



EMORY
LIBRARIES &
INFORMATION
TECHNOLOGY

IT Briefing

September 19, 2013

North Decatur Building

4th Floor Auditorium

IT Briefing Agenda

- Office 365 Update
- Box @ Emory
- Infrastructure Project Updates
- Monitoring as a Service
- SMCC Update
- Freshman Arrival Weekend and Back to School
- Password Resets
- Security Update
- Jay Flanagan
- Ceray Doss-Williams / David Hauenstein
- Mike Politinsky
- Amir Ali / Mark Kawasaki
- Danon Vaughn
- Dawn Francis-Chewning
- Anne Marie Alexander / Chris Alexander
- Derek Spransy



Jay Flanagan

Manager, Messaging Team, Infrastructure

Office 365 Update

What's New with 365



Moves to O365

- Moves suspended temporarily while team worked Security issue
- Other 365 Issues:
 - Voice Mail path
 - Pre-Copy and Final Moves
 - Archives
- Smaller issues
 - KB articles being written



Archives

- Gathering process completed
- Working to get moves moving forward



2-Way Trust



- **Two-Way Trust to be turned on with EHC at the end of September.**

TWENTY QUESTIONS

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20





Ceray Doss-Williams
Project Manager, PMO

David Hauenstein

Manager, Storage & Engineering, Infrastructure

box @ Emory

Providing Faculty, Staff, & Students with a way to access and share documents on popular desktop and mobile platforms from anywhere with an Internet connection.

Currently 69 Box Apps

“Repatriate” existing Box Lite,
Business & Enterprise accounts.

25 GB Hard Quota

I2 Tier 3: 50k Seat Site License

No FISMA, No PCI

30-day Trashcan

Role Based:

Co-owner
Editor
Viewer
Etc...

No File Types Restricted

5 GB Max File Size

Tied to Primary Identity, EU or EHC

Users can add email aliases

IT Service Desk: 404-727-7777



Customer Success Corner

Whether you're an old pro or newly minted, welcome to your one-stop shop for tools, tips and tricks that'll help you get the most out of Box.

Users

Get the resources you need to become a Box Expert

Admins

Learn how to outfit your team for success with Box

[Videos](#) [Best Practices](#) [Implementation](#) [Support](#) [Training](#)

News & Announcements

[Start Plotting Your Schedule with the #BoxWorks Mobile App](#)
Wednesday, September 11th, 2013

[Box for Sales? Here are the Top 5 Things You Need to Know](#)
Friday, September 6th, 2013

[Video: Aaron Levie Talks #BoxWorks](#)
Wednesday, September 4th, 2013

[Welcoming Steven Sinofsky as a Box Advisor](#)
Thursday, August 29th, 2013

[#BoxWorks Sessions: Security in the Cloud](#)
Wednesday, August 28th, 2013

[BoxWorks Developer Day Speakers & Sessions Announced](#)
Monday, August 26th, 2013

Support & Knowledge Base

[Visit Support](#)

Search Knowledge Base

[Troubleshooting File Upload Issues](#)
Information for troubleshooting issues uploading to Box.

[How to Sync a Folder](#)
Tips for the best way to sync a folder between Box and your desktop.

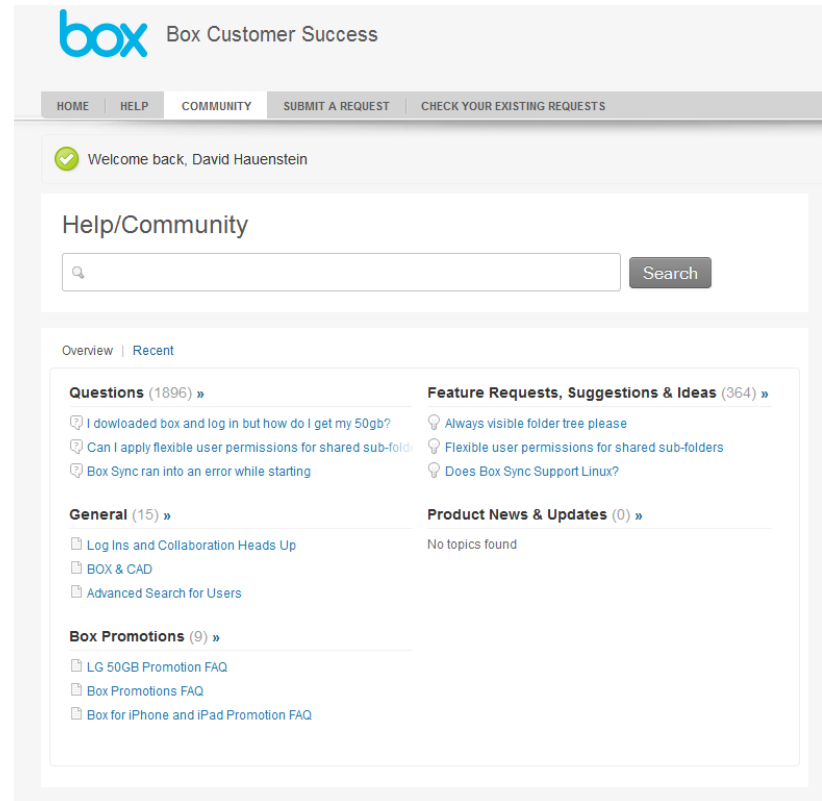
[Content Preview Overview](#)
Information about Box's content preview system.

[How to Upload files to Box](#)
Tips on adding content into your Box account.

[Box Sync Frequently Asked Questions](#)
Frequently asked questions about the Box Sync application.

[Can't find what you're looking for? Submit a request](#)

<https://support.box.com/home>



box Box Customer Success

HOME | HELP | COMMUNITY | SUBMIT A REQUEST | CHECK YOUR EXISTING REQUESTS

Welcome back, David Hauenstein

Help/Community

Search

Overview | Recent

Questions (1896) »

- I downloaded box and log in but how do I get my 50gb?
- Can I apply flexible user permissions for shared sub-folders?
- Box Sync ran into an error while starting

Feature Requests, Suggestions & Ideas (364) »

- Always visible folder tree please
- Flexible user permissions for shared sub-folders
- Does Box Sync Support Linux?

General (15) »

- Log Ins and Collaboration Heads Up
- BOX & CAD
- Advanced Search for Users

Box Promotions (9) »

- LG 50GB Promotion FAQ
- Box Promotions FAQ
- Box for iPhone and iPad Promotion FAQ

Product News & Updates (0) »

No topics found

<https://success.box.com/>

Questions



Mike Politinsky

Manager, Network Engineering, Infrastructure

Infrastructure Project Updates

Core Router Refresh Update

- Locations moved to the new core in August: Cox Hall Vidyo, Cox Hall Occupant Network, New South Construction Trailer, Math/CS Department
- Locations moved to the new core in September: VoIP Device Network
- NDB Migrations to begin after updated code by Cisco is delivered in September

IPAM Update: DHCP Migration Status

- DHCP-VoIP 78%
- Total DHCP subnets – 149
 - Migrated – 117
- DHCP-A 73%
 - Total DHCP subnets – 177
 - Migrated – 130
- DHCP-Admin 53%
 - Total DHCP subnets – 151
 - Migrated – 80
- DHCP-HC 2.5%
 - Total DHCP subnets – 234
 - Migrated - 6

Edge Refresh Update

- 2012-2013 Fiscal Year has closed
- What locations were refreshed with billing corrected and detailed wireless options offered to help users reduce on-going monthly charges:
- School of Nursing, Rich Building, 1525 Clifton Rd, Harris Hall, 59 Executive Park, TEC B, Decatur Plaza
- What is in process to conclude by 10/15:
- Woodruff PEC, DUC, EUHM: Woodruff Davis Fisher, Wesley Woods, and Alumni House

Accomplishments for 2012-2013

- Installed devices & added SJH to Emory network
- Added EJCH to Emory network
- Hope Clinic migration
- Upgrade to primary Emory telephone system
- New joint CHOA-Emory venture at HSRB
- Added 12 ESA healthcare clinics
- Villa Rica clinic relocation
- EUH ER update relocation
- 57 Executive Park build out
- HC Telemetry installation and build out

Infrastructure Project Updates



Questions



Amir Ali

Manager, TOC, Enterprise Services

Mark Kawasaki

IT Service Management Specialist, Integration

Monitoring Project



- **AppManager**
 - Element Monitoring for all Linux and Windows hosts, Physical and VM
- **Analysis Center**
 - Historical Reporting capabilities for up to 24 months
- **Operations Center**
 - Event Management and Root Cause Analysis
 - Integrations with Element Monitoring applications
 - Ticket Automation and Paging through Service-now and AMCOM

APPManager

- Jobs
- Servers
 - Knowledge Scripts
 - ESB Prod
 - IDM Prod
 - Java Prod
 - LDAP Prod
 - Mail Relays
 - OBIEE Prod
 - Oracle UTS Prod
 - PS ELM Prod
 - PS FIN Prod
- Events
- Jobs
- Servers
 - PSPFSAP1.CC.EMORY.EDU
 - CPU
 - FileSystem
 - Memory
 - Network
 - Printer
 - PSPFSAP2.CC.EMORY.EDU
 - PSPFSAP3.CC.EMORY.EDU
 - PSPFSBU1.CC.EMORY.EDU
 - PSPFSBU2.CC.EMORY.EDU
 - PSPFSDB1.CC.EMORY.EDU
 - PSPFSDB2.CC.EMORY.EDU
 - PSPFSDB3.CC.EMORY.EDU
 - Knowledge Scripts

Primary Management Server	MONMS1PROD1
Secondary Management Server	MONMS1PROD2
Agent Time Zone	GMT-05:00 (Daylight Saving Time)
Platform	Linux
Agent Version	7.2.0.0

Server Information

Events x Jobs x Details x Custom Properties x Charts x

Drag a column header here to group by that column

Color	Job ID	Knowledge Script	Current Points	Legend
<input type="checkbox"/>	5020	UNIX_MemUtil	897	MemPhysKBFree (KB)
<input type="checkbox"/>	5020	UNIX_MemUtil	897	MemPhysUsage (%)
<input type="checkbox"/>	5020	UNIX_MemUtil	897	MemVirtualKBFree (KB)
<input type="checkbox"/>	5020	UNIX_MemUtil	897	MemVirtualUsage (%)
<input type="checkbox"/>	5028	UNIX_SystemUpTime	75	Server Uptime (hours)
<input type="checkbox"/>	5036	UNIX_NetInterfacesDown	897	Network interface lo up/down
<input type="checkbox"/>	5036	UNIX_NetInterfacesDown	897	Network interface eth1 up/down
<input type="checkbox"/>	5036	UNIX_NetInterfacesDown	897	Network interface eth0 up/down
<input type="checkbox"/>	5036	UNIX_NetInterfacesDown	897	Network interface bond0 up/down
<input type="checkbox"/>	5044	UNIX_CPUUtil	897	CPU Queue Length (%)
<input type="checkbox"/>	5044	UNIX_CPUUtil	897	PROCESSOR Utilization - % Idle
<input type="checkbox"/>	5044	UNIX_CPUUtil	897	PROCESSOR Utilization - % System
<input type="checkbox"/>	5044	UNIX_CPUUtil	897	PROCESSOR Utilization - % User
<input checked="" type="checkbox"/>	5044	UNIX_CPUUtil	897	PROCESSOR Utilization - Overall C
<input type="checkbox"/>	5076	UNIX_SwapLow	897	% Overall Available Swap Space

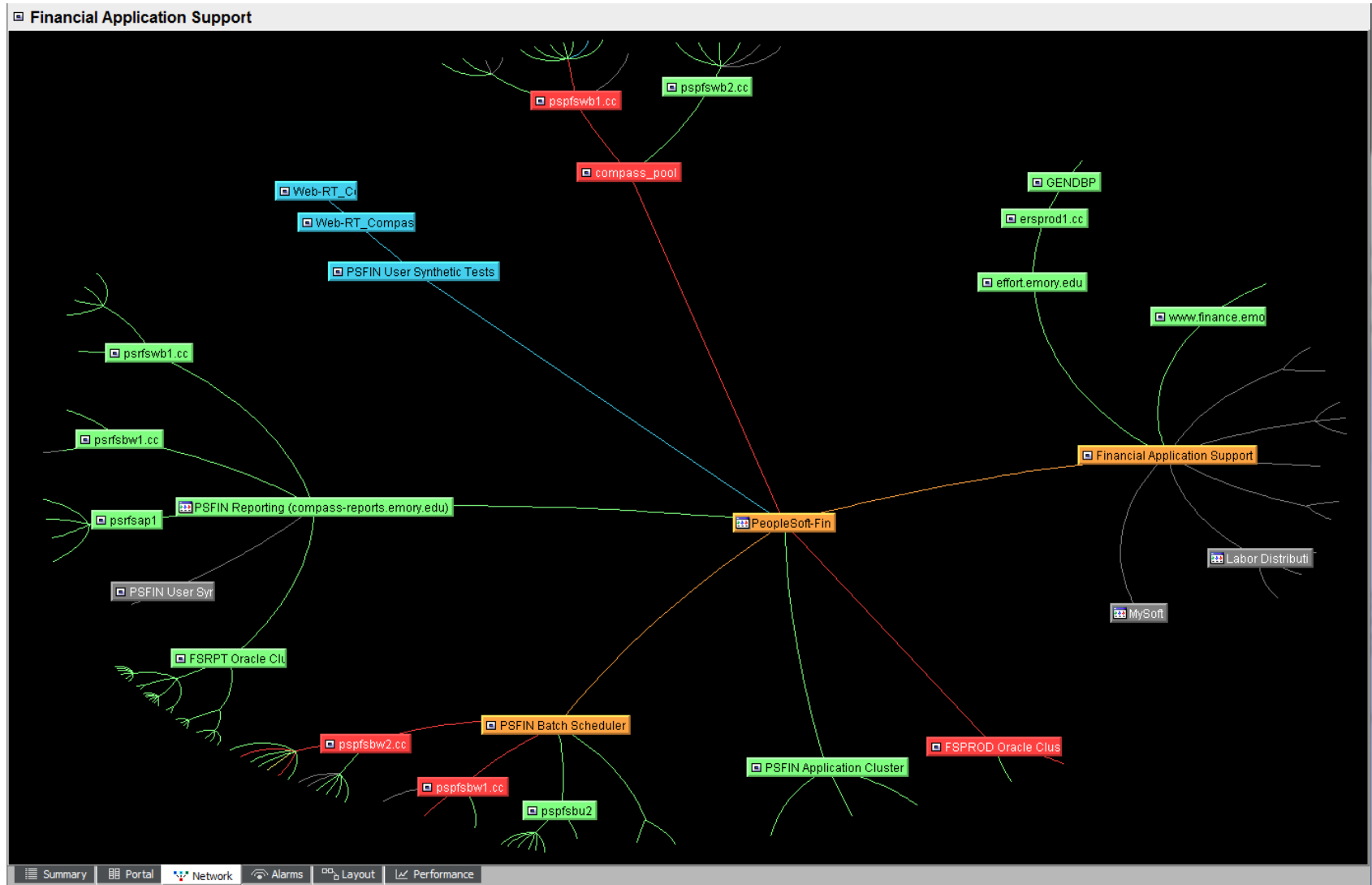
Local Filters

Record 19 of 20

View Type (Combined) | Chart Type (Area) | Show Legend | Show Simple Charts | Time Filter...

Combined Chart For Multiple Data Streams

Operations Center



Monitoring Project



Questions



Danon Vaughn
Technical Project Manager, DAR
SMCC Update

New to the Request Catalog

17 additional standard request items



Order Things

Browse the request catalog

- Place an order

[-] Business Information Management

- [-] Business Intelligence: OBIEE Code Migration
- [-] Campus Financial Report: PSoft-Compass/BI/FORS

[-] Finance & Administration

- [-] LITS: Invoice or Quote Processing Request

[-] Web Hosting

- [-] Web Hosting Request

[-] Email

- [-] Exchange: Distribution List
- [-] Exchange: Resource (Room, Equipment or Department Calendar)

[-] Security Management

- [-] Data Center Access Request

[-] IT Service Management

- [-] IT Service Management Review
- [-] ServiceNow: Add/Remove/Modify user or role
- [-] ServiceNow: Create or Modify Request Item
- [-] ServiceNow: Inbound Email (listserv) action
- [-] ServiceNow: Submit an Enhancement Request
- [-] Subscribe to Major Incident Notifications

To learn more: *Subscribe to REQ-IT listserv and/or contact the ITSMO*

Training Opportunities

Training Schedule here: http://smcc.emory.edu/training/im_training_schedule.html

- ServiceNow Refresher: (2 hours) Tips and tricks for: navigation, bookmarks, templates, knowledge, activity logs, homepages and reporting
- New to ServiceNow (6 hours) Comprehensive overview of ServiceNow

SMCC FY14 Goals

Goal	SMCC Owner
Implement On-Boarding solution to streamline the experience for new hires and managers	Tiffany Kady / Nicole McFarland
Implement and market Mobile App to enhance operational efficiency	Daniel Ra / Mark Kawasaki
Automate Incident paging with integration between ServiceNow & Amcom	Mike Politinsky/ Mark Kawasaki
Improve ServiceNow alignment between out-of-box build and Emory's customized view to access new features	Luciano Dalla Venezia
Implement Chat feature to improve customer and IT communications	Sharon Gregory / Danon Vaughn
Extend Major Incident process adoption across the Enterprise	Tanisha Hill / Patrick Maloney
Increase use of Knowledge by enhancing Knowledge Center Support (Lite)	Rose Harris / Sharon Gregory

Questions





Dawn Francis-Chewning

Educational Analyst III, Academic Technology
Services

Freshmen Arrival Weekend and Back to School 2013

By the Numbers

Emory On Line = 2000 Flashdrives!

Provided to:

- 1400 1st Year Students
- 90 Transfer Students
- 500 Oxford New Students

EOL is designed to be self-installed. Well . . .

EOL Self Installed

Yes!

The EOL script worked efficiently to get students connected.

The Documentation used by our students to do it themselves was simple and absolutely effective at walking a student through the setup – by device.

Documentation



EmoryUnplugged Configuration Guide Android Mobile Devices

1. Open **Settings**.
2. Tap **Wireless & Networks**.
3. Choose **Wi-Fi Settings**.
4. Choose **EmoryUnplugged** from the list of networks.
5. If prompted, enter your Credential Storage password.

Note: this password is specific to you device and is not associated with Emory.

6. Enter the appropriate information in the following fields:

EAP Method: **PEAP**

Phase 2 authentication: **MSCHAPv2**

CA Certificate: **N/A**

Client Certificate: **N/A**

Identity: **<Emory NetID>**

Anonymous Identity: **<Emory NetID>**

Wireless Password: **<Emory Password>**

7. Tap **Connect**.
8. Once connected to EmoryUnplugged, go to <https://netreg.service.emory.edu> and follow the on-screen instructions.
9. **Restart** your device.

A screenshot of the 'EmoryUnplugged' configuration screen on an Android device. The screen is dark-themed with white text. At the top, the title 'EmoryUnplugged' is displayed in a light blue font. Below the title, there are several configuration fields, each with a label on the left and a value on the right. The fields are: 'Signal strength' (Good), 'Security' (802.1x EAP), 'EAP method' (PEAP), 'Phase 2 authentication' (MSCHAPv2), 'CA certificate' ((unspecified)), 'User certificate' ((unspecified)), 'Identity' (Emory NetID), and 'Anonymous identity' (Emory NetID). The 'Password' field is currently empty and has a blue underline. Below the password field, there are two checkboxes: 'Show password' (unchecked) and 'Show advanced options' (unchecked). At the bottom of the screen, there are two buttons: 'Cancel' on the left and 'Connect' on the right.

Documentation



EmoryUnplugged Configuration Guide

Apple iOS Mobile Devices (iPhone, iPad, iPodTouch)

1. Touch the **Settings** icon.
2. Touch **Wi-Fi**.
3. Make sure that Wi-Fi is turned on. Select **Emory Unplugged**.
4. When prompted, enter your **Emory NetID** and **Password**.
5. When prompted, touch Accept (even though it says “Not Verified”).
6. Once connected to EmoryUnplugged, go to <https://netreg.service.emory.edu> and follow the on-screen instructions.
7. **Restart** your device.



Documentation



Emory Online 2013 Installation Guide Mac laptops

1. Insert provided **flash drive** into your computer's USB port.



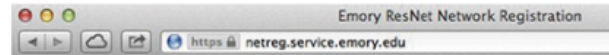
2. Double-click **Emory Online 2013 for Mac**.



3. Follow the prompts, entering your **NetID** and **password** when required.



4. Once connected to EmoryUnplugged, go to **<https://netreg.service.emory.edu>** and follow the on-screen instructions.



5. It's your Flash Drive - **Use it!**

Once you've run EOL and you are on the network, delete all the EOL files from the flash drive and make this 2GB drive your own. It has a write protect switch. Use it to **BACK UP AND PROTECT** your data (class files, pictures, documents and more) from unintended changes or loss.

Documentation



Emory Online 2013 Installation Guide

Windows Laptops

1. You **MUST** uninstall any anti-virus software before proceeding.

2. Insert provided **flash drive** into your computer's USB port.

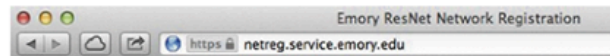


3. Double-click **Emory Online 2013**.



4. Follow the prompts, entering your **NetID** and **password** when required.

5. Once connected to EmoryUnplugged, go to **<https://netreg.service.emory.edu>** and follow the on-screen instructions.



6. It's your Flash Drive - **Use it!**

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Multiple Mobile Devices

The documentation played to the four most popular devices:

- Android and iPhone
- Mac and Windows Laptops

More numbers . . .

Total Devices in NetReg (as of 9/13) = ?

NOTE: This count **only** includes on campus resident students

How many?

Total Devices in NetReg (as of 9/13) = **13,234**

How many phones?

4,524 34% of all devices

How many laptops?

6,496 49% of all devices

(NetReg only!)

38

How many?

The remaining 17% . . .

iPads	1,089
Kindle Fire	29
Nexus 7	34
Linux	45
ChromeOS	9
RIM Plybk	1
Manual Reg	993

And then . . .

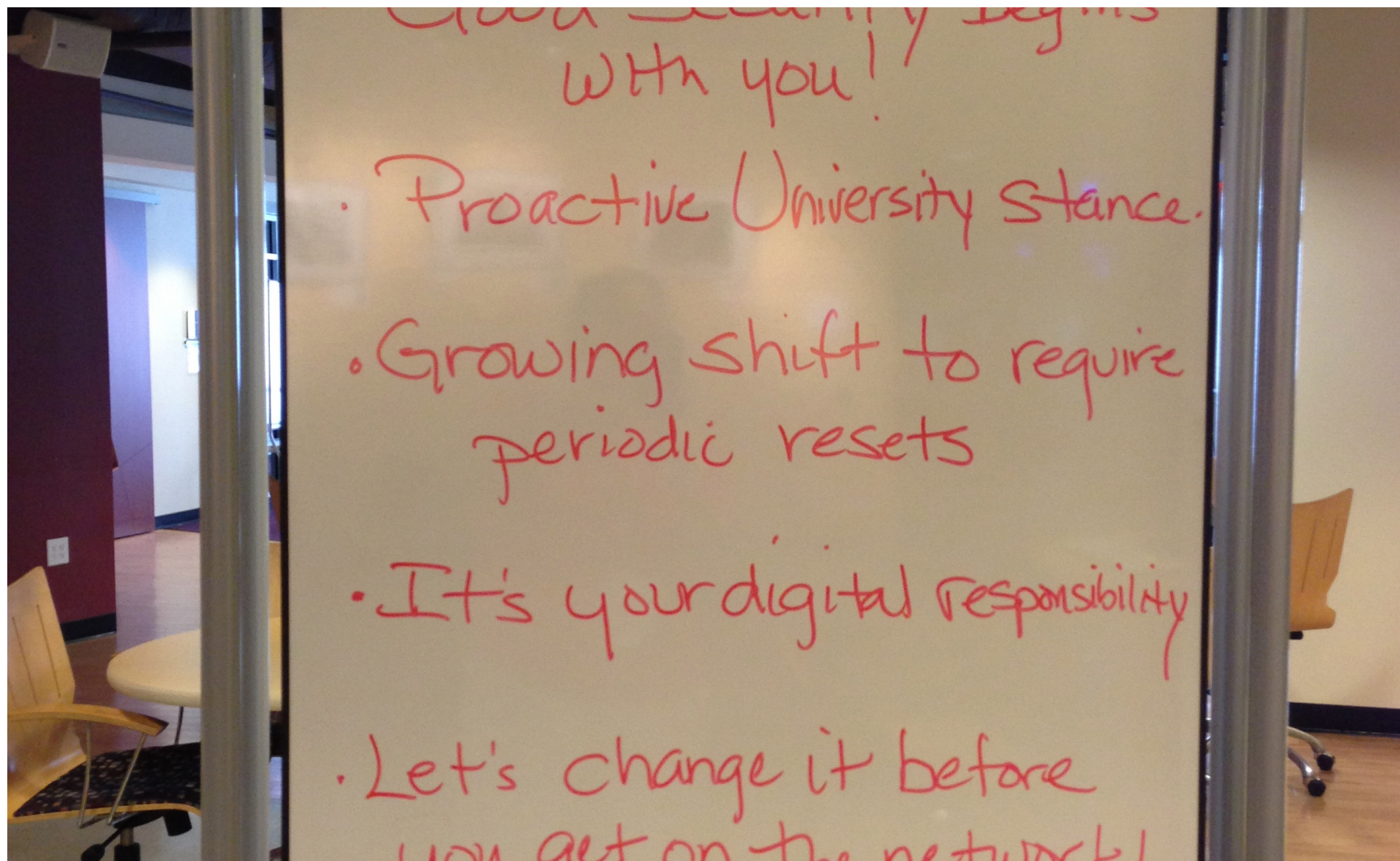
Password Reset – the Mission!

Our goal was revised for the weekend effort.

Job #1 – At check-in, all new students reset their passwords before getting their flash drive.

Job #2 – helped get them online, if needed, by providing guidance and enabling the student.

Talking Points



...slides redacted for security reasons...

...for more information, contact Derek Spransy

Recap

The best BTS to date!
Great Team
Challenging Mission
Highly Successful
Major Multiple Devices

Questions?



Questions



Anne Marie Alexander

Manager, Identity Management, Integration

Chris Alexander

Enterprise Middleware Admin, Identity
Management, Integration

Password Resets

...slides redacted for security reasons...

...for more information, contact Derek Spransy

Password Resets

Questions





Derek Spransy

Information Security Specialist, Enterprise
Security

Security Update

...slides redacted for security reasons...

...for more information, contact Derek Spransy

Security Update



Questions

Thank you for coming!

*Thank
You*