



EMORY
LIBRARIES &
INFORMATION
TECHNOLOGY

IT Briefing

August 21, 2014

North Decatur Building

4th Floor Auditorium

IT Briefing Agenda

- Office 365 Update
- Core Router Update
- University Service Desk Update
- PeopleSoft Financials
- Security Update
- Barnes and Noble Update
- Scott Swann
- Jimmy Kincaid
- Sharon Gregory
- Tom Vincent
- Derek Spransy
- Heather La Fleur



Scott Swann

Project Manager II, LITS PMO

Office 365 Project Update

O365 Moves Completed

- Campus Services
- CEPAR
- EIM
- RSPH – Students
- RSPH – Faculty & Staff
- RSPH – VIP's
- RSPH - IT
- F&A
 - Office of the President
 - Office of Financial Aid
 - Office of the Registrar
 - Emory Card
 - Student Financial Services
 - Cashier's Office



O365 Moves Forthcoming

- Finance and Administration
 - Communications & Marketing
 - HR
 - FSAP (Fac. Staff Assist. Pgm.)
 - Payroll
 - WHSCAB
 - ATCSI
 - Internal Audit
 - COI
 - ORA
 - OTT
 - OGCA
 - IRB
 - IACUC
 - EHSO
 - CTAC
 - Procurement
- Yerkes
- Campus Life



Additional Updates

- Working with Microsoft to finalize a work agreement to help address Office 365 in the EHC VDT environment

Archiving

- Archives move as your school / department moves
- Only EAS user archives are moved
- Archive Policies begin working on current mail in mailbox
- Global Policy is for all mail over 15 months to be archived
- Users can set individual policies that will override global policies



Questions?



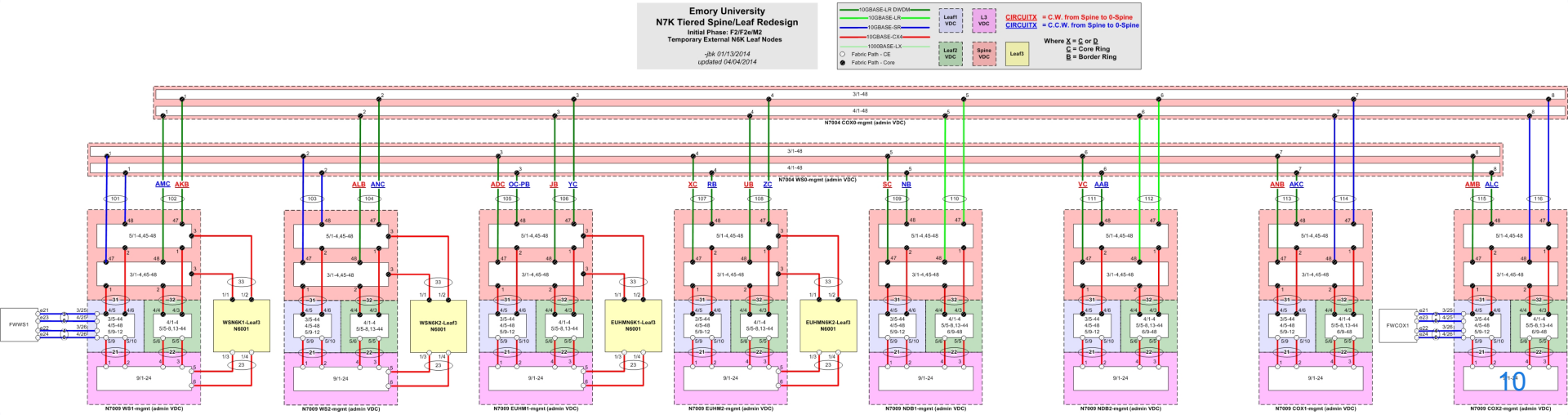


Jimmy Kincaid
Communications Architect
Architecture & Security Team, Infrastructure

Core Router Update

Core Router Update

- Comprehensive core diagram after full “Ring” to “Tiered Leaf/Spine” conversion (completed June 2014)
- N7009s Have F2 & F2e Modules (16k MACs)
- Temporary N6001s as future home for wireless controllers (128k MACs)
- Moving wireless to N6001s final remaining step in alleviating core MAC issues



Core Router Update

Moving wireless was necessary for two reasons:

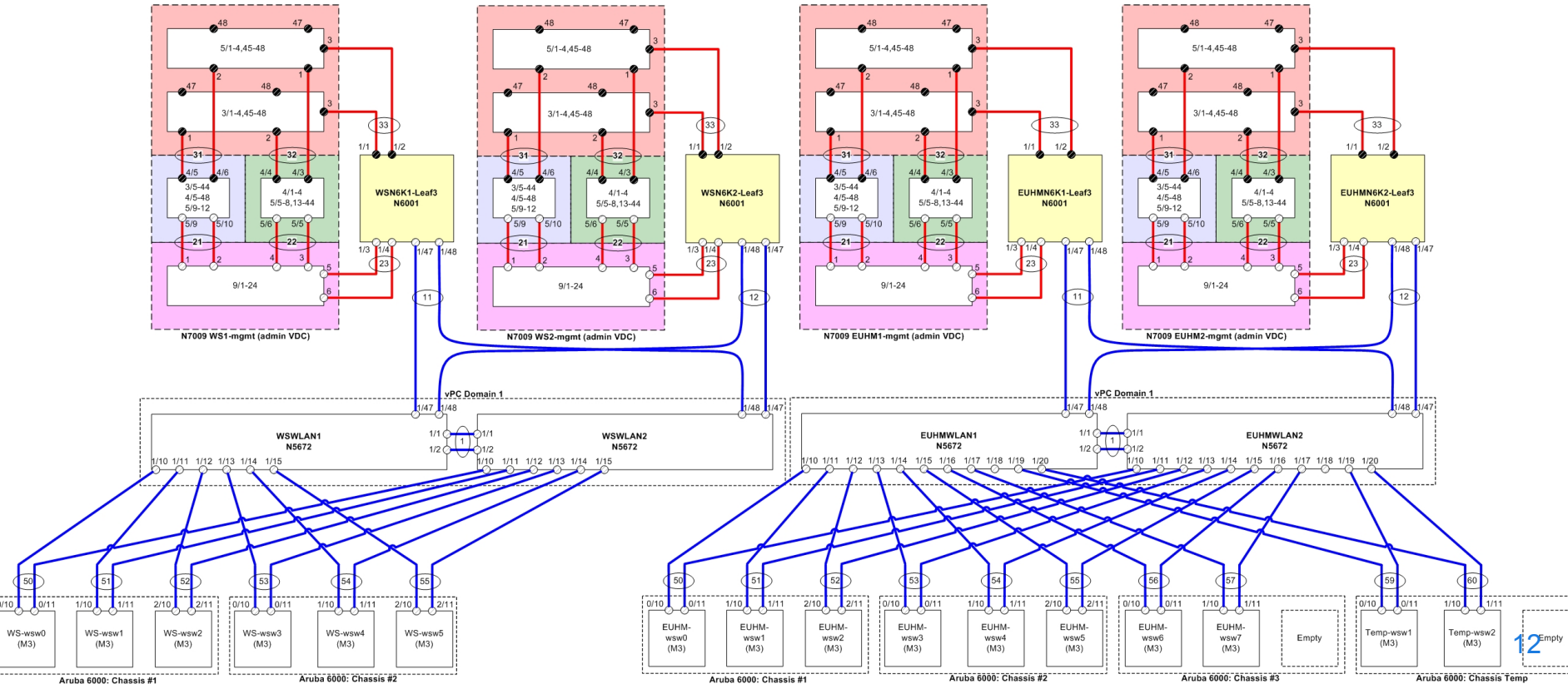
- 1) Core MAC exhaustion issue causing flooding for wireless networks
- 2) Layer 2 instability (STP TCNs) due to high CPU on WLAN controllers

A plan was devised to solve both problems simultaneously:

- Attach a pair of vPC capable N5672s to the core N6001s at WS & EUHM
- Move all WLAN controller links to the N5672s\
- Convert all WLAN controllers to port-channel / vPC
- Remove STP from all WLAN controllers

Core Router Update

Diagram of the N5672s with WLAN controllers attached



21-Aug-14

Core Router Update

This change was completed on all WS controllers Wed. July 09.

This change was backed out in the afternoon of July 09 due to wide spread wired and wireless instability caused by bridge loops in the wireless environment.

The source of the loops was investigated jointly by the Emory Architecture group, Aruba, & Cisco. Evidence pointed to the wireless controllers, but no root cause was determined.

The fact that these loops impacted the core raised bigger concerns regarding potential vulnerabilities of our Layer 2 core design.

High level vendor resources were engaged to assist us with defining the risk and how to mitigate it.

Core Router Update

With the design goal of “stability at all costs” the team made several recommendations to limit risk:

- Prune all unnecessary Layer 2 (switched) vlan extensions off of the core
- Insulate the core from the edge with an additional Layer 3 (routed) boundary
- Deploy QoS to protect control-plane and mission critical traffic
- Deploy multicast/broadcast Storm-Control protection features
- Profile Layer 2 extended vlans and police (cap) traffic

The Cisco 6880-X platform was selected to provide the Layer 3 boundary

Due to the high risk of instability to wireless and the core, wireless service was targeted for aggressive application of the top two recommendations above prior to back-to-school.

Core Router Update

Green light given Tuesday Aug 5 @ 3PM

- Learn a new hardware platform
- Re-learn a new (old) OS
- Learn a new redundancy model technology (VSS)
- Flesh out design in lab
- Test 6880 platform for basic use case functionality
- Learn how to operate loaner Spirent traffic generators
- Scale test with traffic generators
- Test & refine the migration procedure under load
- Rack, cable, power, configure, manage, monitor, etc. production WS 6880s
- Script the port of wireless Layer 3 interface configs from N7K to 6880
- Document/coordinate/schedule the 15 required change requests
- Execute all 15 changes (1st change Tuesday Aug 5 @ 9PM)

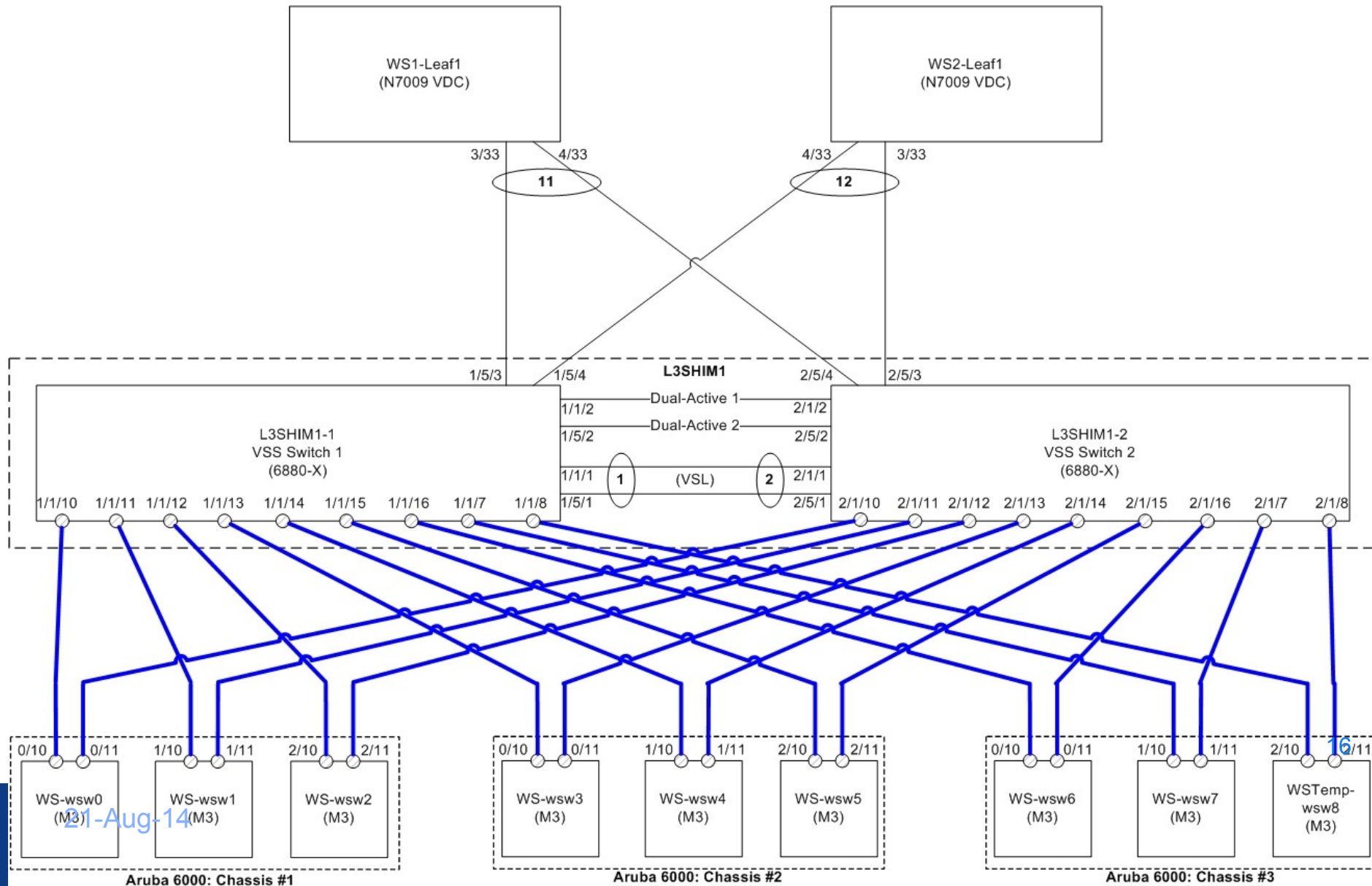
Change 14 tonight @ 9 PM

Change 15 Friday @ 1 PM

Emory University 6880 VSS L3 Shim WS Install

Including WLAN Controllers

-Jimmy Kincaid 08/13/2014
Updated 08/15/2014



Core Router Update

The 6880 “L3 Shim” design will be replicated for the Healthcare wireless environment At EUHM in the near future.

The “L3 Shim” design will ultimately become the model for wired building Connectivity as well.

The final decision on this model for wired networks is pending an objective external review of the design.

Core Router Update



Questions



Sharon P. Gregory

Manager, University Service Desk,
Enterprise Services

University Service Desk (The 5 – 7's)

“Change is INEVITABLE.

Progress is OPTIONAL.”

- Tony Robbins

Support Environment



Could there be anything more tantalizing than a tree full of big juicy red cherries?



What does this Cherry Tree and the University Service Desk have in common?

Their Fruit...



- Is easy pickins
- Is best picked ripe
- Promote circulation
- Promote growth
- Is useful for vision health
- Because of its rapid growth, it gives a good yield in a short time

Infinite Succession Planning



Knowledge is the Key

Focusing on creating a strong Knowledge Culture

- ◆ Knowledge Centered Support (KCS)
 - ◇ Formal Knowledge Transfer Process
 - ◇ Use Knowledge
 - ◇ Create Knowledge
 - ◇ Comment on Knowledge

Formal Knowledge Transfer Process

Service Desk Reference Guides & OLA's

- Set clear expectations - Service Desk and Service Owner based on guide content
- Content addresses multiple audiences (End Users, IT Professionals and Service Desk)
- Standardized Checklist

Gather Buy-in

- Service Owners
- Service Desk
- Executive Support
- Emory Community

Implement Audit Process

- Identify Training Gaps
- Verify Knowledge Activities are executed

Collaboration is Necessary

Knowledge Activities & KPI's

Use Knowledge

- Attach to the Incident
- Usage Reports

Create Knowledge

- Knowledge requirement in Project Management Plan
- Target Incident Coordinators
- Encourage end Users and Service Desk Analyst

Comment on Knowledge

- Comments Refine and hone existing knowledge

Critical Success Factors (CSF)

Increase Technical Knowledge

Improve ticket routing accuracy

Improve First Call Resolution (FCR)

Improve response consistency

Improve accuracy and response time for troubleshooting recurring ticket types

Refine Knowledge across Emory

What's Next?

- ◇ Customer Assistance & Response @ Emory Team
 - Call Backs/Follow-up
 - Call/Ticket Quality
 - Additional Request Fulfillment

- ◇ Ticket/Call Quality
 - Soft Skills
 - Template Development
 - Questions to ask when troubleshooting

- ◇ Reference Guides for Legacy Processes

University Service Desk (The 5 – 7's)

Questions





Tom Vincent

Technical Manager, PeopleSoft Financials

Compass Upgrade

Compass Upgrade



Compass Background

- Compass is Emory's PeopleSoft Financials system
- Implemented in September, 2009 on version 9.0
- Services both the University and Healthcare business units
- Performed a tools and infrastructure upgrade in April, 2014
- Current database is on Oracle 11g and uses about 1.7TB

Compass Upgrade



Why we need to upgrade

- Retain Premier support from Oracle
- Introduce new/updated functionality
- Revisit/revise decisions made during the implementation
- Evaluate opportunities discovered during the recent listening tour
- Re-evaluate current practices in light of known best practices

Compass Upgrade



Upgrade Plan

- Dave Miller is the Project Director
- Upgrading to PeopleSoft Financials 9.2
- Freezing Compass this week – no more enhancements
- Performing fit/gap sessions to help determine the scope of the project (over 80% complete)
- Upgrade planned for Q2 of 2016
- Much more information to come at future briefings as many systems are impacted by this upgrade



Questions

A large, bold, yellow question mark is positioned behind the word 'Questions'.



Derek Spransy

Sr Information Security Specialist, Information Security

IT Security Update

MBAM 2.5

- Upgrade to MBAM 2.5 is complete
- Special characters in passwords are now supported in the MBAM client
- However...there is a bug. Some clients will incorrectly report their compliance status
- There is a patch available on TechTools. It should be installed after each installation of the 2.5 client. The two could be scripted together.

Knowledge Articles

- [KB03792 – MBAM/BitLocker Getting Started Guide](#)
- [KB03752 - Troubleshooting Guide](#)
- [KB03732 - Changing BitLocker PINs/Passwords](#)
- [KB03825 - Converting from PGP to MBAM/BitLocker](#)
- [KB03834 - How to encrypt a removable drive with BitLocker](#)
- [KB03821 - How to Run MBAM Reports](#)
- [KB03822 - How to Suspend BitLocker Drive Encryption](#)
- [KB03825 - Converting from PGP to BitLocker/MBAM](#)
- [KB03834 - How to Encrypt a Removable Drive with BitLocker](#)

MIR Client Update

- MIR's auto-update feature was enabled on July 14.
- The auto-update process pushed the new version of the MIR client to over 6,000 systems. 3,000 had previously been updated by LSPs
- Next steps: Begin planning for performing routine MIR sweeps of the Emory enterprise

Two-Factor Authentication Project

- 2FA project is currently in flight
- The goal of the project is to greatly expand the use of 2FA within the Emory enterprise for sensitive applications
- We are currently in the process of soliciting vendor responses to our RFQ
- The discovery phase will be followed by a PoC, recommendation to governance, and implementation phase.
- Currently scheduled to complete in December 2015.

Security Update

Questions





Heather La Fleur
Assistant Department Manager,
Emory Barnes and Noble

Barnes and Noble Update

Thank you for coming!

*Thank
You*