



EMORY
UNIVERSITY

EMORY
HEALTHCARE

Office of
Information
Technology

IT Briefing

June 20, 2013

Goizueta Business School

Room GBS-234

IT Briefing Agenda

- ServiceNow Update & Demo
- Service Desk Update
- ColdFusion 9 Update
- Office 365 Update
- Core Router Update
- Security Update
- Luc Dalla Venezia
- Sharon Gregory, Anne Marie Alexander, Kathy Hayes
- Kevin Chen
- Scott Swann
- Mike Politinsky
- Brett Anderson



Luciano Dalla Venezia

IT Service Mgmt Specialist II, ITSMO,
Integration

ServiceNow Update

Which is better?



OR













Welcome:

Logout  

Type filter text A A ↺

Self-Service ▲

-  Google
-  Homepage
-  Browse Request Catalog
-  Knowledge
-  Change Calendar









-  Incidents
-  Check Request Status
-  Tasks waiting my approval

 My Profile

Product Backlog ▼

Self-Service

Refresh: Off ▼

- How can we help you?** ↺
-  Report an IT Incident (Something's Broken)
 -  Request a Service (I need.....)
 -  Reset NetID Password
 -  Search the Knowledge Base
 -  Set Email Alias
 -  Set Spam Filters
 -  Subscribe to Major Incident Notifications
 -  Submit a new feature request for ServiceNow

Global Critical Incidents ↺

My Open Tickets

↺

Type	Number	Date	Status	Short Description
Service Request	INC01833681	2013-06-05 09:34 AM	Pending	Desktop - Microsoft Lync accounts for Oxford Library staff
Service Request	INC01827854	2013-05-23 03:41 PM	Assigned	Hello all. We need our 3 circulation front desk CP
Service Request	INC01729038	2012-11-07 03:08 PM	Assigned	Kitty has two laptops she would like to have wiped



Order Things

Browse the request catalog

- Place an order



How Do I?

Search the Knowledge Base

- Common Answers
- Highest Rated
- Most Read
- Today's News



Something's Broken

Question and Answer Tracking

- Report an Incident
- Reset My Password
- Spam Filtering



My Stuff

View all Tickets I've Submitted

- My Open Tickets
- My Incidents
- My Orders

For further IT assistance please call 404-727-7777



Highlights & Next Steps

- Users without Roles will go directly to new Self-Service page
- There is a link for ITIL users
 - Under Self-Service Application: ESS-Homepage

Timeline:

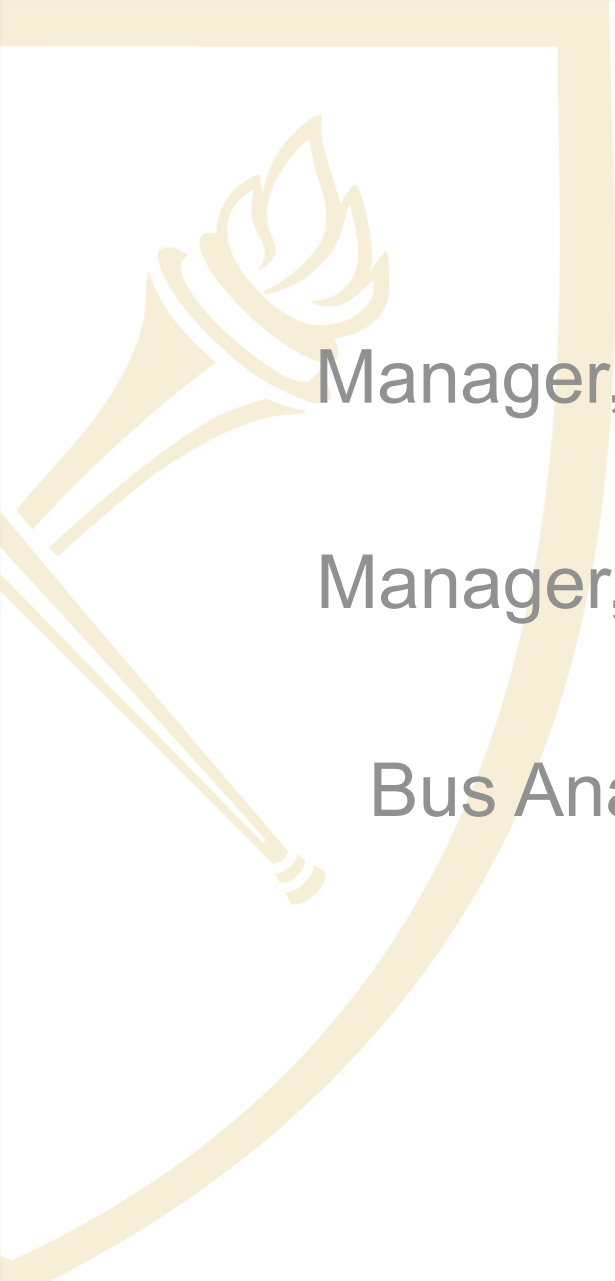
- Current Sprint Activities – next 2 weeks
 - Complete final development
 - Develop communication and marketing

ServiceNow Update



Questions





Sharon Gregory

Manager, Service Desk, Enterprise Services

Anne Marie Alexander

Manager, ID Management Team, Integration

Kathy Hayes

Bus Analyst II, Faculty Services, Academic
Technology Services

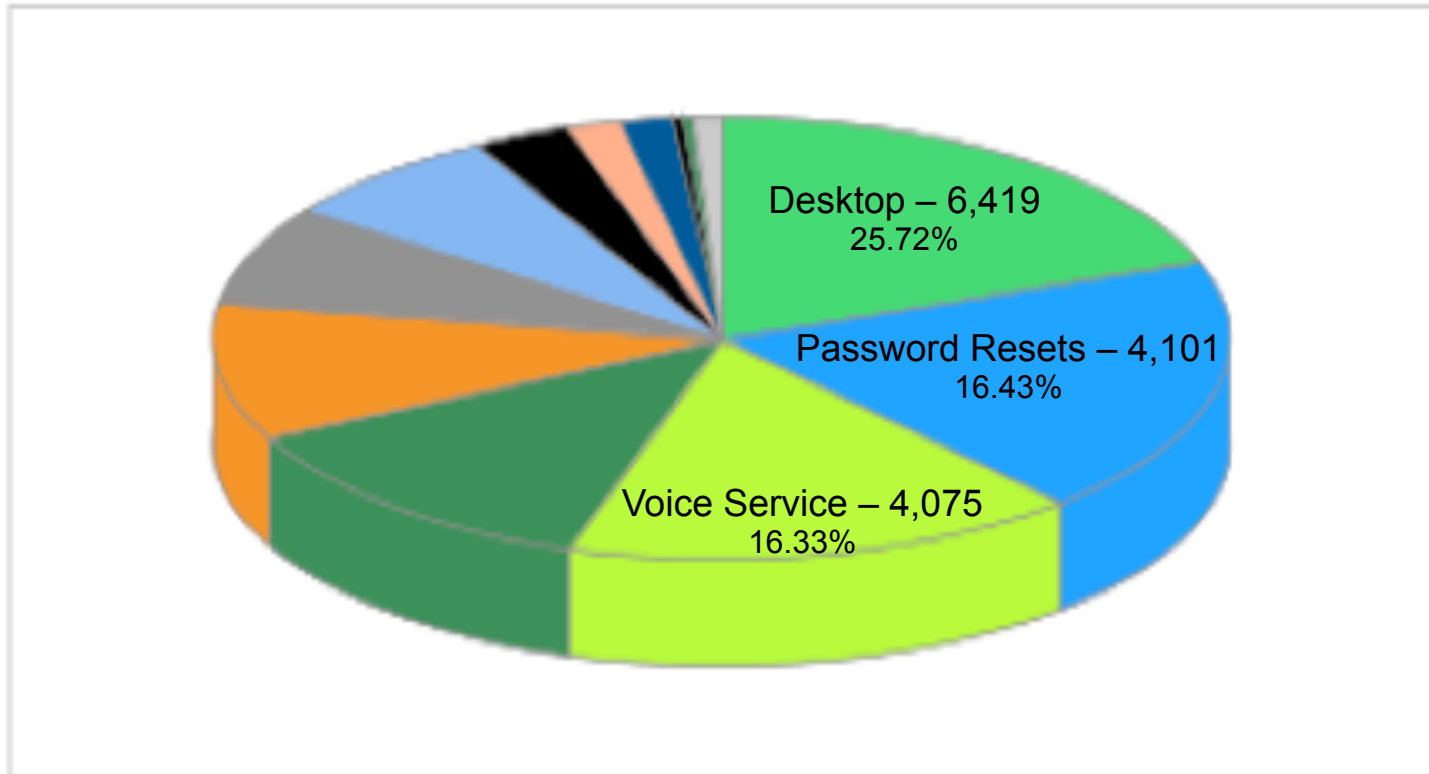
Service Desk Update

Self-service



Password Resets

Total Tickets Created by Service Desk
September 2012 – May 31, 2013
24,953





Change Answers to Authentication Questions

If you forget your password, the system will prompt you for the answers to authentication questions associated with your account. Remember - the answers to these questions are as sensitive as your password. Do not write down your answers or give them to anyone else. **Please answer at least 6 of the following questions.** Click *Save* when finished.

- Answers will be automatically converted to upper-case.
- Answers must be at least 6 characters long.
- Each answer must be unique; answers may not be duplicated.
- Please select answers which other people would be unlikely to guess your response.

Question	Answer
Who was your 3rd grade teacher?	
What is your grandmother's maiden name (first last) on your mother's side?	
What is your grandmother's maiden name (first last) on your father's side?	
What is your oldest cousin's first and last name?	
What is your oldest sibling's full name (first middle last)?	
What is your mother's full maiden name (first middle last)?	
Who was your 1st grade teacher?	
Who was your 2nd grade teacher?	
What is the maiden name (first last) of the mother of your spouse/significant other?	
Who was your childhood hero?	
What was the name of your first stuffed animal?	
What was the first concert you attended?	
What was your favorite place to visit as a child?	
What is the name of your best friend from childhood (first last)?	

Teamwork – Tier 2 to Tier 1



Law School
Service Desk

Blackboard

UTS Client Services

AmCom Mobile Connect



Unified
Messaging

Lync

Vidyo Desktop

Paging/Mobile Messaging

Teamwork

- <http://youtu.be/0Q8DriPCX2o>



Knowledge Centered Support



“Knowledge is the key that unlocks all the doors. You can be green-skinned with yellow polka dots and come from Mars, but if you have knowledge that people need instead of beating you, they’ll beat a path to your door.”

Ben Carson, *Think Big: Unleashing Your Potential for Excellence*
(gifted neurosurgeon famous for his work separating conjoined twins)





Kevin Chen

Sr. Manager, Integration Operations, Integration

ColdFusion 9 Update

Migration to the New Architecture

A flock of birds, possibly terns, is flying in a clear blue sky with some light, wispy clouds. The birds are scattered across the frame, with one bird in the upper left and a larger group in the lower half. The overall scene is bright and airy.

The Migration is Done

- All CF sites migrated to the new architecture in April
- 113 ColdFusion sites
- All CF tags and functions working
- ColdFusion7 servers decommissioned in May

The Hero is....

Gerry Hall

Web Hosting

UTS



ColdFusion 9 Update



Questions





Scott Swann

Project Manager II, PMO

Office 365 Faculty/Staff/EHC

Office 365 Faculty/Staff/EHC

- UM – Voicemail in the cloud
- Archiving in the cloud
- 2013 Blue Version
- 2-Way Trust
- First Wave implementation
 - UTS project team, then the rest of UTS
 - Emory College
 - Oxford
 - Theology
 - GBS
 - LAW



Questions



Mike Politinsky

Manager, Network Engineering, Infrastructure

Core Router Update

Migration of Wireless to New Core Routers

TODO = GET IN DNS
6 AUTH PRECONFIGD

WSW #

WS #1
0
1
2

WS #2
3
4
5

EXH#1
0
1
2

EXH#2
3
4
5

NEW CORE

COX #1
0 (Bn)
3
5

COX #2
1
2
4

NDB
0 (Bn)
3
5

TEMP 1
TEMP 2

NEW CORE

1. MOVE AFS FROM COX 1,2 TO TEMP 1,2. * COX IS BACKUP

2. MOVE GOOD#1 TO NEW CORE (WS)

3. MOVE AFS FROM TEMP TO NEW CORE

4. DESIGNATE OLD COX AS NEW CORE BACKUP CONTROLLER.

5. ADJUST COX 3,4,5 FOR NEW BACKUP

6. * COX HAS LIGHTER LOAD ON 3,4,5 → THEY WILL ALL FIT ON TEMP 1,2 → REASON WHY WE DO COX FIRST *
MOVE AFS FROM COX 3,4,5 TO TEMP 1,2

7. MOVE GOOD #2 TO NEW CORE (WS)

8. MOVE AFS FROM TEMP TO NEW CORE

9. MOVE NDB 1,2 AFS TO TEMP * 0 IS BACKUP

10. MOVE GOOD #3 TO NEW CORE * 0 IS NOW PRODUCTION!

11. RECONFIGURE BACKUP CONTROLLER FOR DEVICES ON GOOD #5

12. MOVE AFS FROM TEMP TO NEW CORE

13. MOVE AFS FROM NDB 3 TO NEW CORE USING CAPACITY ADDER FROM DU CHANGE (#10)

14. MOVE AFS ON NDB 4,5 TO TEMP 1,2

15. MOVE GOOD #4 TO NEW CORE

16. RECONFIG BACKUP TO WSP

17. MOVE AFS FROM TEMP TO NEW CORE

Ph. et al. doing SAs - SAs -
* Ben Affin - (new) SAs -
C. #1,2 - (new) SAs -

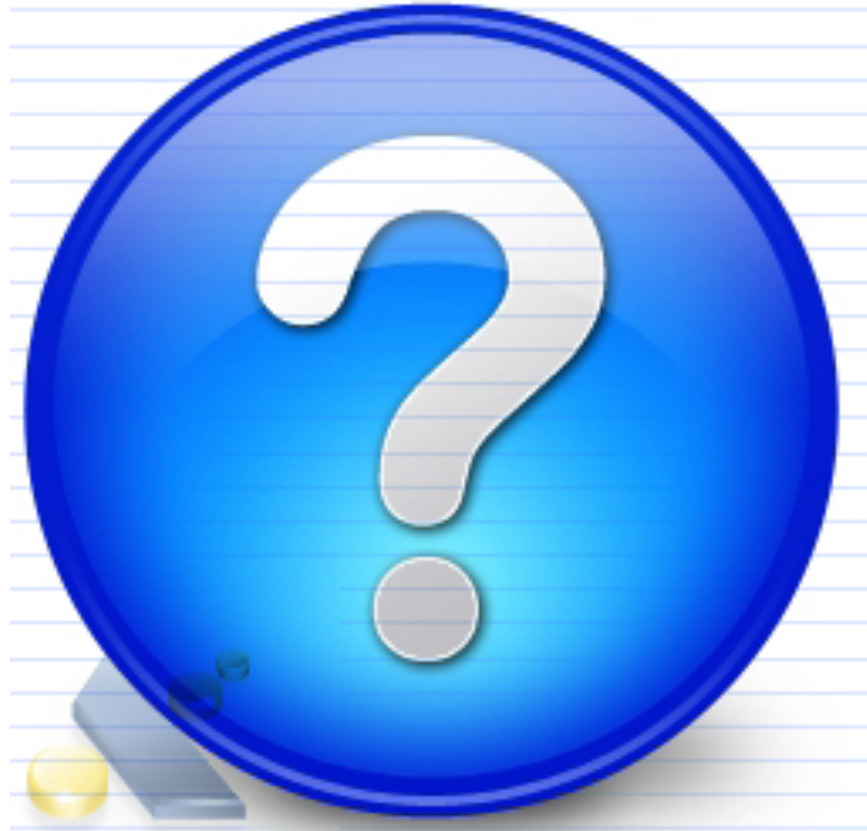
① PUST
② New Core
③ Code UAB
④ NAC
⑤ Ben Jour
⑥ Physical

5/15 - PUST
5/22 - New Co
5/29 - Code

5/14
16 SUBNETS
8 →
8

MOVING GOOD TO NEW CORE COORDINATED WITH JIAN
CONTROLLERS RE-IP'd.
CONTROLLERS RENAMED.
BACKUPS ADJUSTED

* THIS DOES NOT COVER NETWORK HARVESTING





Brett Anderson

Sr Information Security Specialist, Information Security

IT Security Update

IT Compliance Initiatives

2012-2013 Compliance Initiatives

- HIPAA Security Assessments
 - Used an automated Compliance Management tool (Archer)
- PCI Data Security Assessments
 - Used SSC-approved web tool called Navis

HIPAA Security Assessments – WHY?

- ✓ **Criminal Penalties**
 - \$100-\$50,000 / violation
 - Possible Prison time (1-10 years depending on the situation)

- ✓ **Authorizes state attorney general to bring a civil action in federal district court against individuals who violate the HIPAA rules.**

	For violations occurring prior to 2/18/2009	For violations occurring on or after 2/18/2009
Penalty Amount	Up to \$100 per violation	\$100 to \$50,000 or more per violation
Calendar Year Cap	\$25,000	\$1,500,000

TABLE 1—CATEGORIES OF VIOLATIONS AND RESPECTIVE PENALTY AMOUNTS AVAILABLE

Violation category—Section 1176(a)(1)	Each violation	All such violations of an identical provision in a calendar year
(A) Did Not Know	\$100–\$50,000	\$1,500,000
(B) Reasonable Cause	1,000–50,000	1,500,000
(C)(i) Willful Neglect—Corrected	10,000–50,000	1,500,000
(C)(ii) Willful Neglect—Not Corrected	50,000	1,500,000

HIPAA Security Assessments – WHY?

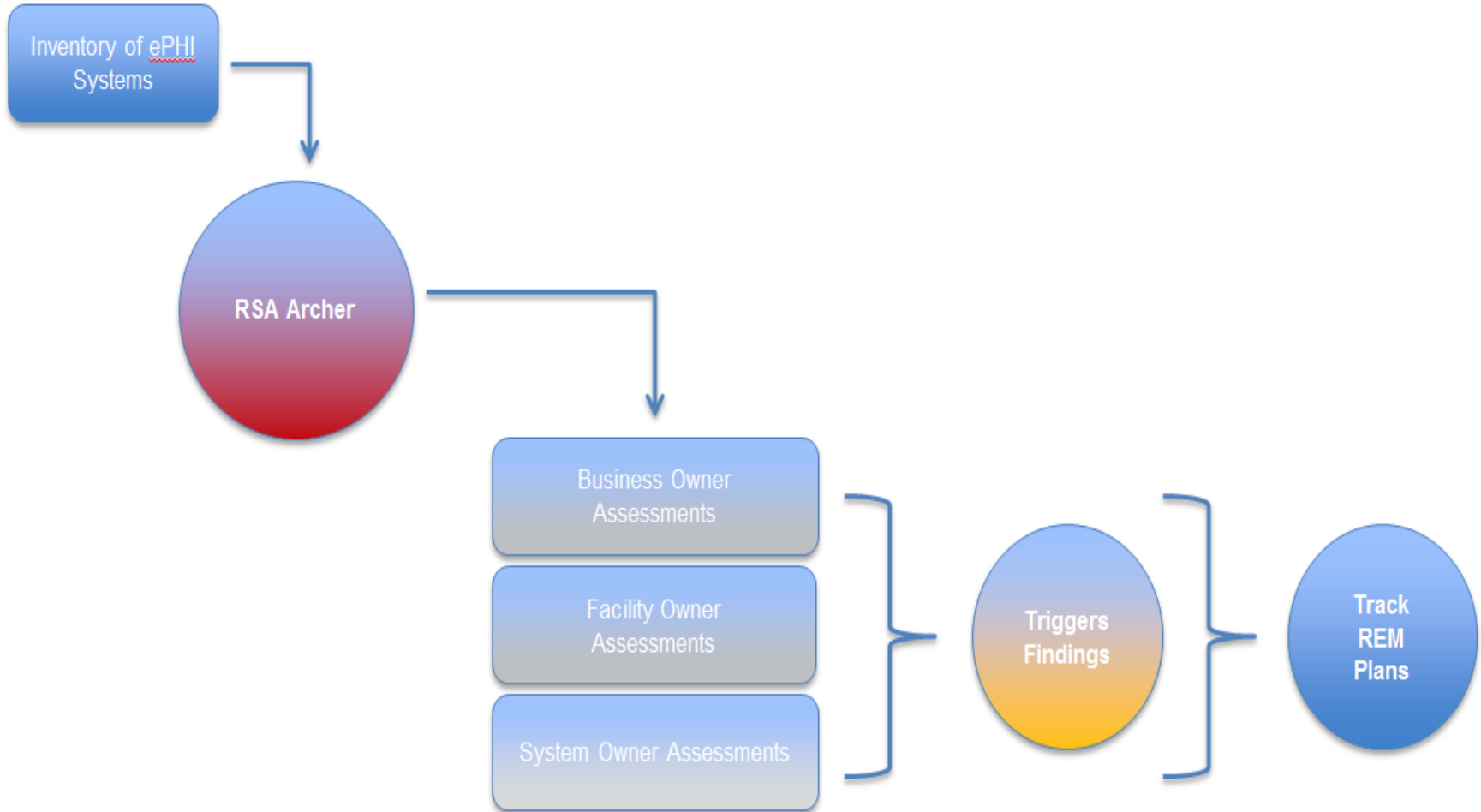
Goals of Program:

- ✓ To ensure that Emory's HIPAA program is integrated into the organization as a part of on-going operations
- ✓ To ensure compliance with HIPAA/HITECH
- ✓ To ensure we are doing everything we can to protect patient information

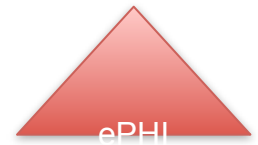
- ❑ **Governance:** The program will measure the status of our covered components against HIPAA policies and procedures and will document compliance metrics.
- ❑ **Identification:** The program will identify key areas of risk across the covered component based on compliance to HIPAA Security controls.
- ❑ **Remediation:** The program will give management the ability to streamline remediation and track on-going efforts to implement mitigating controls across the covered component.

HIPAA Security Assessments – HOW?

RSA Archer:



What is ePHI?



The Department of Health and Human Services (HHS) Office for Civil Rights (OCR) is aggressively enforcing the HIPAA Privacy and Security Rules regulating the use, disclosure and protection of health information Protected Health Information (PHI).

Protected Health Information (PHI) is any information, whether oral or recorded in any form or medium, that...

(1.) *Is created or received by a health care provider, health plan, public health authority, employer, life insurer, school or university, or healthcare clearinghouse and;*



(2.) *Relates to:*

- ✓ *past, present, or future physical or mental health or condition of an individual*
- ✓ *the provision of health care to the individual*
- ✓ *past, present, or future payment for the provision of health care*



(3.) *And can be used to reasonably identify an individual*

ePHI is protected health information (PHI) that is created, stored, transmitted, or received **electronically**.



All protected health information (PHI) is subject to HIPAA regulation.

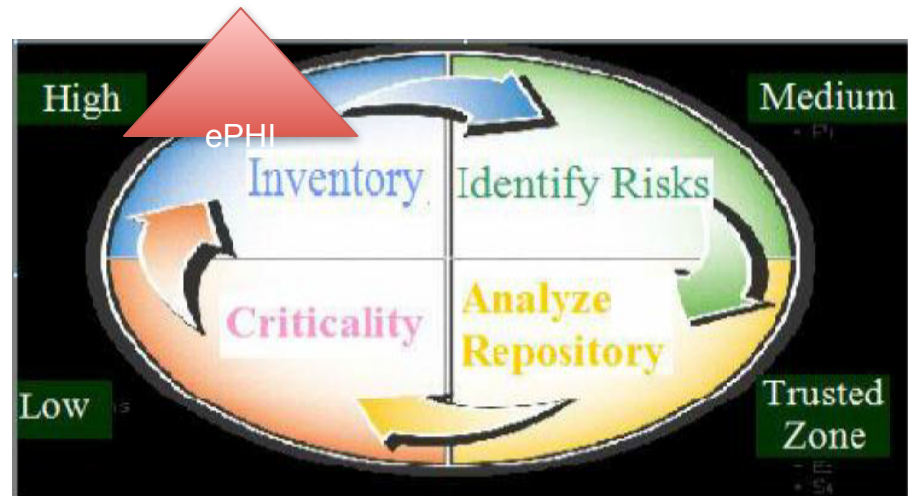
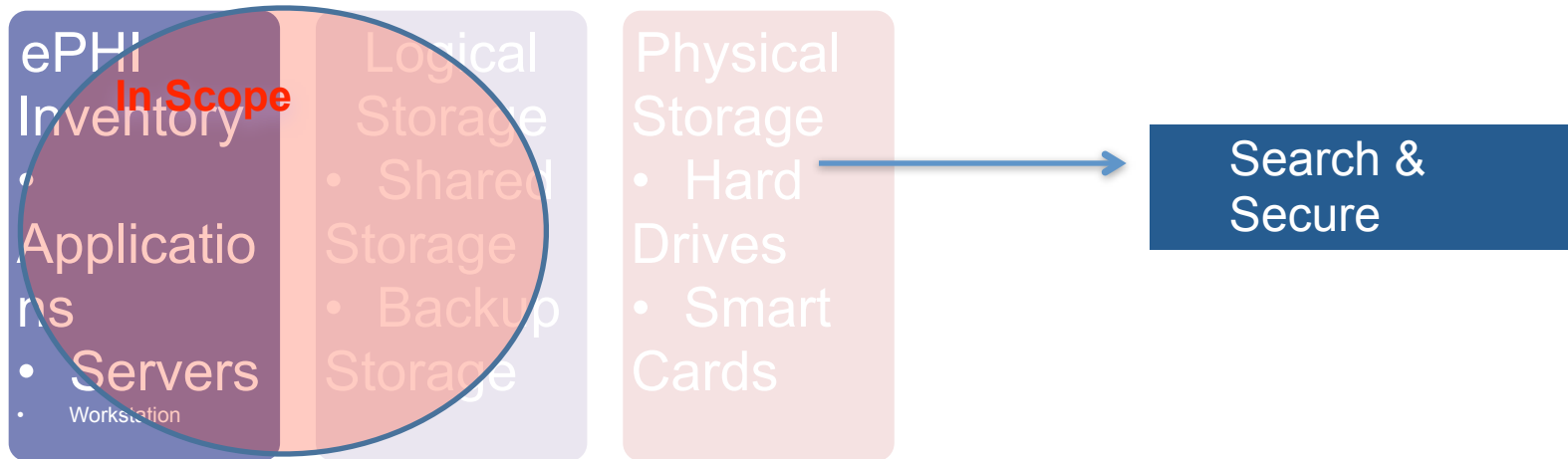
Geographic Subdivisions (smaller than state)	Dates related to an Individual (other than year)	Any other unique identifying number, code etc
Phone Numbers	Fax Numbers	Web Uniform Resource Locators (URLs)
Electronic Mailing Addresses	Certificate / License Numbers	Internet Protocol (IP) Address Numbers
Social Security Numbers	Vehicle identifiers & Serial Numbers	Biometric Identifiers
Medical Record Numbers	Account Numbers	Full Face Photographic Images
Health Plan Beneficiary Numbers	Device Identifiers & Serial Numbers	Medical Device identifiers & Serial Numbers

18 Identifiers

Examples

Demographic information about a patient contained in EHC (power chart / millennium)	RxNumber +	Doctor > Patient	Health Payment Information
Patient Note + Stored on PDA or Mobile Device	Test Results	Lab Results Emailed	
Health information + IP Address of Individual's Home	Health Plan	Patient Name +	
Patient Name + Reason for Visit	Photo of Patient	Patient Name +	Patient Identification Bracelet
	Address + Drug Name	Social Security # +	

HIPAA Security Assessments – ePHI?



HIPAA Security Assessments – Results

- **100% Participation – 328 unique Assessments**
 - Thousands of servers, workstations, network devices, mobile devices, and facilities inventoried and assessed
- **Where were most of these findings?**
 - Security management processes, audit controls, and training

Largely Successful!

PCI Security Assessments – WHY?

- The Payment Card Industry Data Security Standard (PCI DSS) is a set of requirements designed to ensure that ALL companies that process, store or transmit credit card information maintain a secure environment
- Essentially, any merchant that has a Merchant ID must adhere to these standards
- The Payment Card Industry Security Standards Council (PCI SSC) was launched on September 7, 2006 to manage the ongoing evolution of Payment Card Industry (PCI) with focus on improving payment account security throughout the transaction process
- Emory is a Level 2 – We process > 1 million credit card transactions / year
- Major fines associated with non-compliance

PCI Security Assessments – WHY?

- What is Cardholder Data and what can you do with it?

		Data Element	Storage Permitted	Render Stored Account Data Unreadable per Requirement 3.4
Account Data	Cardholder Data	Primary Account Number (PAN)	Yes	Yes
		Cardholder Name	Yes	No
		Service Code	Yes	No
		Expiration Date	Yes	No
	Sensitive Authentication Data ¹	Full Magnetic Stripe Data ²	No	Cannot store per Requirement 3.2
		CAV2/CVC2/CVV2/CID	No	Cannot store per Requirement 3.2
		PIN/PIN Block	No	Cannot store per Requirement 3.2

PCI Security Assessments – How?

- Office of Debt and Cash Management in conjunction with Enterprise Security conducted PCI Assessments.
- Merchants were required to provide information regarding how they process credit cards. This resulted in a required Self Assessment Questionnaire (SAQ).

PCI Data Security Standard – High Level Overview

Build and Maintain a Secure Network	<ol style="list-style-type: none">1. Install and maintain a firewall configuration to protect cardholder data2. Do not use vendor-supplied defaults for system passwords and other security parameters
Protect Cardholder Data	<ol style="list-style-type: none">3. Protect stored cardholder data4. Encrypt transmission of cardholder data across open, public networks
Maintain a Vulnerability Management Program	<ol style="list-style-type: none">5. Use and regularly update anti-virus software or programs6. Develop and maintain secure systems and applications
Implement Strong Access Control Measures	<ol style="list-style-type: none">7. Restrict access to cardholder data by business need to know8. Assign a unique ID to each person with computer access9. Restrict physical access to cardholder data
Regularly Monitor and Test Networks	<ol style="list-style-type: none">10. Track and monitor all access to network resources and cardholder data11. Regularly test security systems and processes.
Maintain an Information Security Policy	<ol style="list-style-type: none">12. Maintain a policy that addresses information security for all personnel.

PCI Security Assessments – How?

- Office of Debt and Cash Management in conjunction with Enterprise Security conducted PCI Assessments.
- Merchants were required to provide information regarding how they process credit cards. This resulted in a required Self-Assessment Questionnaire (SAQ). (4-5 month process)
- Depending on how you process depends on your PCI Compliance requirements.

Business Process + Technology Components = Level of Compliance

SAQ A
SAQ B
SAQ C
SAQ CVT
SAQ D

Security Update



Questions



Thank you for coming!

*Thank
You*