IT Briefing Agenda

- Office 365 Project Update
- Enterprise Imaging Update
- Monitoring CSI Project
- SMCC Update
- Recent Network Outages

- Jay Flanagan
- John B. Wilson
- Mark Kawasaki
- Dan Ra
- Scott Davis
Office 365 Project Update
Faculty, Staff, EHC

Jay Flanagan
Manager, UTS Messaging, Infrastructure
I’m Back!
Exchange Online
Exchange Archiving
In Process

ExchangeUnified Messaging
Lync Online
In Process

- Communication Plan
Questions?
Enterprise Imaging Project

John B. Wilson
Manager, Academic and Business Systems, Enterprise Applications

Enterprise Imaging Project
Your ECM Project Team!
Status

Optix
New Users
Preparation

What should my unit do to prepare to implement Document Imaging?
Costs
Questions
Monitoring CSI Project Update
Service Availability Dashboard

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<th>Service</th>
<th>Current Hour</th>
<th>Day</th>
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Hover over icon for availability percentage by 15 minute segment.

8:35pm 9:35pm
Tool Requirements

• Element monitoring for all critical components
• Centralized event correlation and RCA
• Dashboard views
• Historical reporting
• Synthetic transactions for availability & SLA
• Real user monitoring for performance & capacity
• Escalation and notification
• Integrations with ServiceNow and Amcom
Tool Evaluations
Onboarding Applications

- What are the required levels of service?
- What events should be monitored?
- How is availability defined?
- How should events be functionally escalated?
- What are all the critical components of the service or application?
Service Mapping in CMDB

- Services
  - Applications
    - Servers/Clusters
      - App Servers
      - Database Servers
      - Network Gear
      - Storage
      - Racks
Integrations

NetIQ

Monitoring Service

ESB

ServiceNow

Amcom Service

AMC
Implementation 2013

25Live  Exchange
ACE  Google Search
Amcom  Insight/Luna
Avaya  iTunesU
Avaya IQ  Kronos
BI  Labor Distribution
Blackboard  MySoft
Cascade  Office365
ColdFusion  OnBase
Compass/PS-Fin  OPUS/PS-SA
EBO  PeopleSoft-HR
eControl  Pharos
Effort Reporting System  ServiceNow
ELM  Unified Messaging
Emory Express  Verint
eNotify  Wireless
Questions
SMCC Update - Scholarship Opportunities

Dan Ra
Desktop Consultant, Emory Law
SMCC Update

- Scholarship Opportunities

- Contact smcc@emory.edu
SMCC Update

Questions
Scott Davis
Communications Architect II, UTS Architecture

Recent Network Issues
Recent Network Outages

- **Wireless (3/22)**
  - Issue with the management VE access to the NDB stack of wireless controllers

- **ResNet Wireless (4/6)**
  - Issue with routes to internal private IP subnets not on the border routers

- **EmoryGuest Wireless (4/11)**
  - FWSM stopped NATing DNS requests for Guest Access
  - Issue was due to a Partial Hardware Failure with the firewall service module, which is part of the border routers

- **NAT Border Services (4/12)**
  - Issue resulted from an attempt to repair the BCOX2 firewall service module from the outage on 4/11

- **Firewall (2 outages on 4/15)**
  - Issue related to a failure of the high availability mechanism of the firewalls
Emory Wireless Users Group

• Inaugural meeting April 23 in NDB Auditorium

• Purpose: Facilitate open communication between all support levels and end-users of wireless services
  – Wi-Fi
  – Cellular
  – Paging
  – Other connection methods

• Quarterly meetings planned (more often if there is interest)

• All Are Welcome
  – Bring questions, concerns, and suggestions for the enhancement of wireless services
Thank you for coming!