IT Briefing

September 17, 2015
North Decatur Building
4th Floor Auditorium
What is this?
Finger Catastrophe
IT Briefing Agenda

- Student Arrival 2015
- Canvas Demo
- VDI Pilot Demo
- Messaging Team Updates

- Dawn Francis-Chewning
- Lee Clontz
- Palmer White
- Jay Flanagan
Class of 2019

• Emory College Freshmen Class numbers 1369

• Oxford College First Year Class totals 489

• Students hail from 37 countries

• All but 3 states are represented – which ones aren’t here?
NAC – Network Access Control

• This is the Bradford interface that registers our students on the Residential Network after verifying that the Emory McAfee Anti-Virus is installed on the computer.

• Mobile devices only have to authenticate to EmoryUnplugged and accept the wireless credentials.

• Game Consoles, SmartTVs, AppleTVs and Rokus are manually registered.
Summer Prep

• **New Students:**
  - LITS Webinar – Library and Student Digital Life working with the OUE.
  - Welcome letter with a list of Student Digital Life services, spaces and support.
  - Follow up to load Emory’s McAfee Anti-Virus before arriving.
  - ‘How to Connect’ sheet and SDL brochure on every bed!

• **Returning Students:**
  - What’s New & Welcome Back email – the EaglePrint launch, the STS move, the new MediaLab, the Computing Center expansion, the TechLab relocation and the ‘Change your Password’ message!
Student Digital Life!

The Emory Creative Group gave us a new look, with a color palette and fresh designs to use for all our signage and communications.

LITS Marketing and Communication worked with us and these design elements to create a brochure of our services that highlights our Services, Spaces and Support.

We have new mouse pads, new staff t-shirts and documentation that all help communicate the new look!

Visit us at . . . it.emory.edu/SDL
Student Digital Life (SDL), a unit of Emory Libraries and Information Technology Services, supports the Computing Center at Cox Hall, Learning Commons at Woodruff Library, MediaLab, TechLab, EaglePrint, Student Technology Support and various other specialized technology spaces and services.
**Spaces**

**Computing Center at Cox Hall**
Located on the second floor of Cox Hall, the Computing Center combines flexible, comfortable furniture with creative lighting and interiors to create a relaxed, social space where students can enjoy studying or playing video games with friends.

**TechLab (3D printing/Makerspace)**
TechLab, located within the Computing Center at Cox Hall, serves as a research and development space for new and emerging technologies, as well as a workshop space where students can use a variety of tools to bring ideas to life.

**The Learning Commons at Woodruff Library**
This multi-floor space in Woodruff Library combines desktop hardware and software resources and support services in an accessible, welcoming environment for learning and research.

**MediaLab (multimedia production)**
Equipped with industry leading tools and services, MediaLab, in the 4th floor Music & Media Library at the front of Woodruff Library, is a space where students can use a variety of video, graphic design, audio and web development software and hardware to create multimedia projects.

**Undergraduate and Graduate Computer Labs**
Student Digital Life maintains graduate labs in Bowden Hall and Tarbutton Hall, as well as undergraduate labs in the Dobbs University Center, the Student Activity and Academic Center and Building H on the Clairmont campus. Each of these spaces provides desktop

**Support**

Student Technology Support (STS), located on Level 1 of Woodruff Library, provides technical support and assistance for a variety of issues on student-owned devices and is offered as a free service to all Emory students on a first-come, first-served basis.

**Services**

**Presentation Practice and Web Conferencing**
Woodruff Library Room 213 is a dual-purpose space that provides presentation practice and recording functionality to assist individuals and groups in developing effective presentation skills. Students can practice their presentations for immediate playback or record them for later review and analysis. It also provides web and audio conferencing functionality to facilitate student interviews, dissertation defenses, and collaborative engagement with peers and scholars from across the globe.

**Group Study Room Request System**
The Student Digital Life Resource Scheduler is an online reservation system that allows students to reserve study space in the Learning Commons at Woodruff Library and the Computing Center at Cox Hall.

**EaglePrint**
EaglePrint is a consolidated printing service that allows students to print from their laptops or campus workstations to over 50 print stations located across campus, including freshmen residence halls.

**Emory Mobile**
This suite of information tools (Events, Maps, Directory, Transit, Alumni, etc.) for mobile devices is free for Emory faculty, staff, students and visitors. Download Emory Mobile for any device at m.emory.edu

**Follow Student Digital Life**
Emory Bubble: LITS Student Digital Life
Student Arrival Weekend

2013: 1 Day in the Res. Halls, and 1 day at the Computing Center at Cox Hall - first ‘required’ Password Change for all.

2014: we operated both days out of the Computing Center at Cox Hall. Bradford new for all students.

2015: we worked in Woodruff Library at the new location for Student Technology Support.
The view from EmoryUnplugged 8/23
The view from ResNet 8/25-26 (Tuesday)

Top 10 Destinations

<table>
<thead>
<tr>
<th>Destination</th>
<th>Bytes</th>
</tr>
</thead>
<tbody>
<tr>
<td>netflix</td>
<td>2.06 TB</td>
</tr>
<tr>
<td>streamingaudio.itunes.apple.com</td>
<td>440 GB</td>
</tr>
<tr>
<td>facebook</td>
<td>388 GB</td>
</tr>
<tr>
<td>a1425.phobos.g.aaplimg.com</td>
<td>301 GB</td>
</tr>
</tbody>
</table>
Let the numbers begin . . .

<table>
<thead>
<tr>
<th>New NetReg’ed Devices</th>
<th>2014</th>
<th>2015</th>
</tr>
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<tbody>
<tr>
<td>Saturday</td>
<td>1998</td>
<td>2626</td>
</tr>
<tr>
<td>Sunday</td>
<td>3868</td>
<td>3474</td>
</tr>
<tr>
<td>Monday</td>
<td>4650</td>
<td>4297</td>
</tr>
<tr>
<td>Tuesday</td>
<td>5387</td>
<td>4529</td>
</tr>
<tr>
<td>Wednesday</td>
<td>5868</td>
<td>4965</td>
</tr>
<tr>
<td>Thursday</td>
<td>6035</td>
<td>5297</td>
</tr>
<tr>
<td>Friday</td>
<td>6139</td>
<td>5491</td>
</tr>
</tbody>
</table>
Fast Forward to ALL registered devices

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>4,494</td>
</tr>
<tr>
<td>Chrome OS</td>
<td>114</td>
</tr>
<tr>
<td>Mac</td>
<td>5,999</td>
</tr>
<tr>
<td>Kindle</td>
<td>195</td>
</tr>
<tr>
<td>iOS</td>
<td>29,117</td>
</tr>
<tr>
<td>Blackberry</td>
<td>74</td>
</tr>
<tr>
<td>Android</td>
<td>9,072</td>
</tr>
<tr>
<td>Others</td>
<td>8</td>
</tr>
<tr>
<td>Windows Mobile</td>
<td>321</td>
</tr>
</tbody>
</table>

As of 9/9/15 at 11:59pm, there was a total of 49,394 registered devices on ResNet!
## Students Assisted in STS

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2015</th>
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</thead>
<tbody>
<tr>
<td>Saturday</td>
<td>173</td>
<td>83</td>
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<tr>
<td>Sunday</td>
<td>223</td>
<td>102</td>
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<td>Monday</td>
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<td>Tuesday</td>
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<td>Wednesday</td>
<td>217</td>
<td>195</td>
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<td>Thursday</td>
<td>110</td>
<td>154</td>
</tr>
<tr>
<td>Friday</td>
<td>107</td>
<td>118</td>
</tr>
<tr>
<td>Totals</td>
<td>1320</td>
<td>1035</td>
</tr>
</tbody>
</table>
STS Observations

• Common scenario: Bradford pop-up issues.
• Windows 10 & Mac OS X at times didn’t prompt user for authentication after installing the agent.
• Students want to use Chromecast but can’t so we suggest Fire tv or Roku sticks.
• Previously installed Anti-Virus ‘remnants’ sometimes made things interesting.
• O365 activation issue: when using first.lastname@emory.edu instead of NetID.
Summary

Small Team – STS Students are the BEST!
One Location AND New too
New Look
Bradford Reprise
GREAT JOB!

Special Shout Outs
Karla Fields          Alan White         Stan Brooks
Come See Us!

Student Digital Life

TechLab - Computing Center at Cox Hall
Student Technology Support – Woodruff Library
MediaLab – Woodruff Library
Student Arrival 2015

Questions
Lee Clontz
Manager, Teaching & Learning Technologies
Trisha Wilson
Project Manager, PMO

Fall 2015 Canvas Pilot
First Note

• This is **not** an announcement of Blackboard’s retirement!
• We are assessing the suitability of Canvas for our campus’ needs, but we’re in the early stages
Why an LMS Review?

• Critical time in industry with new players
• Customers’ lack of satisfaction with Blackboard
• Blackboard’s slow pace of innovation
• Potential benefits of cloud hosting
• We’ve never had one!
Why Canvas?

• Emerging as market leader among peers
  – More than 1,200 schools have adopted Canvas
• Peer calls were overwhelmingly positive
• Focus on simplicity and adoptability over functionality
• Lean, consistent user-interface
• Completely cloud-hosted
• Robust set of multiplatform mobile apps
• Modern, API-driven software stack with regular updates
Our Pilot

- 18 courses
- Several dozen sandboxes
- 500 users
- Diverse collection of courses, class types and schools
- Focused on Blackboard users to maximize quality of feedback
# Current Courses

<table>
<thead>
<tr>
<th>School</th>
<th>Faculty</th>
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</thead>
<tbody>
<tr>
<td>Emory College</td>
<td>Katrina Dickson</td>
</tr>
<tr>
<td>Emory College</td>
<td>Jane O’Connor</td>
</tr>
<tr>
<td>Emory College</td>
<td>Tracy Yandle</td>
</tr>
<tr>
<td>Emory College</td>
<td>Bumyong Choi</td>
</tr>
<tr>
<td>Emory College</td>
<td>Sheila Tefft</td>
</tr>
<tr>
<td>Emory College</td>
<td>Judy Raggi Moore</td>
</tr>
<tr>
<td>School of Law</td>
<td>Jennifer Romig</td>
</tr>
<tr>
<td>School of Law</td>
<td>Sarah Shalf</td>
</tr>
<tr>
<td>Oxford College</td>
<td>Ann Massey</td>
</tr>
<tr>
<td>Oxford College</td>
<td>Jennifer McGee</td>
</tr>
<tr>
<td>Rollins School of Public Health</td>
<td>Lisa Carlson</td>
</tr>
<tr>
<td>Rollins School of Public Health</td>
<td>Paula Braun</td>
</tr>
<tr>
<td>Goizueta Business School</td>
<td>Ted Rodgers</td>
</tr>
<tr>
<td>Goizueta Business School</td>
<td>Benn Konsynski</td>
</tr>
<tr>
<td>Candler School of Theology</td>
<td>Susan Hylen</td>
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<tr>
<td>Nell Hodgson Woodruff School of Nursing</td>
<td>Kristy Martyn</td>
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<tr>
<td>Nell Hodgson Woodruff School of Nursing</td>
<td>Catherine Vena</td>
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<tr>
<td>Nell Hodgson Woodruff School of Nursing</td>
<td>Melissa Faulkner</td>
</tr>
<tr>
<td>School of Medicine</td>
<td>Richard Pittman</td>
</tr>
</tbody>
</table>
Timeline

• Completed
  – Project kickoff
  – Production environment implemented
    • Shibboleth configured
  – Training for staff and trainers
  – Basic SIS integration
  – Course implementation for piloteers has begun

• Upcoming
  – Survey of students and faculty
  – Assessment of data, recommendation for next steps
Support

• Pilot includes “Premium” support
  – Email, chat and 1-800 number
  – Required for pilot
  – Assessment of production support need will be part of recommendation

• Learning Management team will continue normal Blackboard support in the fall and beyond
Welcome to the Canvas Online Orientation!

This orientation will run from July 27th-August 2nd. You will have access to this course until December 2015, in hopes it will become a support & communication hub for all faculty participating in the Emory University Canvas Pilot.

For the orientation, content & instructions will be posted on Monday, Wednesday, and Friday in the Course Modules. Assignments will be released on these days too (evenings). Each assignment will be posted here, and you will complete them by working within your Fall 2015 Canvas Pilot course. You will then come back here to submit your Assignment on the due date (Wednesday, Friday, and Sunday). Please consult the Syllabus for complete details.

Under Courses & Groups/My Courses (on top navigation above), you should see a link for your Fall 2015 Canvas Pilot course. If you cannot access your pilot course, please contact me immediately. By the end of this orientation, you should have most of your Fall 2015 pilot course complete. Thanks for your participation in the Canvas Pilot Project.

Ready to begin? Check the Monday module!

Cheers.
# Dina Thornton Dev Course 01

Jump to Today

## Course Title

Welcome to Transitions to my course. Below is the sample course introduction:

This course should serve as an introduction to parts of nursing that you haven't already learned about in your ACR program. We'll not go to go on particular skills but rather we will focus on the profession of nursing. We are going to talk about the image and history of nursing, professional nursing organizations, and the meaning of credential. You will gain a better understanding of existing as a profession and will become aware of opportunities and advancements in your field. This course, above all, is an awareness course.

## MEET YOUR INSTRUCTOR

**Dr. Elena Capella, MSN/MPA, RN, CNL, CPHQ, LNCC**

I did my graduate work in public administration and nursing science and my undergraduate work in nursing, art history, and pgraphic. Learning is an important part of my life, so I want to complete the Doctorate Program of the School at Education at the University of San Francisco. My writing and research has been on how healthcare professionals in administrative positions spread best practices.

I have been teaching for fifteen years now and I currently teach at the University of San Francisco and at San Jose State University. The course that I teach in the domain of nursing, healthcare, and organizational leaders. I am particularly interested in facilitating the development of communication and critical analysis to improve patient safety and reduce the number of medical errors.

Learn more

## Ready to Start?

First, watch a video on how to navigate this course. Then read about tools and tips for your academic success.

Get Started

## COURSE ASSIGNMENTS

Below are the list of course assignments you should complete during this semester. Click View All Assignments to open the list.

<table>
<thead>
<tr>
<th>Assignment List</th>
</tr>
</thead>
<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
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<tbody>
<tr>
<td></td>
<td>Introduce Yourself (For Students)</td>
</tr>
<tr>
<td></td>
<td>Assignment 1</td>
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<tr>
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<td>Assignment 2</td>
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<td>Assignment 3</td>
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<td></td>
<td>Graded Assignment Example with Rubric</td>
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<td></td>
<td>Graded Quiz Example</td>
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<td></td>
<td>Group Discussion Example</td>
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</tbody>
</table>
Activity by Day
Activity by Category
# Student Reports

<table>
<thead>
<tr>
<th>Student</th>
<th>Page Views</th>
<th>Participations</th>
<th>Submissions</th>
<th>Current Score</th>
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</table>

17-Sep-15
Course Assignment Reports
How Can You Get Involved?

• Drop-in Demos scheduled for alternating Wednesdays (Woodruff Library, room 217), 12-2 p.m.
  • Wednesday, September 23rd
  • Wednesday, October 7th
  • Wednesday, October 21st
  • Wednesday, November 4th
  • Wednesday, November 18th

• Keep up with pilot progress on website
  – https://scholarblogs.emory.edu/canvaspilot

• Leave feedback/comments
  – Or email canvaspilot@listserv.cc.emory.edu
Fall 2015 Canvas Pilot

Questions
Palmer White
Project Manager, Project Management Office

VDI Client Services Pilot / MySoft Replacement
VDI Pilot - Project Overview

• Purpose: This project is a pilot to review Virtual Desktop Infrastructure (VDI) capabilities aimed at reducing IT hardware and software costs for our customers and maximizing user and technician productivity while maintaining a consistent user experience. Additionally, we will determine if local support organizations can provide desktop service options that reduce customer TCO (True Cost of Ownership). Based on the results of this pilot, a decision will be made regarding deployment of VDI capability throughout the organization.

The VDI pilot will attempt to determine the feasibility and adaptability of:
– Pushing departmental applications to the home or other remote location
– Eliminating basic user and kiosk PCs and replacing with a Wyse terminal
– Pushing computer lab applications to Continuing Education students or the campus dorm room
– Using wireless Wyse terminals to reduce network hardware and costs
• Benefits include the following (Phases 1 - 2):
  – A VDI environment will change the way that desktop refreshes are performed
  – VDI provides the opportunity for UTS to offer a solution that trims IT hardware and software costs for our customers
    • Reduction in cost of desktops: $1,300 per desktop every 4 years (approx. 3000 desktops) vs. $400 per Wyse terminal
    • Alternative: push out virtual desktops to users; use old desktop or provide Wyse terminal connected to internal server
  – Push the lab or workspace to the user wherever they are
  – Supports BYOD (Bring Your Own Device)
  – Decrease in local support organization incidents
VDI Pilot - Project Overview (Page 3)

• Scope:
  – VDI Client Services Pilot Phase 1 will include testing solely for an on premise solution (November, 2015)
    • Conduct testing of virtual desktops across multiple business units / departments
    • Conduct back-end monitoring
    • Provide cost model / financial analysis for executive review at Ways and Means Committee (October, 2015)
  – Phase 2 to include testing for remote access / Dell hosted desktop solution (January, 2016)
  – Testing by multiple business units (e.g., Business School, School of Medicine, Oxford Campus, Office of Development and Alumni Relations)
**VDI Pilot – Project Phases**

- **Phase 1**
  - Limited to “on premise”
    - Use internal server currently in Data Center (i.e., users will not log in from home)
    - Vendor hosting / Cloud solution in Phase 2
  - Conduct initial pilot meeting with Dell and internal team on September 24
  - In preparation for Phase 2, we will work with Dell to set up infrastructure for Dell Workspace-as-a-Service (WaaS) by October 1
  - Provide cost model / financial analysis for executive review at Ways and Means Committee (October, 2015)
  - Conduct testing through early November, 2015 (approx. 50 users)
  - Provide risk mitigation steps defined in initial Security Review
    - Relocate the VDI server to the DMZ
VDI Pilot – Project Phases (Page 2)

• Phase 2
  – Deployment of application to users at the office, home, or other remote locations, no matter the OS platform
  – Dell Workspace-as-a-Service (WaaS)
    • Provides virtual desktop infrastructure for setting up virtual environment
    • Customer network extended to Dell Data Center; requires limited access to our Active Directory
    • Dell will manage and support the virtual desktop environment, as well as infrastructure (e.g., server, network, storage)
  – Testing for remote access / Dell hosted desktop solution
    • Testing across multiple business units (approx. 100 – 150 users)
  – Set up MLPN connection for production (i.e., faster connection than point-to-point)
  – Complete installation / validation by January 11, 2016
  – Conduct follow up Security Review
## Testing per Business Unit / Dept.

<table>
<thead>
<tr>
<th>Business Unit / Department</th>
<th>Lead Testing Resource(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>School of Medicine</td>
<td>Mark Henderson</td>
</tr>
<tr>
<td>Student Digital Life</td>
<td>Robin Horton</td>
</tr>
<tr>
<td>Client Services</td>
<td>Dwayne Hamrick</td>
</tr>
<tr>
<td></td>
<td>- Francis Fernandes (Technical Lead)</td>
</tr>
<tr>
<td></td>
<td>- Kyle Brooks (Technical Lead)</td>
</tr>
<tr>
<td>Goizueta Business School</td>
<td>Nathaniel Poon, Tim Brown</td>
</tr>
<tr>
<td>Oxford Campus</td>
<td>Karla Fields</td>
</tr>
<tr>
<td>Office of Development &amp; Alumni Relations</td>
<td>David Hook, Danon Vaughn</td>
</tr>
</tbody>
</table>

*Note: please indicate if additional areas should participate*
MySoft Replacement Overview

• Justification: The MySoft vendor, Calero, has set a sunset date for MySoft in December 2015. While telephone support will be provided, there will be no further development of the product and vendor support will continue to decline.
• Purpose: Replace MySoft system; assess and implement new billing system and required integrations
• Scope:
  – Phase 1
    • Define current / future state requirements
      – Completed for Proof of Concept: Analog Voice, Wireless AP, NAS
      – Conduct additional requirements sessions through Nov
    • Conduct Proof of Concept – week of Sept 21 – late Oct (TBD)
      – Prove feasibility of the concept of using Emory Express and ServiceNow for procurement and fulfillment and to feed to a billing system
      – Pass information from a ServiceNow order form to Emory Express for customer check out as well as develop a front end web page for ordering
MySoft Replacement Overview (Page 2)

– Phase 1 – cont.
  • Provide recommendation to ITSC Infrastructure / Finance committee(s) (Oct – Nov)
    – New billing system, all required integrations, timeline for implementation

– Phase 2
  • Contract with new billing system vendor
  • Implement billing system by August, 2016
  • Implement all required integrations – TBD
  • Provide training and communications; update business processes and support structure
Questions
Jay Flanagan
Sr. Manager, Messaging Team

Messaging Team Updates
CAN'T YOU DO ANYTHING RIGHT?
Thank You!

- Moved over 80% of groups
- Finishing up last couple
- VLAD turned off at end of Oct.
PW Expiration / Reset

Thank You!

- Minimal lock out of accounts
- All handled with minimal issues
- Overall smooth change
Office 365

- All archive moves completed and no further data on the old EAS system
- Beginning to discuss moves of Woodruff Health Sciences groups
  - Genetics
  - Biomedical Engineering
  - Yerkes
  - Others
- EHC pushed back (per EHC request) to January of 2016 and to complete in March of 2016
Compromised Accounts

• Continues to be a major headache
• More internal spamming and phishing
  – Not as easy to block
• Education
• Process
  – What happens initially?
  – Tickets
  – Local Support items
  – Block lists
• Communication
• New Whitelisting Process
  – Not immediately whitelisting a domain
  – Request / KB article
  – Questions that must be answered
Two Factor Authentication

• What is it?
• What is taking place?
• Next Steps
"He was only reaching for his powerpoint presentation pointer."
Questions?
Thank you for coming!