EMORY UNIVERSITY

EMORY HEALTHCARE

Office of Information Technology

IT Briefing

July 18, 2013

North Decatur Building

4th Floor Auditorium

IT Briefing Agenda

• Office 365 Update	• Jay Flanagan
• SimonWeb Recovered Items	• Jay Flanagan
• 25Live Update	• John Wilson / Jennifer Stevenson
• Infrastructure Project Updates	• Mike Politinsky
• LDAP Cert. Upgrade	• Anne Marie Alexander
• PS Tools and Bundles Upgrade	• Kaven Moodley / Tanjalon Solomon
• System-Wide Network Interruptions	• Scott Davis

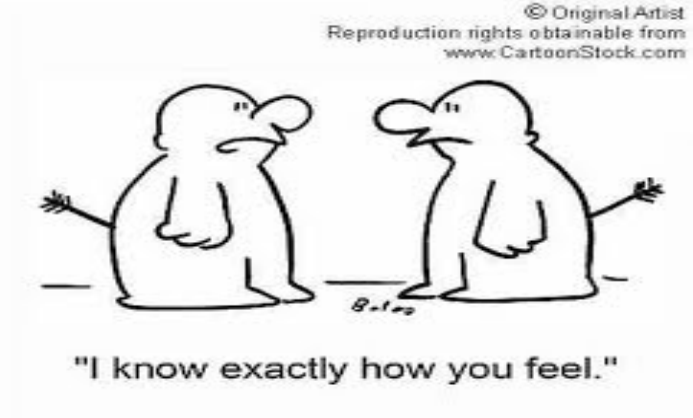
Jay Flanagan

Manager, Messaging Team, Infrastructure

Office 365 Update

O365 Testing

- Messaging Team moved
- Working through a few issues / features
  - Free / Busy (issue)
  - Room Availability (issue)
  - Using netid@emory.edu (feature)
  - Authenticating for shared calendar access (feature)



Moves to O365

- Preliminary Schedule

– UTS – Messaging Team	7/03/2013 – 7/24/2013
– UTS – Office 365 Project Team	7/25/2013 – 8/07/2013
– UTS – The rest of UTS	8/08/2013 – 8/28/2013
– Prepare the Schools for the move	8/29/2013 – 9/03/2013
– Law School	9/03/2013 – 9/24/2013
– GBS	9/03/2013 – 9/24/2013
– Theology	9/03/2013 – 9/24/2013
– Emory College	9/03/2013 – 9/24/2013

Unified Messaging

- Working and sending voice mail to O365
- Coverage Paths
  - Manual
  - Early movers
  - Fix in October 2013

Archives

- Working through issues with gathering data for the moves
- Can see archives in cloud from Outlook client on premise, but not from OWA

2-Way Trust

- Needed for next set of moves
- Beginning initial work on discovery and mitigation
- Still targeting Sept. 2013 for implementing

Working with EHC

- VDT Cache Issue
  - Exchange 2013 (we are in this version in O365) can dictate the amount of cache downloaded
  - What is the right amount? MS recommendation
- Working with Storage Team on storage needs for the VDT

Questions?

Jay Flanagan

Manager, Messaging Team, Infrastructure

Major Incident Update:

Deletion & Recovery of SimonWeb Records

Deletion & Recovery of SimonWeb Records

- INC01855248 – July 12 (12:35 pm – 3:18 pm)
- **Impact**: Loss of records from Amcom database
- **Root Cause**: Network issues on 7/11 caused a disruption in data flow from EHC AD feed to ESD
  - This caused downstream effects to integrated systems, including Amcom
  - Delete syncs were queued in the ESB connector, which resulted in deactivations and deletes of records via AmcomService
- **Resolution**: The Database was successfully restored from a 24-hour back-up. All impacted records were restored.

Major Incident Update

John Wilson

Manager, UTS Business Systems, Enterprise Applications

Jennifer Stevenson

Applications Dev/Analyst, Lead, UTS Business Systems, Enterprise Applications

25Live Update

25Live Update

What Happened???

- Cut over to SaaS solution – June 30, 2013
- 3 immediate challenges
  - Healthcare VDT
  - Notifications
  - Shibboleth (CollegeNet)
    - Incorrect security group placements
- Most issues reported are variants

  one of these categories or are training related

25Live Update

Communication was not perfect but…

- Steering committee
- Strategy committee
- Super users, healthcare and university
- Training sessions – Led by Jennifer
- Training sessions – Vendor led
- Site visits
- Videos

25Live Update

What is being done to resolve issues?

- Healthcare VDT – upgrade planned for late July early August
  - IE 9 support will be available
  - R25 Web Viewer deployed as work-around
- Notifications – Resolved
- Shibboleth – manual group placements in process now – 80% complete
- Ongoing training and support

25Live Update

Thank you for your patience!

25Live Update

Mike Politinsky

Manager, Network Engineering, Infrastructure

Infrastructure Project Updates

Core Router Refresh Update

- Completed NorthCampus and Clarimont routers
  - The legacy Foundry MLX routers are ready to be decommissioned
- Cox Migrations continue to conclude around 8/19. We are moving all "University Networks" that attach to the COX core routers to the new Cisco Nexus 7000 series routers this summer
  - The activity consists moving 5 buildings per night every Monday & Wednesday night between the hours of 9:00pm and midnight through early August
- Planning phase for NDB, EUH and EUM

IPAM Update

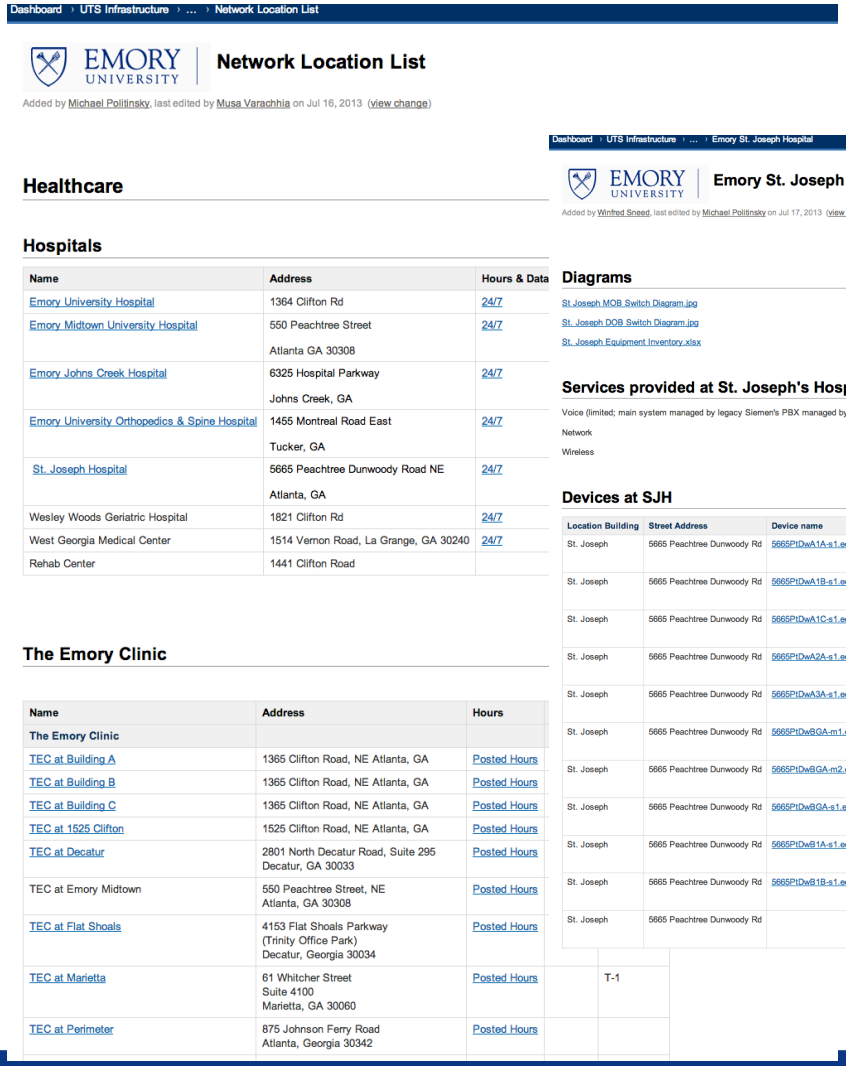
IPAM is IP Address Management

- New solution currently serving DHCP for Academic Wireless
- DHCP and DNS by the start of school year for Academic, ResNet, SecureAdmin and VoIP. Healthcare is planned for September
- Retiring DHCP server in September, retiring DNS server in October

Edge Refresh Update

- Buildings completed this year: Rich Building, Nursing Building, 1525 Clifton, Woodruff Library wireless enhancement
- Buildings in Process: 59 Executive Park, Decatur Plaza, TEC B, Wesley Woods, Mobile Classroom upgrade at Oxford College
- Buildings in Next Phase: EUM Woodruff & Davis-Fisher Buildings, Burlington Rd Arts Building, WoodPEC, DUC, Grady Hospital Extension, Miller Ward Alumni House
- Buildings Planned: Callaway Building

Edge Refresh Status Page



Dashboard › UTS Infrastructure › ... › Network Location List

EMORY UNIVERSITY | **Network Location List**

Added by Michael Politinsky, last edited by Musa Varachhia on Jul 16, 2013 (view change)

Healthcare

Hospitals

Name	Address	Hours & Data
Emory University Hospital	1364 Clifton Rd	24/7
Emory Midtown University Hospital	550 Peachtree Street Atlanta GA 30308	24/7
Emory Johns Creek Hospital	6325 Hospital Parkway Johns Creek, GA	24/7
Emory University Orthopedics & Spine Hospital	1455 Montreal Road East Tucker, GA	24/7
St. Joseph Hospital	5665 Peachtree Dunwoody Road NE Atlanta, GA	24/7
Wesley Woods Geriatric Hospital	1821 Clifton Rd	24/7
West Georgia Medical Center	1514 Vernon Road, La Grange, GA 30240	24/7
Rehab Center	1441 Clifton Road	

The Emory Clinic

Name	Address	Hours
The Emory Clinic		
TEC at Building A	1365 Clifton Road, NE Atlanta, GA	Posted Hours
TEC at Building B	1365 Clifton Road, NE Atlanta, GA	Posted Hours
TEC at Building C	1365 Clifton Road, NE Atlanta, GA	Posted Hours
TEC at 1525 Clifton	1525 Clifton Road, NE Atlanta, GA	Posted Hours
TEC at Decatur	2801 North Decatur Road, Suite 295 Decatur, GA 30033	Posted Hours
TEC at Emory Midtown	550 Peachtree Street, NE Atlanta, GA 30308	Posted Hours
TEC at Flat Shoals	4153 Flat Shoals Parkway (Trinity Office Park) Decatur, Georgia 30034	Posted Hours
TEC at Marietta	61 Whitcher Street Suite 4100 Marietta, GA 30060	Posted Hours
TEC at Perimeter	875 Johnson Ferry Road Atlanta, Georgia 30342	Posted Hours

Dashboard › UTS Infrastructure › ... › Emory St. Joseph Hospital

EMORY UNIVERSITY | **Emory St. Joseph Hospital**

Added by Winfred Sneed, last edited by Michael Politinsky on Jul 17, 2013 (view change)

Critical Location

Diagrams

St Joseph MOB Switch Diagram.jpg

St. Joseph DOB Switch Diagram.jpg

St. Joseph Equipment Inventory.xlsx

Services provided at St. Joseph's Hospital by UTS

Voice (limited; main system managed by legacy Siemen's PBX managed by legacy staff)

Network

Wireless

Devices at SJH

Location Building	Street Address	Device name	Service Type	Device Model	Release CI	Closet	Access	Site Access Information	Site Contact Information	Service Date	VoIP VLAN Size	PoE	Speed	Core	Refresh	Connectivity	Slot
St. Joseph	5665 Peachtree Dunwoody Rd	5665PtDwA1A-s1.eq.emory.net	Switch	Cisco 4506 E	SPE16020150	M1F	24 x 7	Closet key	Phillip Higgins 678-843-7666	01/02/2013	/23	yes	gigabit	SM-Fiber	FY 2021	5665PtDwBGA-m1 5665PtDwBGA-m2	3/9 3/9
St. Joseph	5665 Peachtree Dunwoody Rd	5665PtDwA1B-s1.eq.emory.net	Switch	Cisco 4506 E	FOX1614GXYC	M1H	24 x 7	Closet key	Phillip Higgins 678-843-7666	01/02/2013	/23	yes	gigabit	SM-Fiber	FY 2021	5665PtDwBGA-m1 5665PtDwBGA-m2	4/1 4/1
St. Joseph	5665 Peachtree Dunwoody Rd	5665PtDwA1C-s1.eq.emory.net	Switch	Cisco 4506 E	FOX1606H30T	M1G	24 x 7	Closet key	Phillip Higgins 678-843-7666	01/02/2013	/23	yes	gigabit	SM-Fiber	FY 2021	5665PtDwBGA-m1 5665PtDwBGA-m2	3/8 3/8
St. Joseph	5665 Peachtree Dunwoody Rd	5665PtDwA2A-s1.eq.emory.net	Switch	Cisco 4506 E	SPE160300DS	M2C	24 x 7	Closet key	Phillip Higgins 678-843-7666	01/02/2013	/23	yes	gigabit	SM-Fiber	FY 2021	5665PtDwBGA-m1 5665PtDwBGA-m2	3/6 3/6
St. Joseph	5665 Peachtree Dunwoody Rd	5665PtDwA3A-s1.eq.emory.net	Switch	Cisco 4506 E	SPE160300DW	M3B	24 x 7	Closet key	Phillip Higgins 678-843-7666	01/02/2013	/23	yes	gigabit	SM-Fiber	FY 2021	5665PtDwBGA-m1 5665PtDwBGA-m2	3/7 3/7
St. Joseph	5665 Peachtree Dunwoody Rd	5665PtDwBGA-m1.eq.emory.net	Switch	Cisco 4506 E	FOX1442H7UZ	MDF	24 x 7	Closet key	Phillip Higgins 678-843-7666	01/02/2013	/23	yes	Ten gigabit	SM-Fiber	FY 2021	DWDM NDB2	12/3
St. Joseph	5665 Peachtree Dunwoody Rd	5665PtDwBGA-m2.eq.emory.net	Switch	Cisco 4506 E	FOX1442H3W9	MDF	24 x 7	Closet key	Phillip Higgins 678-843-7666	01/02/2013	/23	yes	Ten gigabit	SM-Fiber	FY 2021	DWDM CLH2	7/2
St. Joseph	5665 Peachtree Dunwoody Rd	5665PtDwBGA-s1.eq.emory.net	Switch	Cisco 4506 E	FOX1615GTJE	MGE	24 x 7	Closet key	Phillip Higgins 678-843-7666	01/02/2013	/23	yes	gigabit	SM-Fiber	FY 2021	5665PtDwBGA-m1 5665PtDwBGA-m2	2/5 2/5
St. Joseph	5665 Peachtree Dunwoody Rd	5665PtDwB1A-s1.eq.emory.net	Switch	Cisco 4506 E	FOX1606H30A	M1E	24 x 7	Closet key	Phillip Higgins 678-843-7666	01/02/2013	/23	yes	gigabit	SM-Fiber	FY 2021	5665PtDwBGA-m1 5665PtDwBGA-m2	4/6 4/6
St. Joseph	5665 Peachtree Dunwoody Rd	5665PtDwB1B-s1.eq.emory.net	Switch	Cisco 4506 E	FOX1615GTHX	M1A	24 x 7	Closet key	Phillip Higgins 678-843-7666	01/02/2013	/23	yes	gigabit	SM-Fiber	FY 2021	5665PtDwBGA-m1 5665PtDwBGA-m2	4/2 4/2
St. Joseph	5665 Peachtree Dunwoody Rd		Smith	Cisco 4506 E	FOX1606H30A	M1A-A	24x7	Closet key	Phillip Higgins 678-843-7666	01/02/2013	/23	yes	gigabit	SM-Fiber	FY 2021	5665PtDwBGA-m1 5665PtDwBGA-m2	4/8 4/8

Voice Service Updates: FLARE

- FLARE Experience
  - What is it? – The Avaya Flare® Experience is an user interface that turns an iPad into a mobile collaboration environment
- When can we expect to see initial deployment?
  - Testing the new product continues and we hope to be able to offer this new service in a limited availability pilot sometime in the 3rd quarter of 2013
  - A partial/full rollout will be determined after initial pilots have been completed

Questions?

Anne Marie Alexander

Manager, Identity Management, Integration

LDAP Certification Upgrade

LDAP Certification Upgrade

- LDAP Upgrade Reminder…

LDAP Certification Upgrade

Kaven Moodley

Manager, PeopleSoft HR Systems, Enterprise Applications

Tanjalon Solomon

Business Analyst III, PeopleSoft HR, Enterprise Applications

PS HRMS 9.1 Tools and Bundles Update

Project Team

- Mike Davidson – PSAdmin/Tools
- Rick Ferguson – Payroll Lead Developer
- Steve Kaiser – Payroll Developer
- Scot Kenyon – Technical Lead
- Kim Madsen – Interfaces
- Kathy Moore - HR/Benefits Lead Developer
- Sandra Smith – PSAdmin/Bundles
- Tanjalon Solomon – Project Manager
- Rob Vannah – Payroll BA Lead

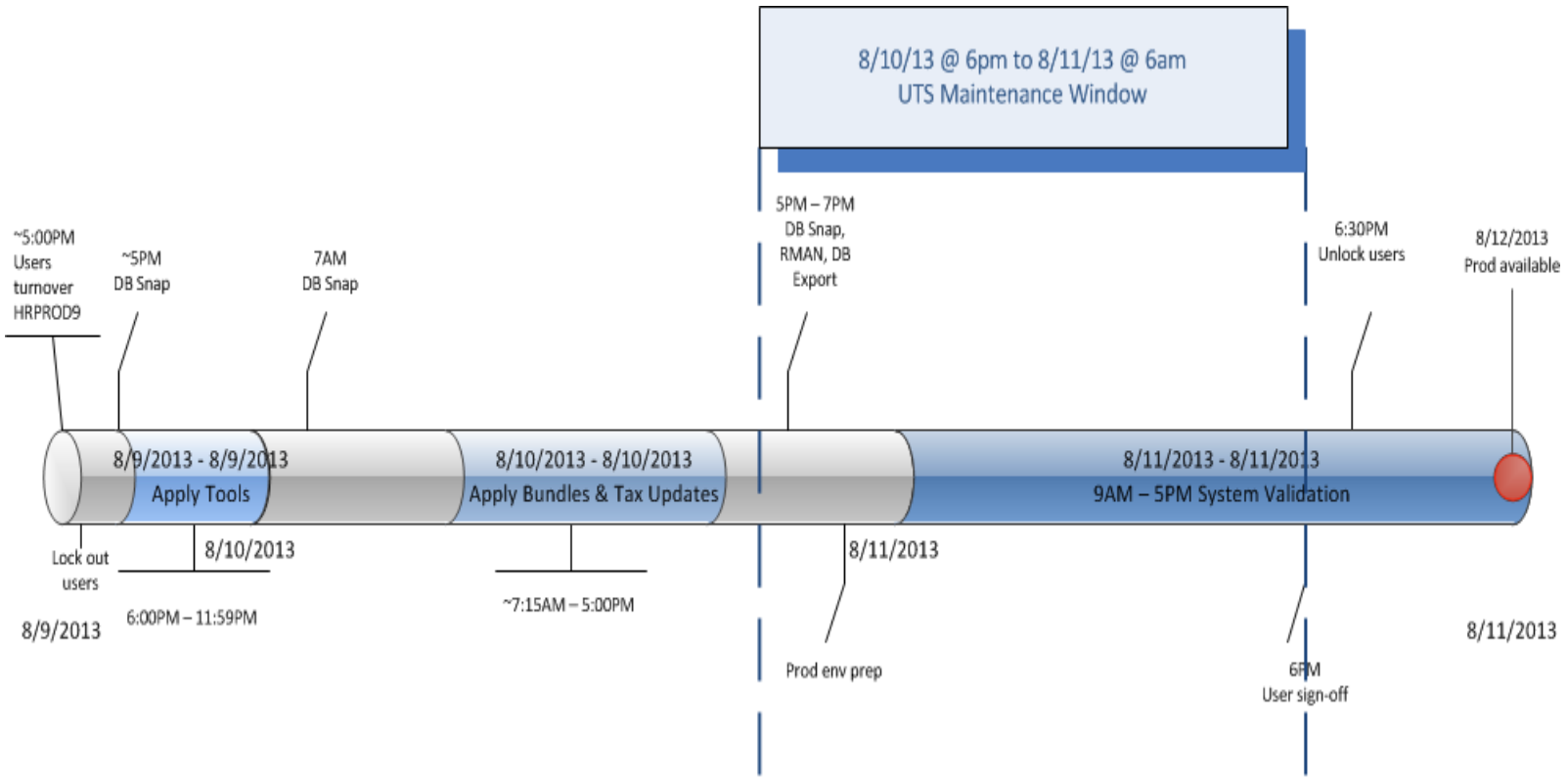
Project Overview

- Upgrade PeopleTools to 8.52.15
  - Current version: PT 8.51.14
- Apply Bundles 5 - 12
  - Current version: Bundle 4
- Apply Tax Updates 13A and 13B
  - Current version: 12F

Project Overview

- Why are we doing this?
- It is the customer's responsibility to keep their system current as Oracle releases updates to PeopleSoft
- Tools Upgrade:
  - Improve existing tools and introduce new tools to help streamline the tasks associated with managing PeopleSoft applications
- Bundles:
  - Contain an accumulation of fixes for a specific time period
  - Add new functionality to your current release application without having to upgrade
  - Allows selected features to be applied more frequently instead of having to wait 3 years for any new capabilities delivered in a major release.
  - Avoid the Oracle standard response "get up to date on bundles" in order to resolve system issues

Go Live Weekend Timeline



PS HRMS 9.1 Tools and Bundles Update

Scott Davis

Communications Architect II, UTS Architecture

System-Wide Network Interruptions

System Wide Network Interruptions

- INC01852715 – July 10-11 (10:11 p.m. – 2:15 a.m.)
- INC01854753 – July 12 (4:49 a.m. – 9:36 a.m.)

- **Impact**: Loss of Network connectivity for all users

- **Triggering Events**: The act of upgrading the code of the DWDM and the router reboots, triggered a massive OSPF convergence

- **Resolution**: Separating the old and new routers allowed router tables to clear and all connectivity to be restored

- **Next Steps**:
  - Consult with Cisco to fine-tune the BFD timers
  - Reschedule DWDM code upgrade when issues have been resolved

(slide removed due to proprietary content)

System-Wide Network Interruptions

Thank you for coming!