



EMORY
LIBRARIES &
INFORMATION
TECHNOLOGY

IT Briefing

December 19, 2013

North Decatur Building

4th Floor Auditorium

IT Briefing Agenda

- Office 365 Update
- ServiceNow Upgrade
- Security Update
- NDB 4th FI Auditorium Upgrade
- Jay Flanagan
- Mark Kawasaki
- Derek Spransy
- Wade Moricle



Jay Flanagan

Manager, Messaging Team, Infrastructure

Office 365 Update

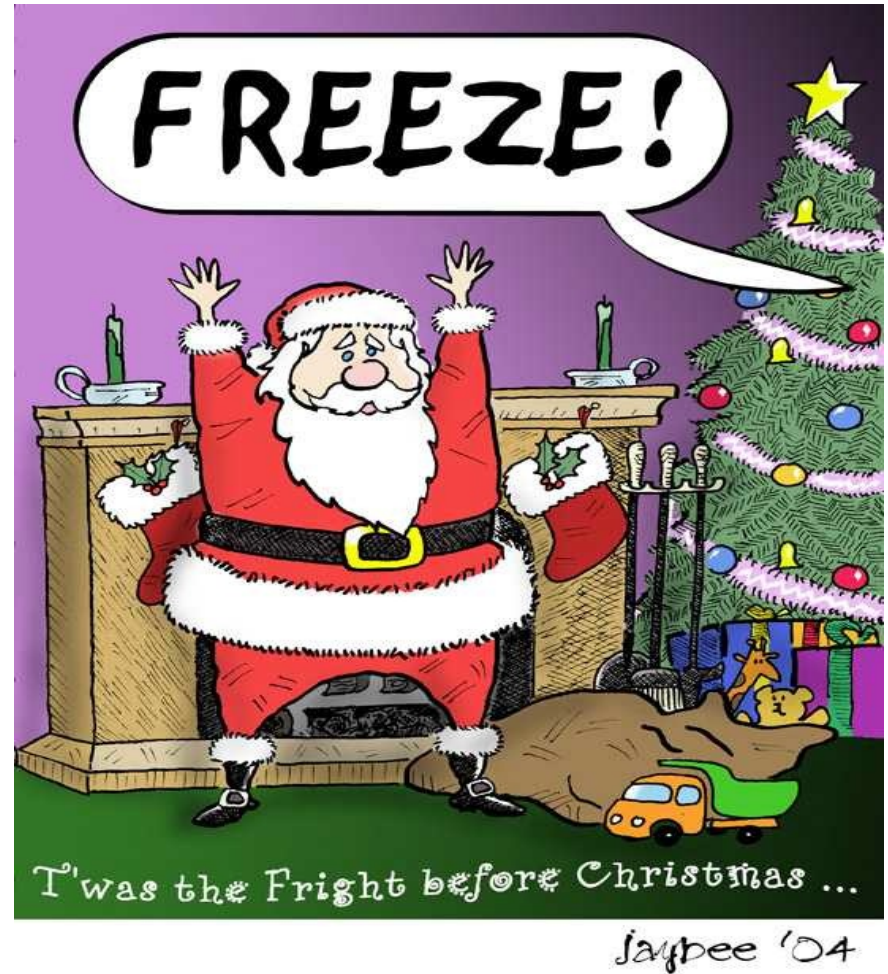
O365 Moves

- Began moving UTS Infrastructure Groups
 - Systems
 - Storage
 - DBA's
- LITS and IT Groups in early January



AudioCodes Update

- Continue to work with the vendor on a few routing issues.



Archiving Update



- **Successfully moved a test archive into the cloud.**
- **Plan to move the archives of the teams moving to O365 over the Holidays.**



RECAP

Moves Starting

Voice mail routing getting fixed

Archives starting to move



Happy Holidays!

From the Email Team

[http://www.jibjab.com/view/
nnwXUw6GRmWMMFuMmmdTAw](http://www.jibjab.com/view/nnwXUw6GRmWMMFuMmmdTAw)



Mark Kawasaki

IT Service Management Specialist, ITSMO,
Integration

ServiceNow Upgrade

Calgary is. . .

- a) A city in the province of Alberta, Canada
- a) Host city of the 1988 Winter Olympics, which debuted the Jamaican bobsled team
- b) The name of the next **ServiceNow** release

Calgary Upgrade Schedule

- Scheduled for Saturday, January 11 at 5:00 AM
- ServiceNow will be accessible to users during the upgrade process
- Users logged in during upgrade will lose their initial connection and need to re-authenticate
- Users will not notice a big difference after upgrade; most changes are not user-facing

Benefits of Calgary Release

- Tablet Interface
 - New iPad interface supports nearly full-product functionality with a user-friendly interface.
- PDF Page Header Footer Templates
 - ITSMO can create report header and footer templates. Allows reporting users to apply header and footer templates to exported PDFs.
- Reports
 - Users can export a PDF directly from the report form and control what additional information appears on the report PDF. This functionality is distinct from PDF Page Header Footer Templates.

ServiceNow Upgrade

Questions



Derek Spransy

Information Security Specialist, Enterprise
Security

Security Update

Bitlocker Project

- A project is underway to evaluate replacing PGP with Bitlocker and MBAM.
- The MBAM PoC environment is currently being set up and we hope to start testing at the beginning of the year.

Two-Factor Authentication

- LITS Information Security has submitted a business case to dramatically expand our use of two-factor authentication for remote access to Emory systems
- We are currently estimating this to be a 12 to 18 month project
- The project will include an evaluation/ recommendation phase as well as an implementation phase

Some Good News



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Two Arraigned in Identity Theft Scheme Targeting Emory Students

U.S. Attorney's Office
December 13, 2013

Northern District of Georgia
(404) 581-6000

19-Dec-13

Security Update



Questions



Wade Moricle

Marketing and Communication Specialist,
Integration

NDB 4th Floor Auditorium Upgrade

NDB 4th Floor Auditorium

- Dual room ownership
- Increased usage by LITS
- Increased need

NDB 4th Floor Auditorium

- Planned repairs
 - Replace projection screen
 - Repaint
 - Test and repair speaker system
 - Lighting
 - Improved wireless
 - What else?

Still Plan to Rotate Location

- GBS and GFC
- Woodruff Library
- School of Public Health (Tiffany Kady)
- School of Medicine (Thomas Quinn)
- Psychology Building
- Where else?

Auditorium Upgrade

Questions

Thank you for coming!

*Thank
You*