

IT Briefing

May 16, 2013

School of Medicine

Room A153

IT Briefing Agenda

- Voice and Wireless Upgrade
- MIN Update
- Blackboard Upgrade
- Network Access Control
- Security Update
- Mike Politinsky
- Stan Brooks
- Alan Cattier
- Alan White
- Derek Spransy



Mike Politinsky

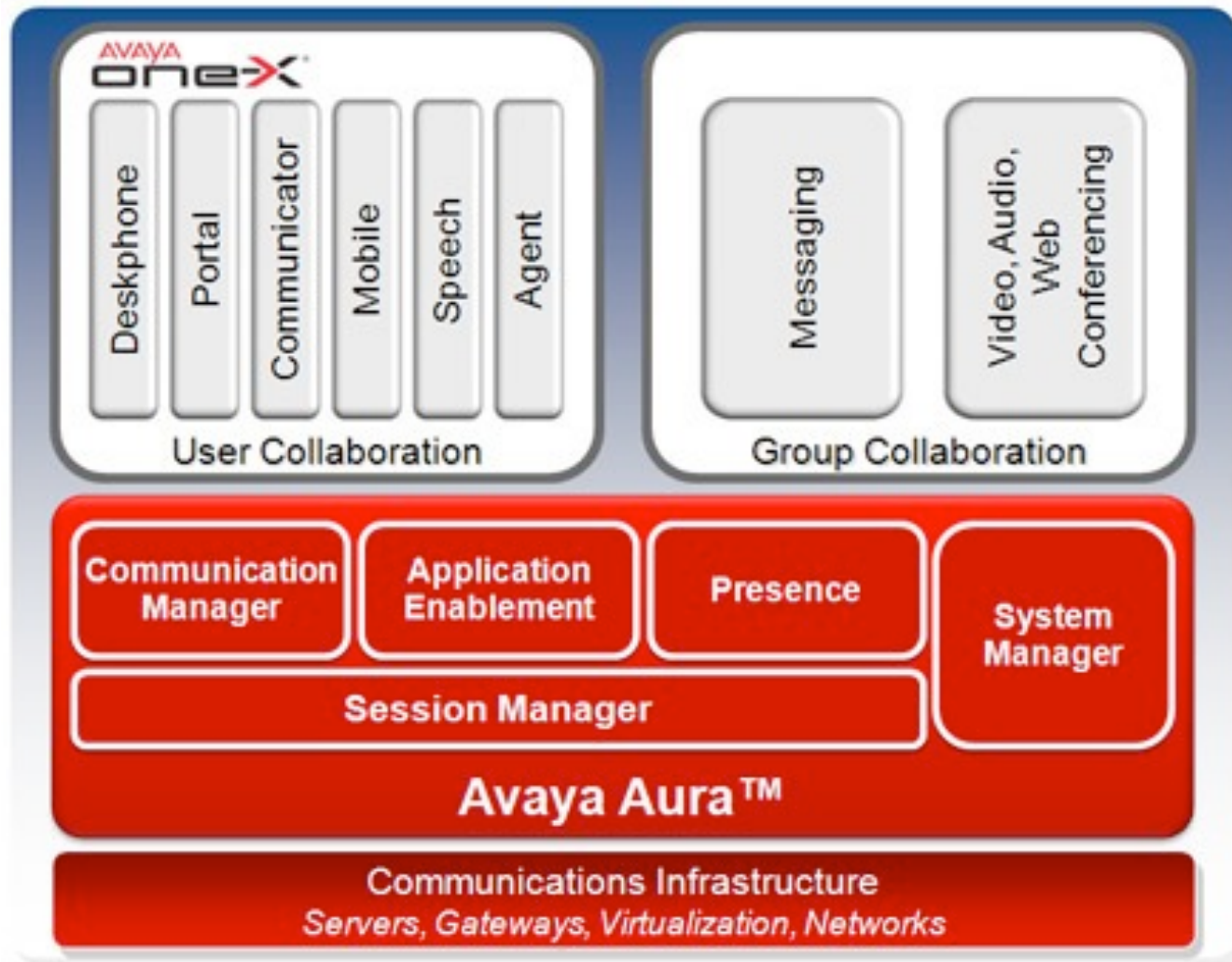
Manager, Network Engineering, Infrastructure

PBS/Voice Switch Upgrade

The Particulars

- When
 - Tonight, May 16 2013 beginning at 5 PM EDT, with upgrade to occur at 10 PM
- Impact
 - At roughly 10 PM, all phones will re-register and conversations will be interrupted until voice services have been restarted
- What do I need to do?
 - Nothing, the system upon restart will establish connectivity so that your telephones will operate as they do today

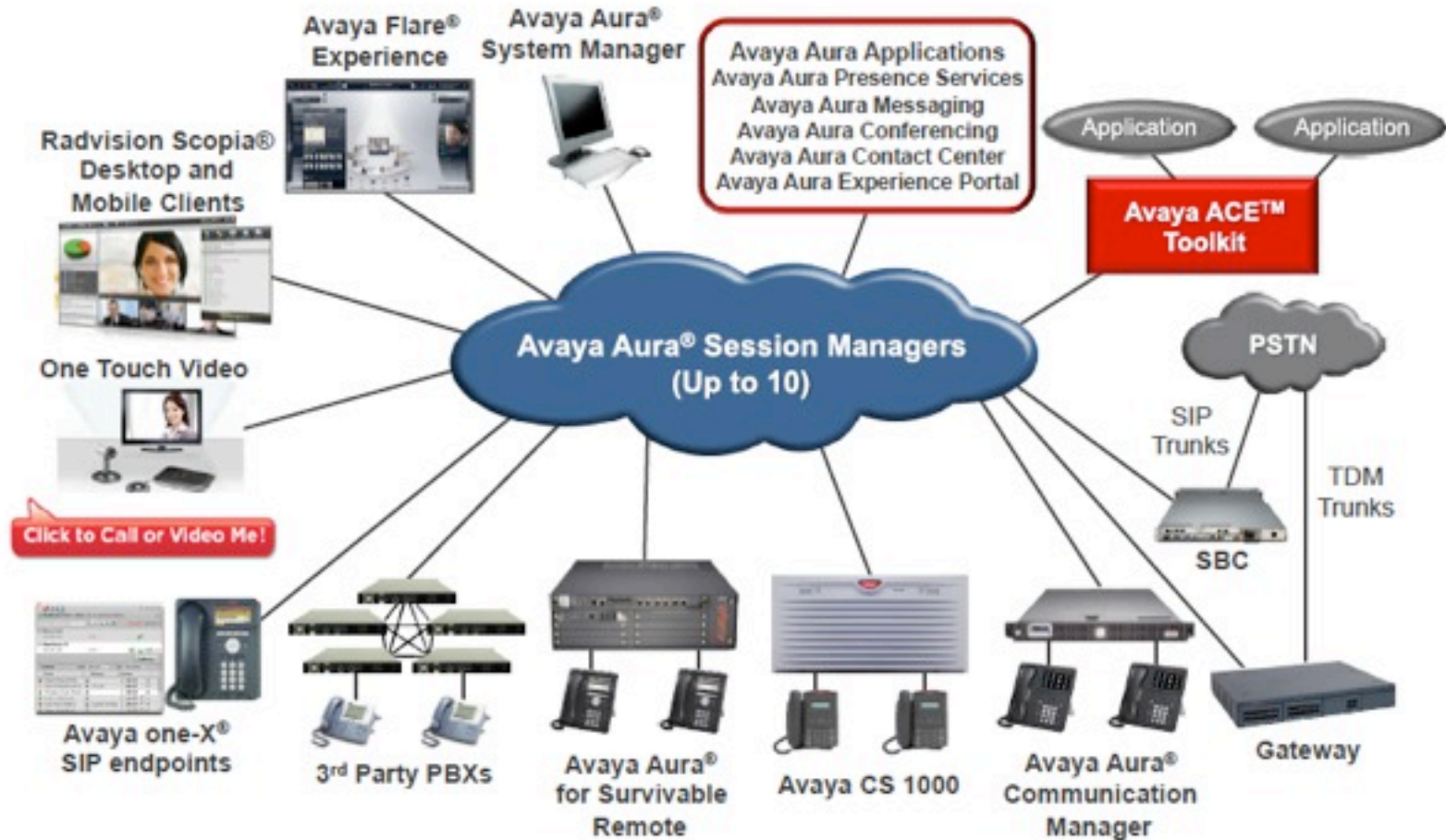
Service & Feature Enhancements



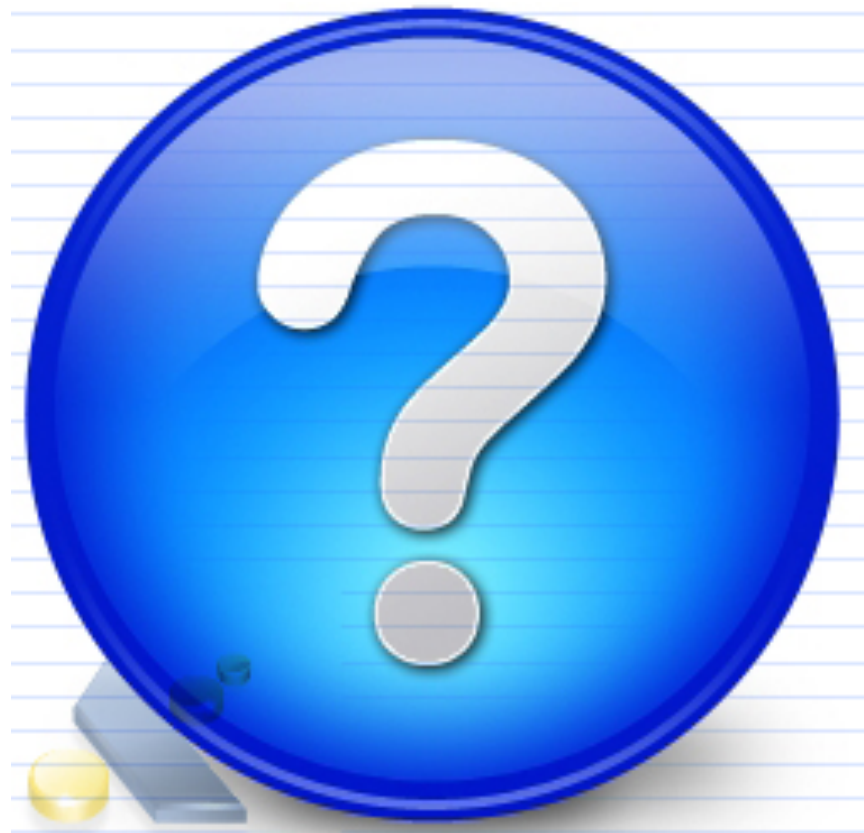
What's New

- **Location Field** - added to station administration form, this can be leveraged to better track users if they inform UTS of changes in their work location
- **Licensing Tool** update - geek heaven as we will be able to move licensing more actively than in the past
- **QSIG over SIP** - easier administration using protocols and programming that are more familiar to the administration team
- **Native IPv6**

How it fits together and what to expect



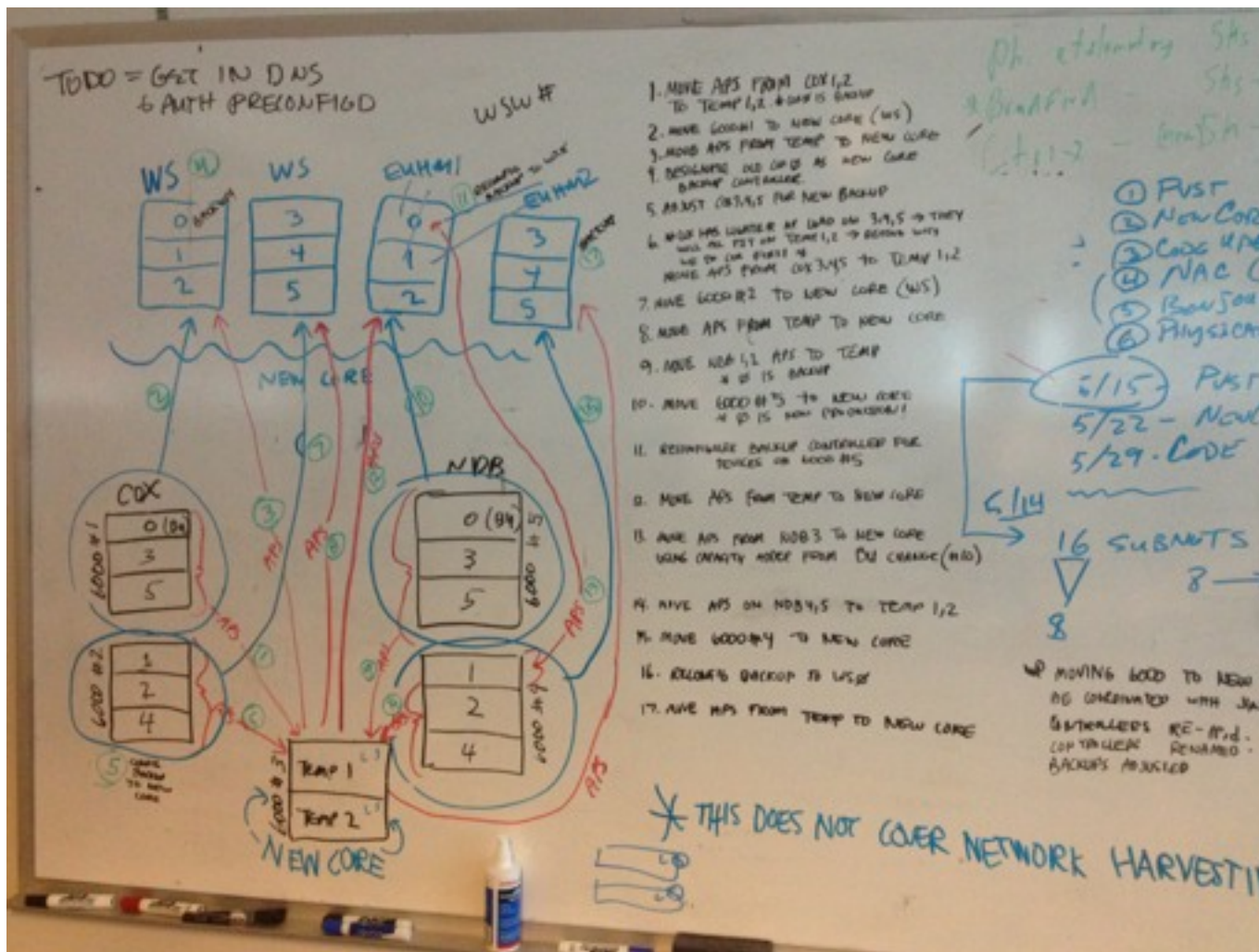
A Next-generation Enterprise Communications Architecture





Stan Brooks
Manager, Wireless Team, Infrastructure
MIN Update

Migration of Wireless to New Core Routers



MIN Update

Questions





Alan Cattier

Director, Academic Technology Services

Blackboard Upgrade

A Complete System Downtime

- Blackboard will be unavailable from 6 a.m. on June 15 to 6 a.m. on June 16
- During this interval, all aspects of the Blackboard system will be unavailable
- When the system comes back up, it will have been patched to Service Pack 11

What Are We Getting Out of the Upgrade?

- A totally new look:

The screenshot displays the Emory University LMS interface. At the top, the Emory University logo is on the left, and the user's name 'Alan Cattier' is on the right. A dark blue navigation bar contains the following items: 'My SP11Eagle', 'Courses' (highlighted), 'Organizations', 'Store & Share', 'Libraries', 'iTunes U', 'Career Services', and 'Help'. Below the navigation bar is a grey bar with 'Add Module' on the left and 'Personalize Page' on the right. The main content area is divided into three panels:

- Important Links:** A list of links including 'OPUS', 'My Official OPUS Record (cannot change)', 'Emory Students Guide to Resources', 'Faculty & Staff Guide to Resources', 'Tasks', 'Office 365 Email', and 'OWA Exchange'.
- My Courses:** A list of courses categorized by role. Under 'Courses where you are: Instructor', there are three courses: 'SB201_EXEC_ODaniel: Executive Sandbox (unavailable)', 'ENG181_Cattier: Finding Home: The Literature of Travel (unavailable)', and 'TEST_Lower: Medieval Cathedrals (unavailable)'. Under 'Courses where you are: Student', there are three courses: 'FS_Training_SafeAssign: SafeAssign Training', 'SB101_ODaniel: Sandbox', and 'ITProcedures_Policy: IT-Emory Policies: Honor, Conduct & Technology for Students'. There are also two other courses listed: 'ecir411: ODaniel_ECIT_Testing' and 'UTS_Tech_Essentials: UTS: Tech Essentials'.
- Course Catalog:** A list of course categories including '2012-2013 College Waiver Courses', '2013-2014 Emory College Placement Exams', 'Candler School of Theology', 'Center for Lifelong Learning', 'Emory College', 'Goizueta Business School', 'Laney Graduate School', 'Library Classes', 'Oxford College', 'Rollins School of Public Health', 'School of Law', 'School of Medicine', 'School of Nursing', 'Tutorials', and 'University Technology Services (UTS)'. A 'Browse Course Catalog' button is located at the bottom of this panel.

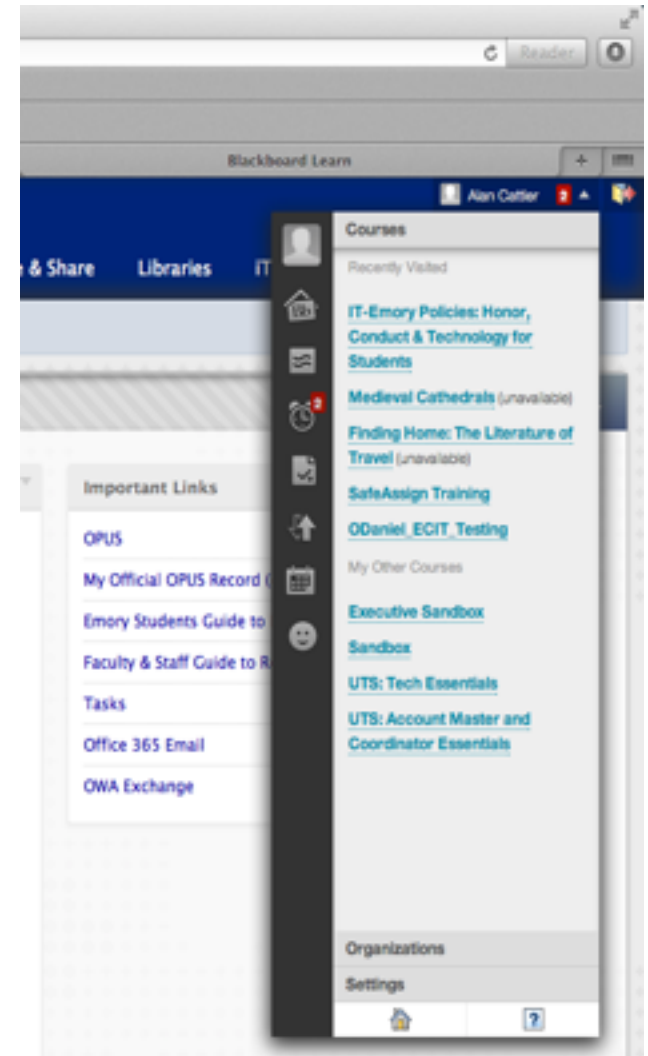
With a Totally New Navigational Paradigm

- Global Navigation Menu:

The screenshot shows the Blackboard user interface. At the top right, the user's name "Alan Cottler" is displayed with a notification badge showing "2". Below this is a navigation bar with links for "My SP11Eagle", "Courses", "Organizations", "Store & Share", "Libraries", "iTunes U", "Career Services", and "Help". A white arrow points to the "Help" link. The main content area features a large "Hi, Alan" greeting and a welcome message: "Welcome to the new Blackboard! Before you get started, we would like to show you the **new features** that we just added." A red circle with the number "1" highlights the "Global navigation menu" section. This menu is titled "Use this menu to access:" and includes links for "Courses", "Settings and more...", "Profile", "Posts", "People", and "Updates". A "Personalize Page" button is also visible. At the bottom left of the screenshot, the text "(need image wo text)" is present.

New Navigation Allows Targeted Access

- Courses, Settings
- Profiles, Posts, People
- Updates
- My Grades
- My Calendar
- My Blackboard



16

A New Focus on Profiles


Page Expiration Yahoo Cloud Profiles Edit My Blackboard Profile Blackboard Learn Cloud Profiles + [Menu]

BLACKBOARD CLOUD STAGING SERVER

Edit My Blackboard Profile

Cancel Submit

★ indicates a required field.



Change Picture

Picture

★ How do you want your name displayed in your profile?

Alan Cattier

What are you studying?

Emerging Trends in Online Community

What would you like to share about yourself?

I have been studying Online Community for twenty years and have seen it move from the fringes of society on The Well to mainstream communication and community function in my local area.

[Preview My Profile Card](#)

Contact Information

★ Primary Email

Add an email address to verify your account. An email will be sent to this address for verification. We recommend using a personal email address that you will always have access to when you change schools or jobs.

Alan.Cattier@emory.edu ✖ Not Verified

Cancel Submit

Privacy Options

Anyone in your courses can view your profile card within the course (unless your status is Hidden). These privacy settings control who can search and browse for you on the People page.

[Learn more about profile privacy settings.](#)

My Institution (recommended)
I want to share my profile with others at my institution.

Private
I only want to share my profile with my classmates.

Hidden
I do not want to share my profile.

A Finished Profile

The screenshot shows a web browser window displaying a Blackboard LMS profile page. The browser's address bar shows the URL `https://bb91eagle.web.emory.edu/webapps/portal/frameset.jsp?tab_tab_group_id=_256_1#global-nav-flyout`. The page header includes the Emory University logo and a navigation menu with items like "My SP11Eagle", "Courses", "Organizations", "Store & Share", "Libraries", "iTunes U", "Career Services", and "Help". The user's name "Alan Catter" is visible in the top right corner. The main content area is titled "Updates" and shows a list of announcements. The first announcement is a "System Announcement" from "2 months ago" with the heading "Search for Internships & Jobs in Blackboard!" and a "View" button. The text of the announcement reads: "Internships, student and entry level jobs are now available inside your Blackboard! Access them directly from a search widget on your My Institution page. You can also build your resume, assess your skills and apply for any position from a new 'My Career' tab found at the top of every page in Blackboard. This is made possible through an integration with [Internships.com](#), the world's largest internship marketplace." A second, identical announcement is shown below it.

Which Prepares The Way for BB Social

- Users at Emory can connect with users at other institutions
- Users can create “Spaces” where they can host online meetings
- Users can “follow” and/or message users across institutions
- Blackboard Social will NOT be enabled on June 16, though any user will be able to construct a profile that can be used within Emory’s Blackboard instance at that time

Other Cool New Features

- Retention Center gives Faculty and Advisors, if they are set up, a window into a student's online activity (or a lack, thereof)
- Improved Discussion Boards which are accessible in the new navigation structure
- Enterprise Surveys
- Video Everywhere, which allows any user with a YouTube profile to record and embed a video response into the Blackboard system
- A new content editor that vastly improves the text handling capabilities of Blackboard, including pasting from Word documents

A Lot of New Stuff...

- Which people have been clamoring for for a while!
- The beginnings of a community architecture
- Lots of opportunities for training with special sessions coordinated by the ECIT team
- Online video resources to complement the introduction of the new product
- And the always excellent team powering Emory's Blackboard

Blackboard Upgrade

Questions



Alan White

Communications Architect II, UTS Architecture

Network Access Control

What is NAC

- NAC: Network Access Control
- Unregistered devices redirected to web portal
- Posture checks for Windows and Mac
- Place devices in the correct core
- Similar to NetReg/CAT

Project To Replace NetReg/CAT

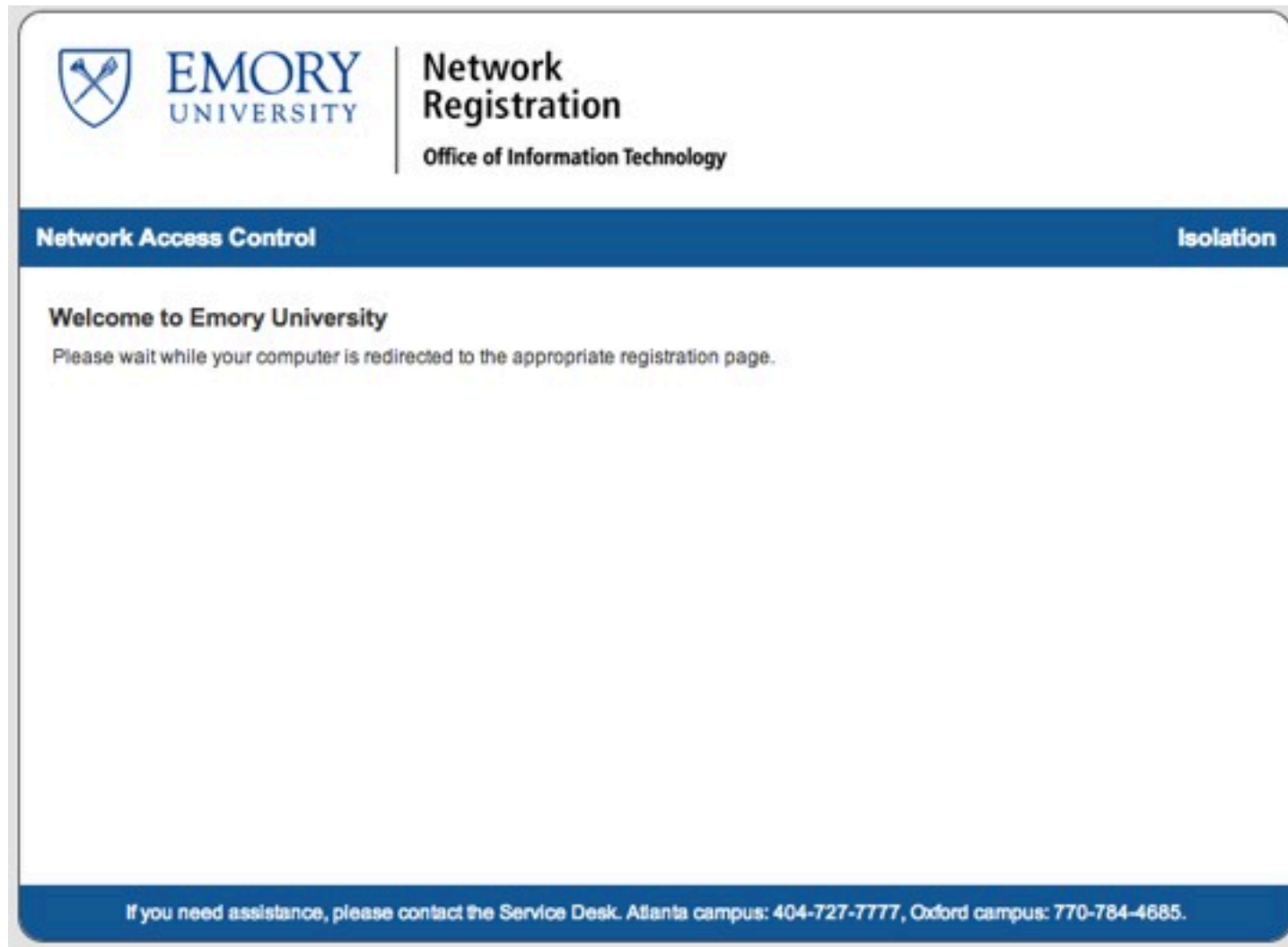
- Limited functionality with NetReg/CAT
- CAT is being discontinued
- Need an enterprise capable solution

- POC: Aruba, Bradford, and PacketFence
- Bradford chosen – best client experience

When and Where?

- Initial implementation for ResNet wireless on May 15
- Goal to implement on EmoryUnplugged over the summer
- Future implementation on wired networks
- Future implementation on other wireless networks

The Client Experience




The screenshot shows a web page for Emory University's Network Registration. At the top left is the Emory University logo, which consists of a shield with a cross and a chalice, followed by the text "EMORY UNIVERSITY". To the right of the logo is the title "Network Registration" and the subtitle "Office of Information Technology". Below this is a dark blue header bar with the text "Network Access Control" on the left and "Isolation" on the right. The main content area is white and contains the text "Welcome to Emory University" followed by "Please wait while your computer is redirected to the appropriate registration page." At the bottom of the page is a dark blue footer bar with the text "If you need assistance, please contact the Service Desk. Atlanta campus: 404-727-7777, Oxford campus: 770-784-4685."

The Client Experience

The screenshot shows the Emory University Network Registration page. At the top left is the Emory University logo. To its right, the text reads "Network Registration" and "Office of Information Technology". Below this is a dark blue header bar with "Network Access Control" on the left and "Registration" on the right. The main content area starts with "Welcome to Emory University" and a paragraph explaining that users must adhere to registration policies. Under the heading "USERS", there is a link: "Users who have an assigned NetID & Password". To the right of this link is a "START >>" button with a person icon and a laptop icon. At the bottom of the page, a dark blue footer bar contains the text: "If you need assistance, please contact the Service Desk. Atlanta campus: 404-727-7777, Oxford campus: 770-784-4685."

Authentication

**EMORY**
UNIVERSITY

**Network
Registration**
Office of Information Technology

Network Access Control **Registration**

User Registration

Each user is required to verify that their computer will meet the established network policies prior to connecting to the network.

When you have filled out the fields below, you will be prompted to download and run the network access agent that will verify that your computer will meet these policies:

- Computer is up-to-date with all Service Packs and security updates
- Automatic updates are enabled
- Computer's firewall enabled
- Emory approved Anti-Virus software installed

This process will take a few minutes. Do not interrupt this process while it is running. Depending on your computer's security preferences, you may have to follow additional prompts to run this tool. Please enter your NetID & password below, then click the Continue button.

[Instructions](#)

Username

Password

If you need assistance, please contact the Service Desk. Atlanta campus: 404-727-7777, Oxford campus: 770-784-4685.

Persistent and Dissolvable Agent

ed network polici

ie form below an
contact the Help

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minutes. Do not

ntinue button.

hite7

ontinue

Login - Bradford Persistent Agent

 **BRADFORD**
networks

The Network

User Information

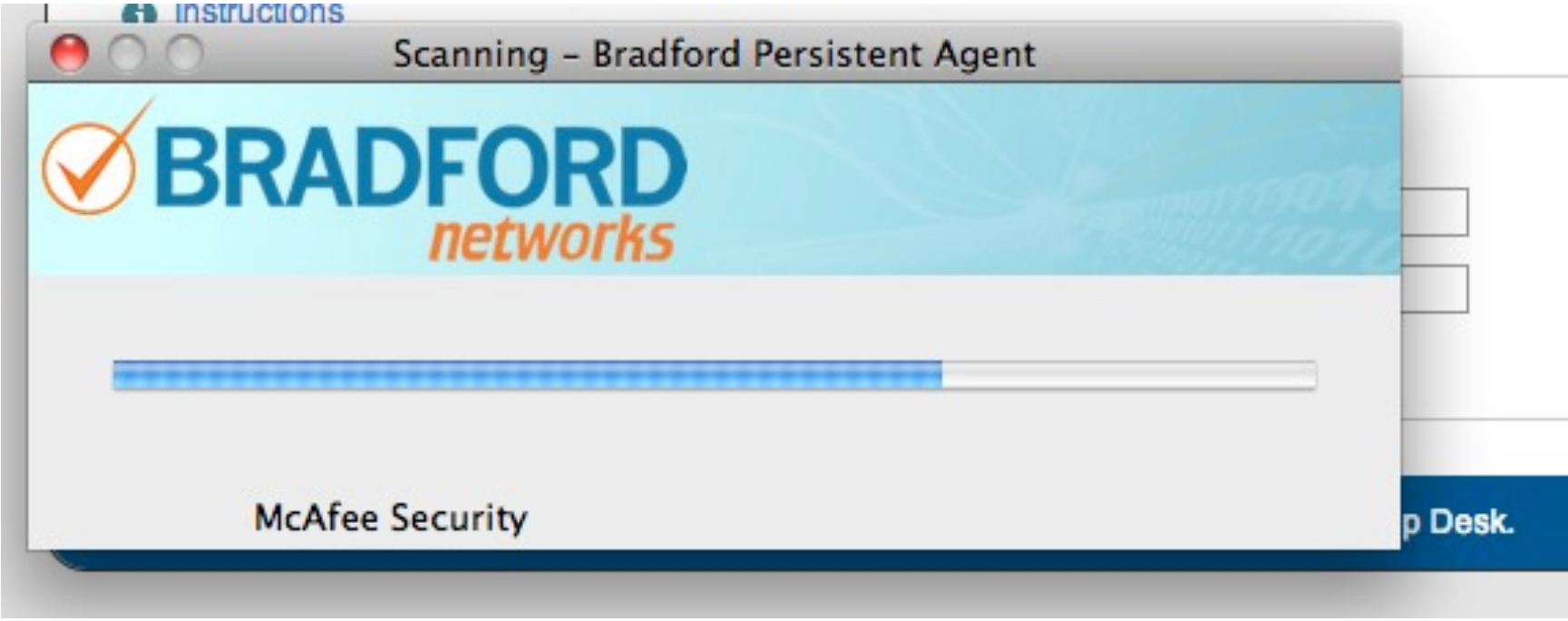
Enter user name and password

User Name

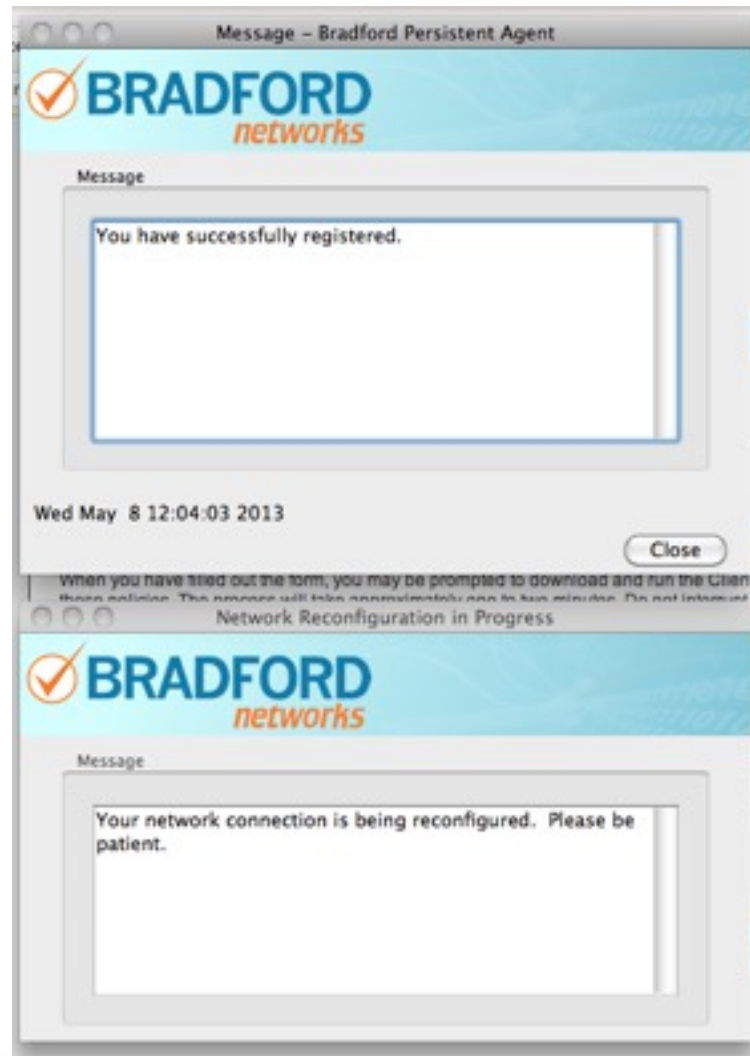
Password

Login

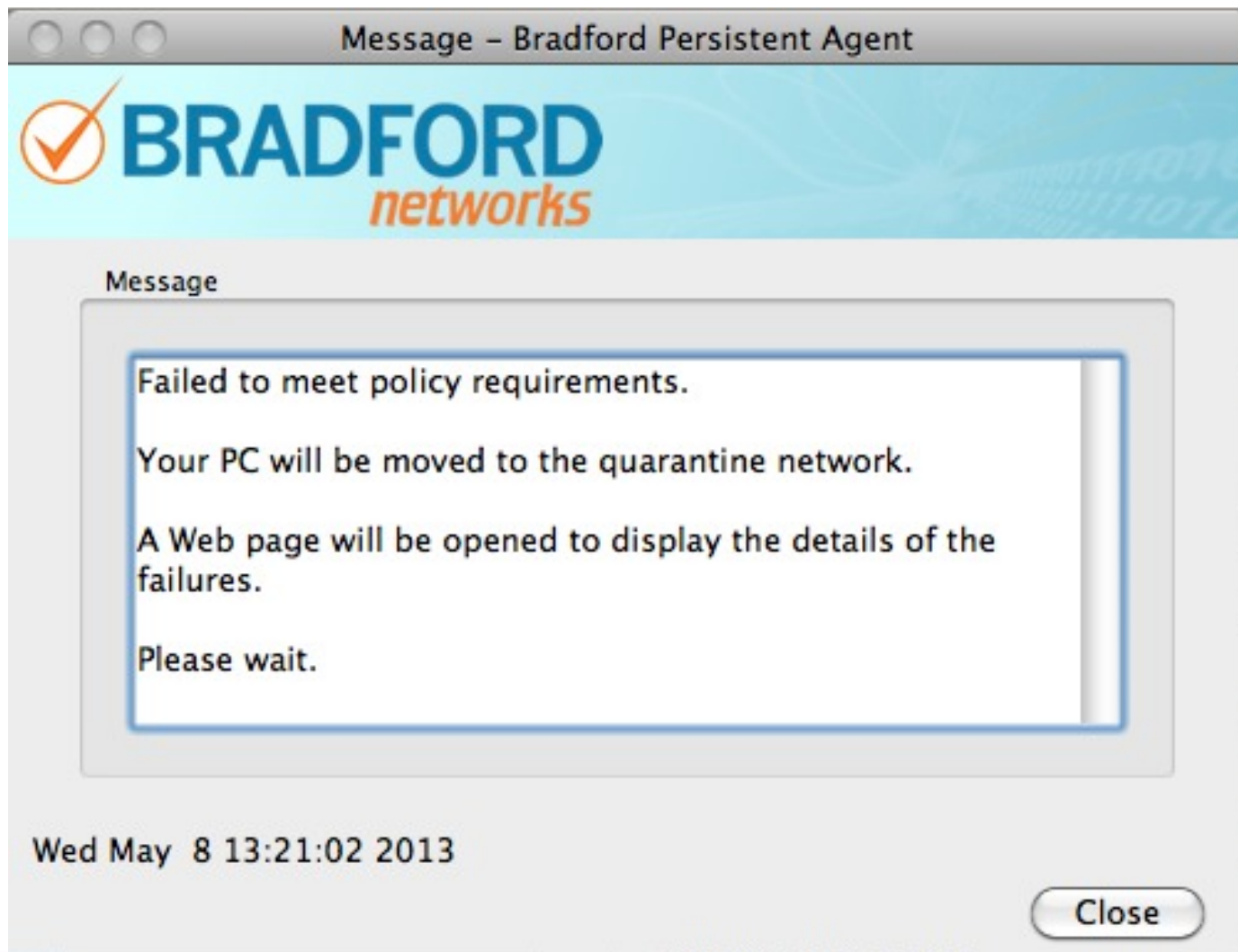
Scanning



Scan Passed – Full Access Granted



Scan Failed



Failed Scan

The screenshot shows the Emory University Network Registration page. At the top left is the Emory University logo. To its right, the text reads "EMORY UNIVERSITY", "Network Registration", and "Office of Information Technology". Below this is a blue header bar with "Network Access Control" on the left and "Remediation" on the right. Under "Network Access Control", there is a "Failed Tests" section. A red box highlights a single test failure: "1. Anti-Virus :: Symantec | AntiVirus". Below this list is a "Re-scan" button. To the right of the "Re-scan" button is a blue link with a left-pointing arrow labeled "Back". At the bottom of the page, a blue footer bar contains the text: "If you need assistance, please contact the Help Desk."

Common Problems

- Hard coded DNS
- Browser Cache
- Computer not compliant

Network Access Control

Questions



Derek Spransy

Sr Information Security Specialist, Information Security

IT Security Update

Security Awareness

May:

- Information security travel tips

Security Update



Questions

Thank you for coming!

*Thank
You*