Page Blocked

Effective December 21, 2012
If you are seeing this message, it is because you have visited or have been redirected to a site that is known to contain malicious content, or attempted to download a file which appears to contain malicious code. For more information, please visit the Malicious Content Filtering page. If you feel that you've reached this page in error or have any questions, you may contact the Emory University Service Desk by calling 404-727-7777.

URL: www._________

Category: malware-sites
Malicious Content Filtering

• More information at: http://it.emory.edu/security/malicious_content.html

• If someone feels that content has been blocked mistakenly, they should open a ticket with the UTS Service Desk

• Blocking decisions are not being made based on topical content
Malicious Content Filtering

• Students have received an awareness message informing them of this change in ResNet
• A future campus awareness message will be sent out to inform the rest of the enterprise
Tablet Encryption

• No pre-boot virtual keyboard support for WDE solutions is a common problem
• PGP only officially supports two (discontinued) tablet models
• At this time, keyboard-less tablets should not be considered for storing sensitive data
Security Awareness

January:
• Phishing awareness
Questions
Thank you for coming!