



EMORY
LIBRARIES &
INFORMATION
TECHNOLOGY

IT Briefing

February 19, 2015

North Decatur Building

4th Floor Auditorium

IT Briefing Agenda

- Postini to EOP Transition
- Core Systems Update
- BI Project Update
- Security Update
- Jay Flanagan
- Christopher Spalding
- Paul Mitchell
- Derek Spransy



Jay Flanagan

Manager, Messaging Team, Infrastructure

Postini to EOP Transition

Let's have some fun with Spam

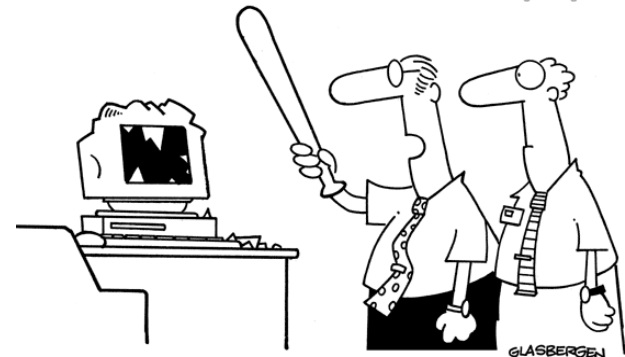
Copyright 2003 by Randy Glasbergen.
www.glasbergen.com



"...and 847 e-mails asking me to support anti-spam legislation!"



Copyright 2003 by Randy Glasbergen.
www.glasbergen.com



"It's not the most sophisticated Spam blocker
I've tried, but it's the only one that works!"

Updates

- Moved as scheduled on 2/16
 - MX Records / DNS updated
 - All global rules and approved and blocked sender lists moved
 - All individual approved and blocked sender lists moved
 - Manage your own junk
 - When you block an address / domain goes up to MS to improve the service
 - Tweaking ongoing



Updates

- Postini reports we still received >150,000 emails inbound as of around 4:00 pm Monday
 - Only 2,818 actually delivered.
 - 395 went to MathCS (domain still to be moved)
 - 512 went to sjha.org (domain still to be moved)
 - 110 went to glennumc.org (waiting for them to remove postini)
- Except for some of the traffic to the above domains, the bulk of the emails were spam.
- We expect the numbers to continue dropping over the next couple of days.

Updates

- New Global Policy request review
 - When you send in a request for a new global approved or blocked sender, there will be questions to answer concerning the request
 - We will review and then determine whether it is something that should be globally approved or blocked or more on an individual basis
 - List of questions on next slide



When making a request?

- Who is the primary contact requesting the whitelisting?
- Who is the functional department/division requesting?
- Who is your target audience?
- What is the duration of the whitelist?
- (6months, 1yr, 5yr)
- What is being requested?
 - The domain being requested?
 - What is the sending email address?
 - Subject being requested?
 - IP being requested (likely this request cannot be processed)
- Details concerning the request
- Required:
- Detailed nature of the communications being sent (examples like: News reports, medical report service, advertisements, donor requests)?
- Detailed explanation of how the target audience is populated (double opt-in is preferred vs. single opt-in, opt-out, students on a mailing list, etc.)
- Number of messages being sent (example: 1x per month, 1000 per day)
- Business purpose (example: Emory Insurance provider, Medical service provider, Student financial aid processing company)
- Business impact (example: students must receive these emails in order to process financial aid; radiology reports being delivered affecting patient care; financial statements affecting core business processes)

Ways to contact us

When you receive email that you think is spam:

- junk@office365.microsoft.com

When you receive email that is abuse:

- abuse@emory.edu

Questions?





Christopher Spalding

Director, Libraries Core Systems

**Libraries Core Systems
(aka: Library Core Services)**

We Don't Checkout Books
Intro to Library Core Systems
Let's talk Library IT

hi!

Libraries Core Systems



13

Libraries Core Systems



Libraries Core Systems



Libraries Core Systems



Libraries Core Systems



Emory LITS Libraries Budget:

- 67% e-resources
- 33% physical



Research has changed!

Library Monetized

- Market Cap: \$119.6 B
- 800 books
- 30 Information Scientists
- 28,000 FTE
- 30% of monetized research library initiated



Libraries have changed.

Now a bit about us...

What we support...

- Primo (discoverE)
 - Harvesting Pipes
 - Aleph
 - Websites
 - DDA
 - Repositories
- Primo Central
- Aleph (EUCLID+)
- Ares
- Aeon
- Formstack
- Websites
- EZProxy
- PID servers
- Metalib
- LibX
- SFX
- LUNA
- SharedShelf
- ILLiad

What we assist with...

- ETDs
- OpenEmory
- Content access

Coming soon...

- LSC
- Alma (LSP)
- Granular EZProxy
- Hydra (IR)
- TMS
- Bourbon suite
 - Bourbon
 - Bitters
 - Neat
 - Refills
- Google Appliance



Who are we...

- Bernardo Gomez
 - Alex Cooper
 - Laura Akerman
 - Jon Bodnar
 - Kristian Serrano
- Open Positions:
 - Systems Librarian
 - Sys or Rep position

Nice to meet you...

Core Systems Update



Questions



Paul Mitchell
Data Warehouse Architect, BI Team
Enterprise Applications
BI Project Update

BI Project Demo

- <https://dwbi.emory.edu/analytics>

BI Project Update



Questions



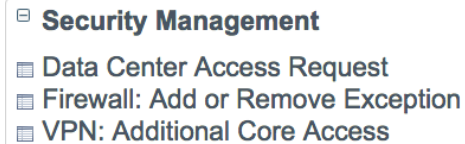
Derek Spransy

Sr Information Security Specialist, Information Security

IT Security Update

New Request Process

- There is now a form in Service Now to request new firewall rules



- Any requests for firewall rule creations or deletions must use the form. See KB04110 for more information
- Inter-core rule requests will be handled the same as they are today
- Internet facing rules will require additional vetting from the Enterprise Security team.

Unsupported OS Warning

- On February 23rd Shibboleth will be modified to warn users if they're using an unsupported OS.
- The warning will also require that the user wait 30 seconds before they can authenticate.



EMORY
UNIVERSITY

EMORY
HEALTHCARE

Login

Network ID

NetID

Password

Password

Unsupported OS! Wait... 9

[Forgot Password?](#)

You Are Running An Unsupported Operating System!

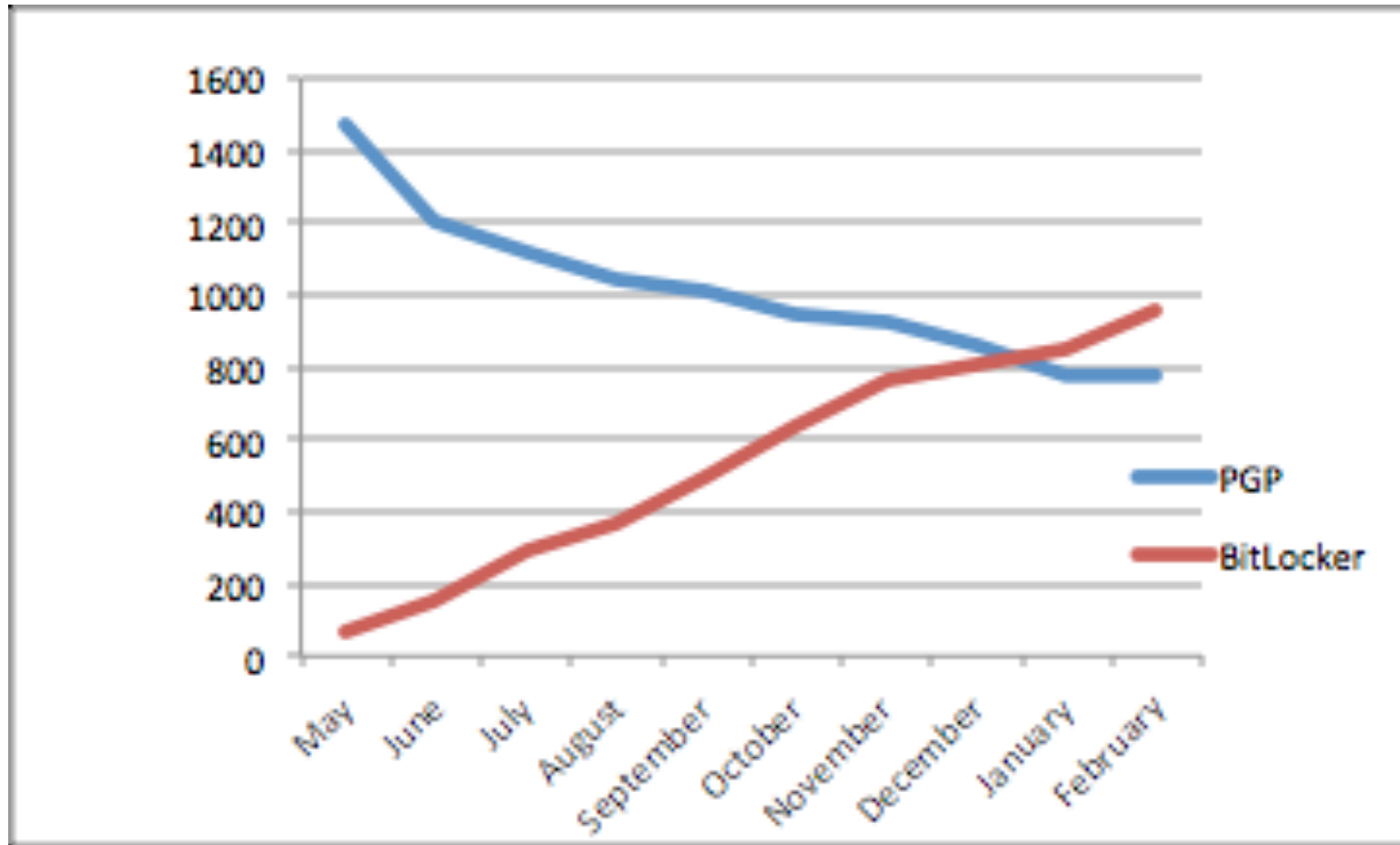
Your computer's operating system (Windows or Mac OS X) is so old that security updates are no longer being released for it. As a result, it is **not safe to use** and it's important that you **upgrade as soon as possible**. Please contact your IT support person and ask about upgrading to a newer version.

Please wait to log in... 9

PGP Decommission

- The existing PGP full disk encryption service is being retired on **September 1st**.
- All PGP encrypted systems must be transitioned to MBAM or FileVault (with our management tool) by that date.
- As of today, 784 systems have communicated with the PGP server in the last month.
- A lot of progress has been made but September is coming quickly!

MBAM Adoption Rate



Security Update

Questions



Thank you for coming!

*Thank
You*