



EMORY  
LIBRARIES &  
INFORMATION  
TECHNOLOGY

# IT Briefing

October 17, 2013

North Decatur Building

4<sup>th</sup> Floor Auditorium

# IT Briefing Agenda

- Office 365 Update
- Mobile Device Management
- Infrastructure Project Updates
- 25Live and OnBase Updates
- SCCM 2012
- Security Update
- Jay Flanagan
- Jay Flanagan
- Mike Politinsky
- John Wilson
- Richard Fischer
- Derek Spransy



**Jay Flanagan**

Manager, Messaging Team, Infrastructure

# Office 365 Update

# O365 Updates

- Web Apps and SkyDrive Pro
- Greg Cooper effect
- AudioCodes
- Archiving





# 2-Way Trust



- **Two-Way Trust turned on Oct. 14**

# TWENTY QUESTIONS

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





**Jay Flanagan**

Manager, Messaging Team, Infrastructure

# Mobile Device Management Project

# MDM Update

- Business case written, approved by Governance and released to PMO
- Ceray Doss-Williams assigned as PM
- Project charter written and approved by stakeholders





# MDM Update



- Core Team Kick-Off meeting held on Oct. 7
- In process of completing the WBS
- Began review of the iSource tool for the RFI of products
- Began work on the Scope Statement





**Mike Politinsky**

Manager, Network Engineering, Infrastructure

# Infrastructure Project Updates

# Core Router Refresh Update

- North Campus complete
- Clairmont is complete
- Cox is now complete
- NDB Migrations are to begin end of October.  
EUH and Midtown Healthcare migrations planned to start in November
- Percent migrated: 33%



# IP Address Management (IPAM) Update

## October 2013

- 10/3: SPH DHCP/DDNS cutover
- 10/26: Yerkes DHCP/DDNS cutover
- Alert Integration with SMARTS/Zabbix/NetIQ
- Migrate HC (big bang) and remaining VoIP

## November 2013

- HCIS tests Cerner product against UTS name server

## December 2013

- 12/9: EUH VoIP

# Edge Switch Refresh Update

- Emory network to VA Medical Center 10/16
- Wesley Woods Refresh activity begins on 10/17
- Miller Ward Alumni House 10/18
- To be scheduled: PE Center, DUC, Burlington Rd Church, EUHM Woodruff/Davis-Fisher
- 2013-2014 Round One:
  - Alabama Hall, TEC B, EUHM 10 Peachtree, Lullwater House, Clifton Tower, Carlos Museum, Callaway, Grady Hospital and Schwartz Performing Arts Center

# Voice Call Reporting Replacement

- Planned installation: December 2013
- Replacement of AvayaIQ with CMS as a result of capacity thresholds being met with current configuration
- Web portal will be the same for obtaining reports
- CenterVu desktop client will need to be installed for agent-skill changes
- No data migration path, legacy server to be made available for 60 days

# Operational Performance: September 2013

- 885 Tickets were served by the Infrastructure team, 403 were incidents and 7 had impacts to services, 4 of these were reported as major incidents
- Amcom Mobile Connect, Duplicated or delayed pages
  - Multiple host sessions were created on the AMC servers preventing receipt and acknowledgement this created high volume in pagers queued for delivery (SIA)
- Exchange ActiveSync (EAS) - Users are unable to search, preview, or download messages
  - EAS Web Access (EWA) had to be manually uninstall and re-installed to accept admin password changes (SIA)
- Office 365- Users receive "Undeliverable" message response when sending email and calendar invites
  - Some inbound email from office 365 was being rejected due to a configuration issue on one inbound Hub server
  - This was resolved and all emails were given the option to "Send Again" to the client (SIA)
- LDAP authentication services down
  - Preparations for Load Balancer Code Upgrade was rolled back to previous configuration to restore (MIN)
- OnBase Unavailable
  - F5 configuration was reduced to a "Level 3 Pass through" which while reducing F5 functionality to the bare minimum which turned off encryption/decryption and bypassed the SSL certificates – did restore service (MIN) \*
- Paging users with American Messaging beepers may be experiencing delayed and missed pages - the vendor's Data Center in Lewisville was down (MIN)

# Questions





**John Wilson**

Manager, Business Systems, Enterprise  
Applications

# 25Live and OnBase Updates

# 25Live Update

Go-Live June 30, 2013



# 25Live Update

## Resolved Issues:

- Healthcare VDT
- Notifications
- Group Assignments





# 25Live Update

Open issue:  
**S L O W N E S S**



# 25Live Update

## What's Next?

V24 Release  
Trumba/25Live integration *initiative*



# 25Live Update

Questions?

# OnBase Update

**Build Infrastructure  
&  
Migrate from  
Cloud**

**Optix  
Conversion**

**Add New Users**

**Consolidate  
& Collapse  
Environments**

# OnBase Update



## Service Costs:

1. Non-workflow – Standard annual fee
2. Workflow – Value based (ROI)

# OnBase Update

For more information:

Attend a town Hall meeting  
1:1 meeting

OR

Contact me at

[john.b.wilson@emory.edu](mailto:john.b.wilson@emory.edu)

OR

Trisha Wilson

[Trisha.wilson@emory.edu](mailto:Trisha.wilson@emory.edu)

# OnBase Update

...COMING SOON TO A BROWSER NEAR YOU:

[www.everythingyoueverwantedtoknowaboutonbaseatemory.edu](http://www.everythingyoueverwantedtoknowaboutonbaseatemory.edu)

# OnBase and 25Live Updates



Questions





**Richard Fischer**  
Manager, Desktop Support, Enterprise Services  
**SCCM Update**



Microsoft®

# System Center Configuration Manager 2012

**UTS Client Services**

October 17, 2013

# Agenda



Agents



OS



Applications



Patch Management



Compliance



Added Features



What's Next?

LD

LANDesk



Questions?

# Agents



	Agents	%
UTS	3038	100%
SOM	995	69%
DOM	368	51%
Yerkes	260	46%
SON	130	37%

# Operating Systems

7 Images online now

	Windows 7	Windows 8	Windows 8.1
x86 Thin	✓		
x86 Thick	✓		
x64 Thin	✓	✓	✓
x64 Thick	✓	✓	
	Image Contents		
Thin	Operating System Only		
Thick	Office, iTunes, Adobe Reader, F5, Flash and Silverlight		

# Applications

## Software



- More than **100** Packages available now
- Includes current versions of the most common apps in Software Express and Tech Tools



Pharos Systems



nsi autocapture™



ORACLE®



MANDIANT®

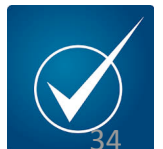


SPSS®

OnBase®  
a Hyland Software solution

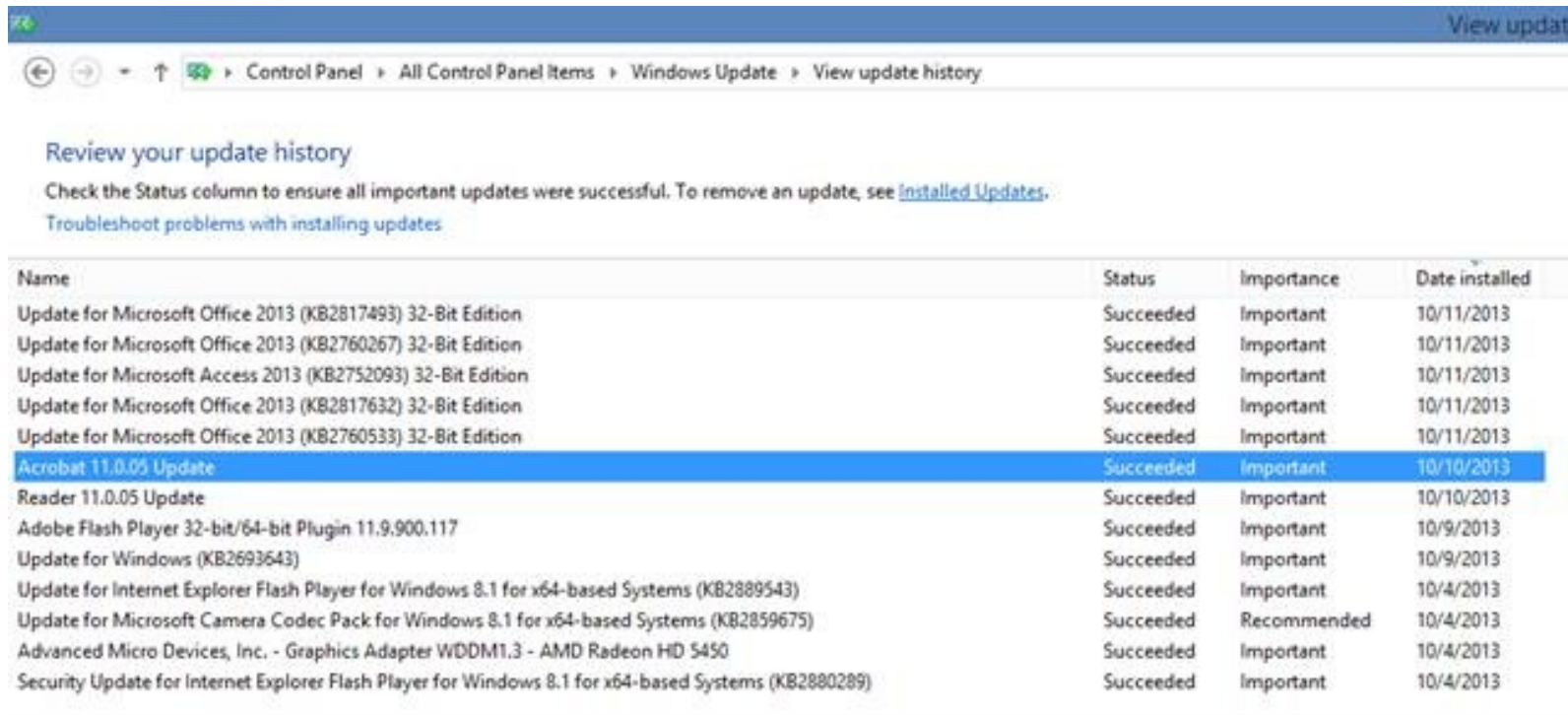


CITRIX®



# Patch Management

SCUP is now integrated with WSUS in SCCM!



View update history

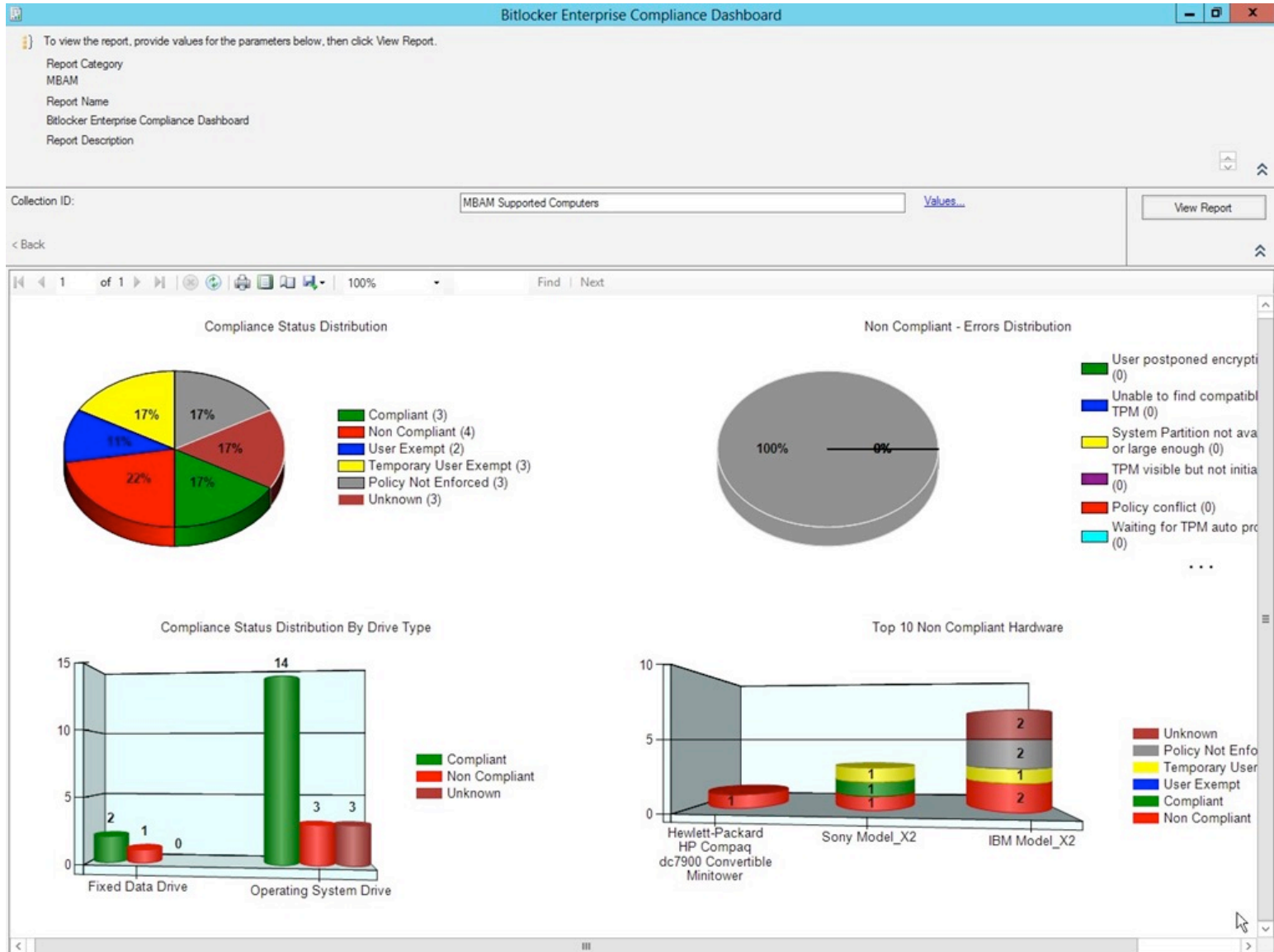
Control Panel > All Control Panel Items > Windows Update > View update history

### Review your update history

Check the Status column to ensure all important updates were successful. To remove an update, see [Installed Updates](#).  
[Troubleshoot problems with installing updates](#)

Name	Status	Importance	Date installed
Update for Microsoft Office 2013 (KB2817493) 32-Bit Edition	Succeeded	Important	10/11/2013
Update for Microsoft Office 2013 (KB2760267) 32-Bit Edition	Succeeded	Important	10/11/2013
Update for Microsoft Access 2013 (KB2752093) 32-Bit Edition	Succeeded	Important	10/11/2013
Update for Microsoft Office 2013 (KB2817632) 32-Bit Edition	Succeeded	Important	10/11/2013
Update for Microsoft Office 2013 (KB2760533) 32-Bit Edition	Succeeded	Important	10/11/2013
<b>Acrobat 11.0.05 Update</b>	Succeeded	Important	10/10/2013
Reader 11.0.05 Update	Succeeded	Important	10/10/2013
Adobe Flash Player 32-bit/64-bit Plugin 11.9.900.117	Succeeded	Important	10/9/2013
Update for Windows (KB2693643)	Succeeded	Important	10/9/2013
Update for Internet Explorer Flash Player for Windows 8.1 for x64-based Systems (KB2889543)	Succeeded	Important	10/4/2013
Update for Microsoft Camera Codec Pack for Windows 8.1 for x64-based Systems (KB2859675)	Succeeded	Recommended	10/4/2013
Advanced Micro Devices, Inc. - Graphics Adapter WDDM1.3 - AMD Radeon HD 5450	Succeeded	Important	10/4/2013
Security Update for Internet Explorer Flash Player for Windows 8.1 for x64-based Systems (KB2880289)	Succeeded	Important	10/4/2013

# Compliance





# Added Features

- **Dell Server Deployment Pack Ver 2.1 for Microsoft SCCM**
  - Warranty Information imported into SCCM
  - Tools provide a package to create BIOS changes
- **Deployment**
  - Used “1 touch” deployment to deploy thick image plus a wide array of applications to a Student Lab
  - OS deployment to end user with NO technician visit. This includes backing up the system state, laying down OS and additional apps and restoring user data
  - The deployment images are being updated OFFLINE with the same update packages we deploy. Going forward this will include the third-party updates.

# What's Next?



Software Metering



MBAM & BitLocker



Standard Desktop Images



Group Provisioning



PKI



MDM



Self-Service Portal



PC Compliance



Mac Management



TPM

# LANDesk

Target for all Local Support to have migrated off of LANDesk:

**December 20, 2013**

Target to turn down UTS LANDesk service:

**January 10, 2014**





**Derek Spransy**

Information Security Specialist, Enterprise  
Security

# Security Update

# Bitlocker Project

- A project is underway to evaluate replacing PGP with Bitlocker and MBAM
- The project will conduct a Bitlocker PoC and make a decision about moving forward with implementation
- We should be able to offer Bitlocker at low to no-cost compared to PGP

# Windows XP (and Office 2003) Retirement

- End of extended support is April 8<sup>th</sup>, 2014
- This means **no new security patches** will be provided for XP or Office 2003 after next April
- Significant security enhancements have been made in Windows 7 and Windows 8
- Please make every effort to retire or upgrade systems running Windows XP before April



# Security Update



Questions



# Thank you for coming!

*Thank  
You*