EMORY
LIBRARIES &
INFORMATION
TECHNOLOGY

IT Briefing

September 19, 2013

North Decatur Building

4th Floor Auditorium

IT Briefing Agenda

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

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

Role Based:
Co-owner
Editor
Viewer
Etc…

30-day Trashcan

No File Types Restricted

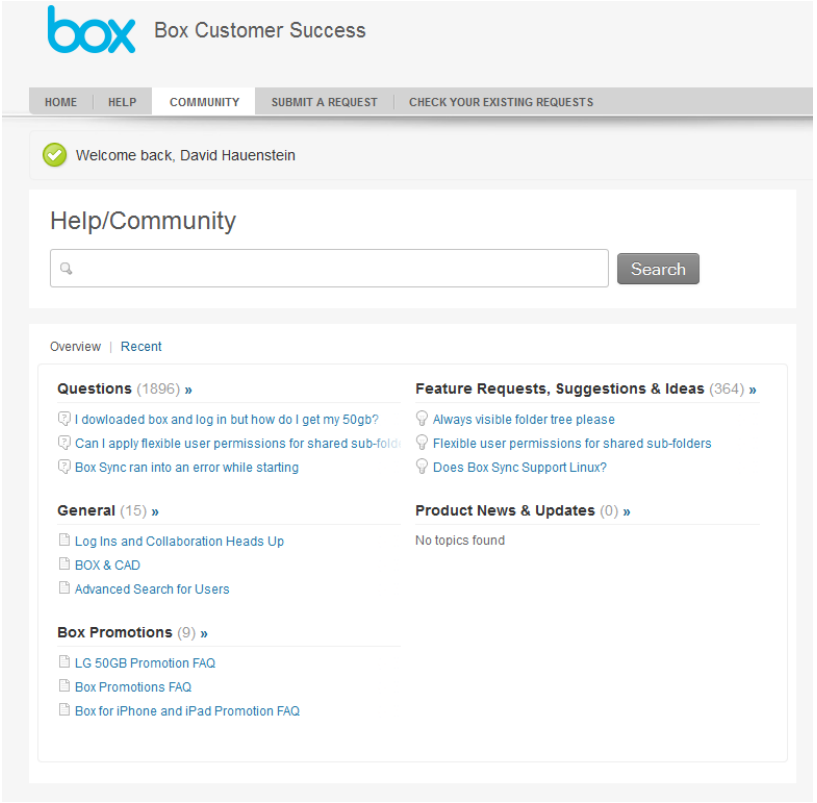
5 GB Max File Size

Tied to Primary Identity, EU **or** EHC

Users can add email aliases

IT Service Desk: 404-727-7777

https://support.box.com/home



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

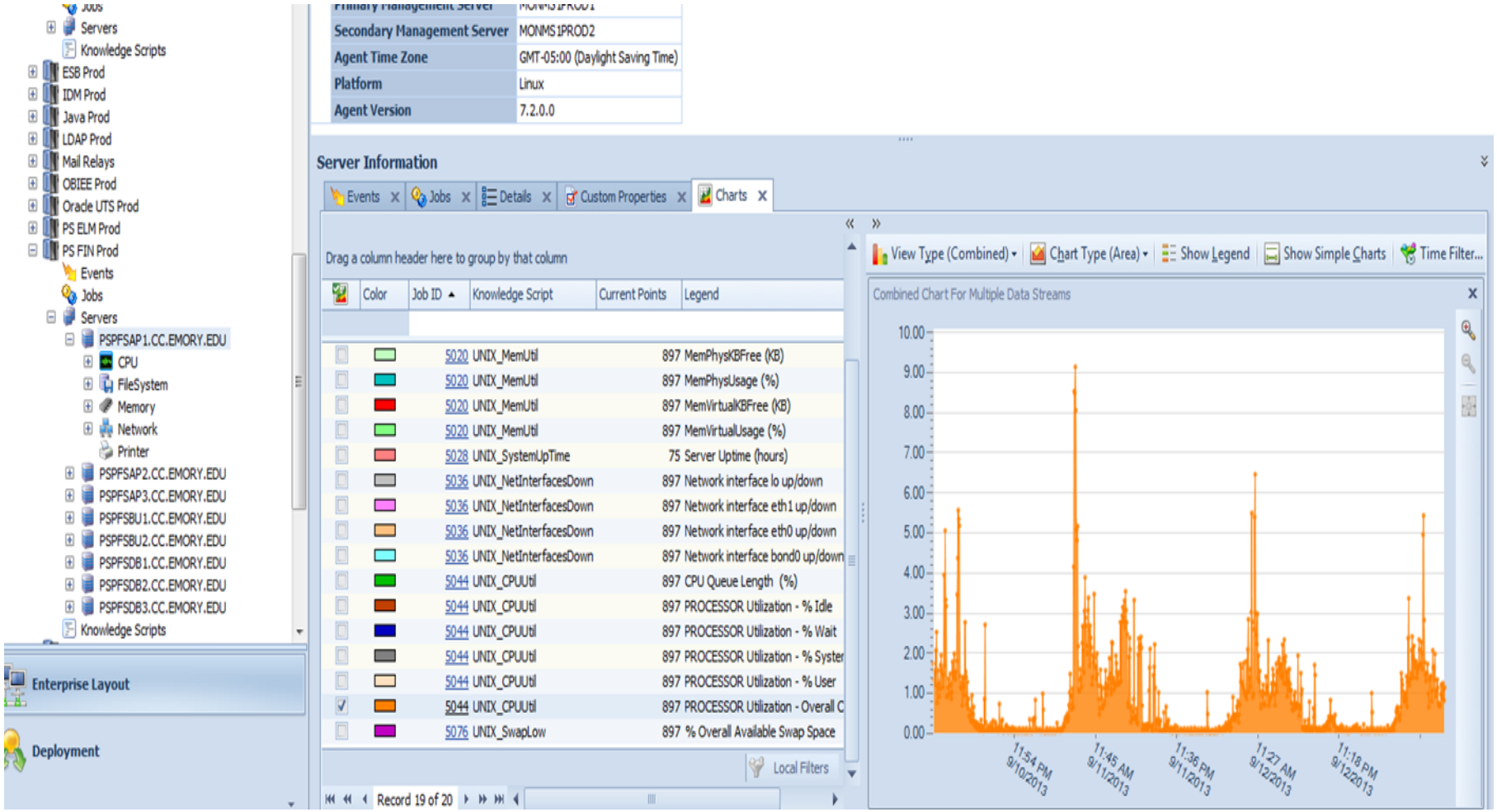
Infrastructure Project Updates

Amir Ali
Manager, TOC, Enterprise Services
Mark Kawasaki
IT Service Management Specialist, Integration

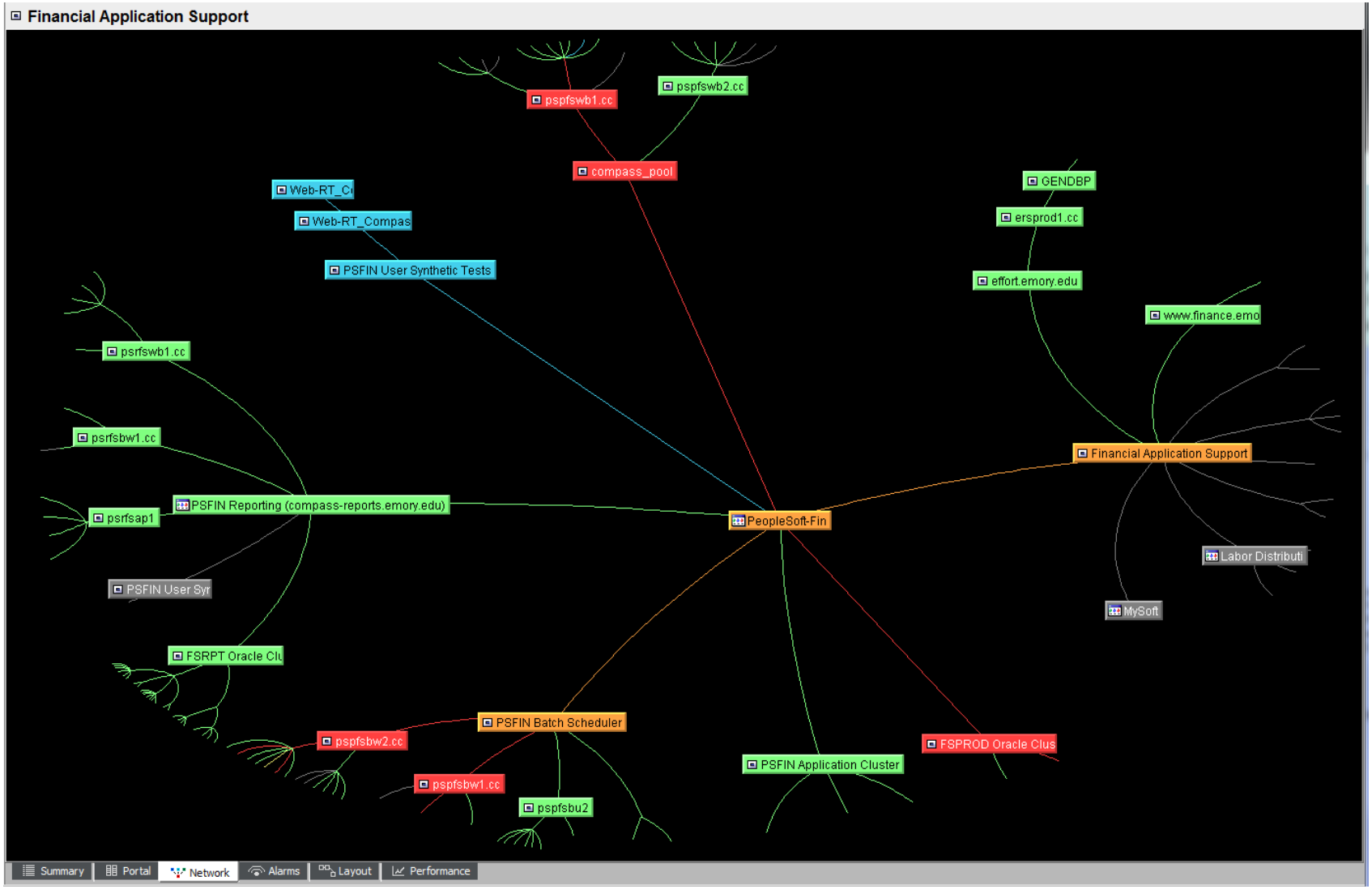
Monitoring Project

- 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


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
Enterprise Layout
Deployment
Secondary Management Server
MONMS1PROD2
Agent Time Zone
GMT-05:00 (Daylight Saving Time)
Platform
Linux
Agent Version
7.2.0.0
Server Information
Events
Jobs
Details
Custom Properties
Charts
Drag a column header here to group by that column
View Type (Combined)
Chart Type (Area)
Show Legend
Show Simple Charts
Time Filter...
Color
Job ID
Knowledge Script
Current Points
Legend
5020 UNIX_MemUtl 897 MemPhysKBFree (KB)
5020 UNIX_MemUtl 897 MemPhysUsage (%)
5020 UNIX_MemUtl 897 MemVirtualKBFree (KB)
5020 UNIX_MemUtl 897 MemVirtualUsage (%)
5028 UNIX_SystemUpTime 75 Server Uptime (hours)
5036 UNIX_NetInterfacesDown 897 Network interface lo up/down
5036 UNIX_NetInterfacesDown 897 Network interface eth1 up/down
5036 UNIX_NetInterfacesDown 897 Network interface eth0 up/down
5036 UNIX_NetInterfacesDown 897 Network interface bond0 up/down
5044 UNIX_CPUUtl 897 CPU Queue Length (%)
5044 UNIX_CPUUtl 897 PROCESSOR Utilization - % Idle
5044 UNIX_CPUUtl 897 PROCESSOR Utilization - % Wait
5044 UNIX_CPUUtl 897 PROCESSOR Utilization - % Syster
5044 UNIX_CPUUtl 897 PROCESSOR Utilization - % User
5044 UNIX_CPUUtl 897 PROCESSOR Utilization - Overall C
5076 UNIX_SwapLow 897 % Overall Available Swap Space
Local Filters
Record 19 of 20
Combined Chart For Multiple Data Streams
10.00
9.00
8.00
7.00
6.00
5.00
4.00
3.00
2.00
1.00
0.00
11:54 PM 9/10/2013
11:45 AM 9/11/2013
11:36 PM 9/11/2013
11:27 AM 9/12/2013
11:18 PM 9/12/2013

Operations Center



Monitoring Project

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

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

Business Information Management
- Business Intelligence: OBIEE Code Migration
- Campus Financial Report: PSoft-Compass/BI/FORS

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

SMCC Update

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

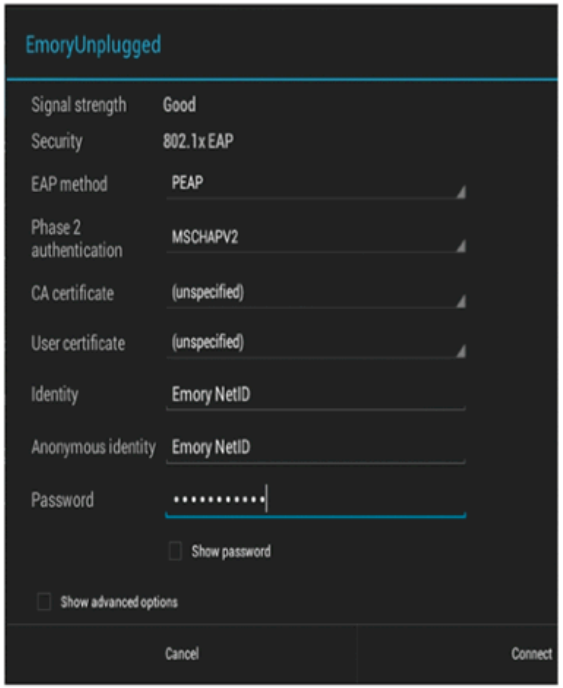
EmoryUnplugged Configuration Guide

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.



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

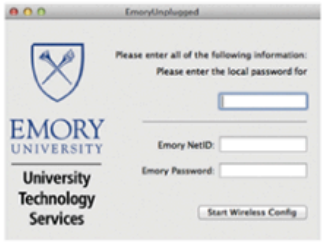
Emory Online 2013 Installation Guide

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.



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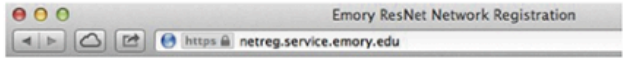


5. It's your Flash Drive - **Use it**!

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

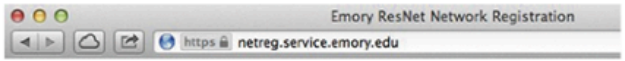
Emory Online 2013 Installation Guide
Windows Laptops

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. 

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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!)

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 . . .

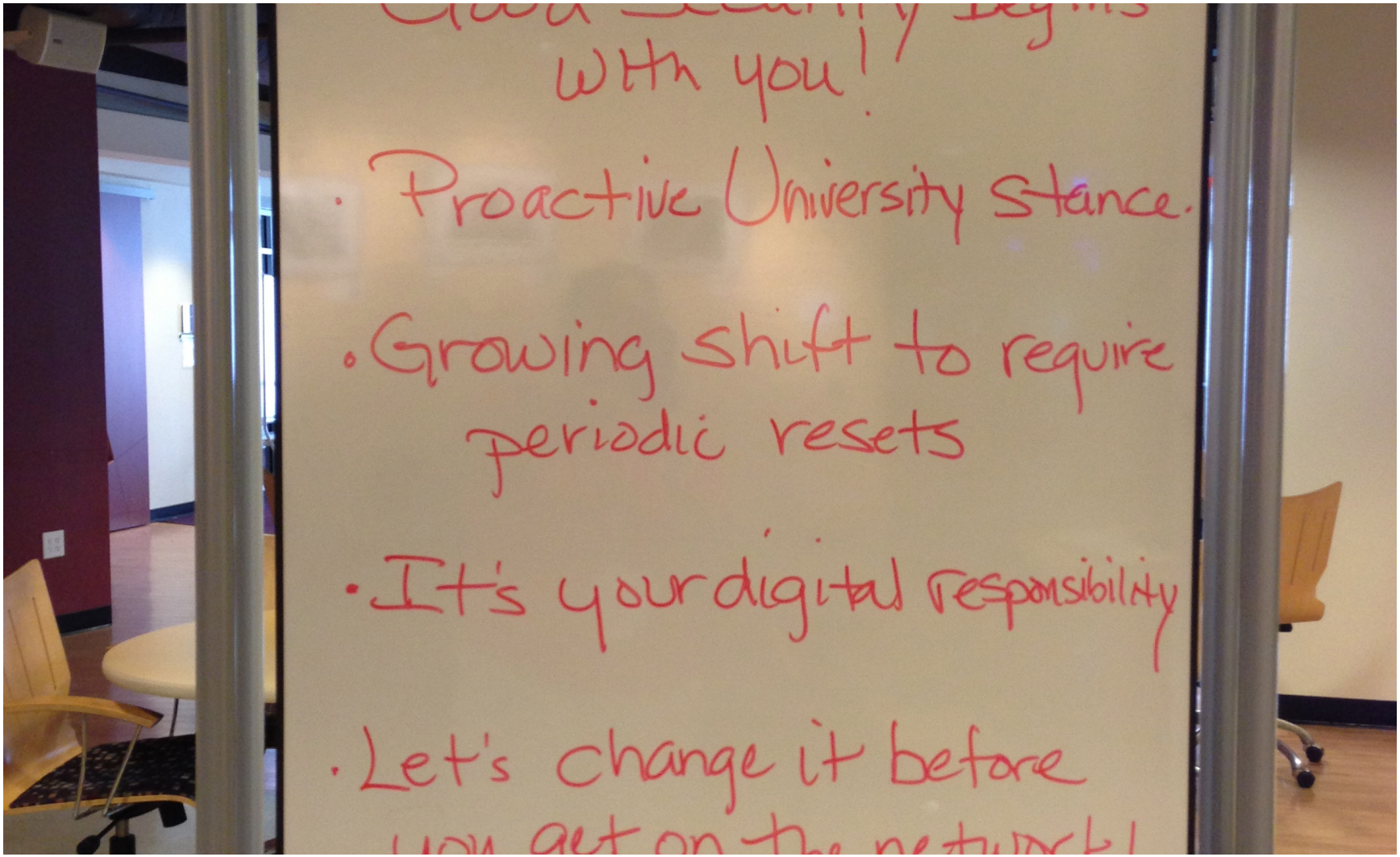
Password Reset – the Mission!

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

Derek Spransy

Information Security Specialist, Enterprise Security

Security Update

…slides redacted for security reasons…

…for more information, contact Derek Spransy

Security Update

Thank you for coming!