IT Briefing

October 17, 2013
North Decatur Building
4th 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

Dear Friends,
I am moving to another house...
2-Way Trust

- Two-Way Trust turned on Oct. 14
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
Infrastructure Project Updates

Mike Politinsky
Manager, Network Engineering, Infrastructure
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
Resolved Issues:

- Healthcare VDT
- Notifications
- Group Assignments
25Live Update

Open issue:

S L O W N E S S

We’re working on it!
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
OR
Trisha Wilson
Trisha.wilson@emory.edu
OnBase Update

…COMING SOON TO A BROWSER NEAR YOU:

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
## Agents

### Managed Agents
- **October 17th, 2013**
  - 4791 Agents Deployed
  - UTS, SOM, DOM, SON & Yerkes
  - Coming Soon: Psychiatry, Law School

### Percentage of Agents

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<th>Count</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>UTS</td>
<td>3038</td>
<td>100%</td>
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<tr>
<td>SOM</td>
<td>995</td>
<td>69%</td>
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<tr>
<td>DOM</td>
<td>368</td>
<td>51%</td>
</tr>
<tr>
<td>Yerkes</td>
<td>260</td>
<td>46%</td>
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<tr>
<td>SON</td>
<td>130</td>
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## Operating Systems

### 7 Images online now

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### Image Contents

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<tr>
<td>Thin</td>
<td>Operating System Only</td>
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<tr>
<td>Thick</td>
<td>Office, iTunes, Adobe Reader, F5, Flash and Silverlight</td>
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Applications

Software

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

SCUP is now integrated with WSUS in SCCM!
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
- Standard Desktop Images
- PKI
- Self-Service Portal
- Mac Management
- Group Provisioning
- MBAM & BitLocker
- MDM
- PC Compliance
- 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
Security Update

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\textsuperscript{th}, 2014
• This means \textbf{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!