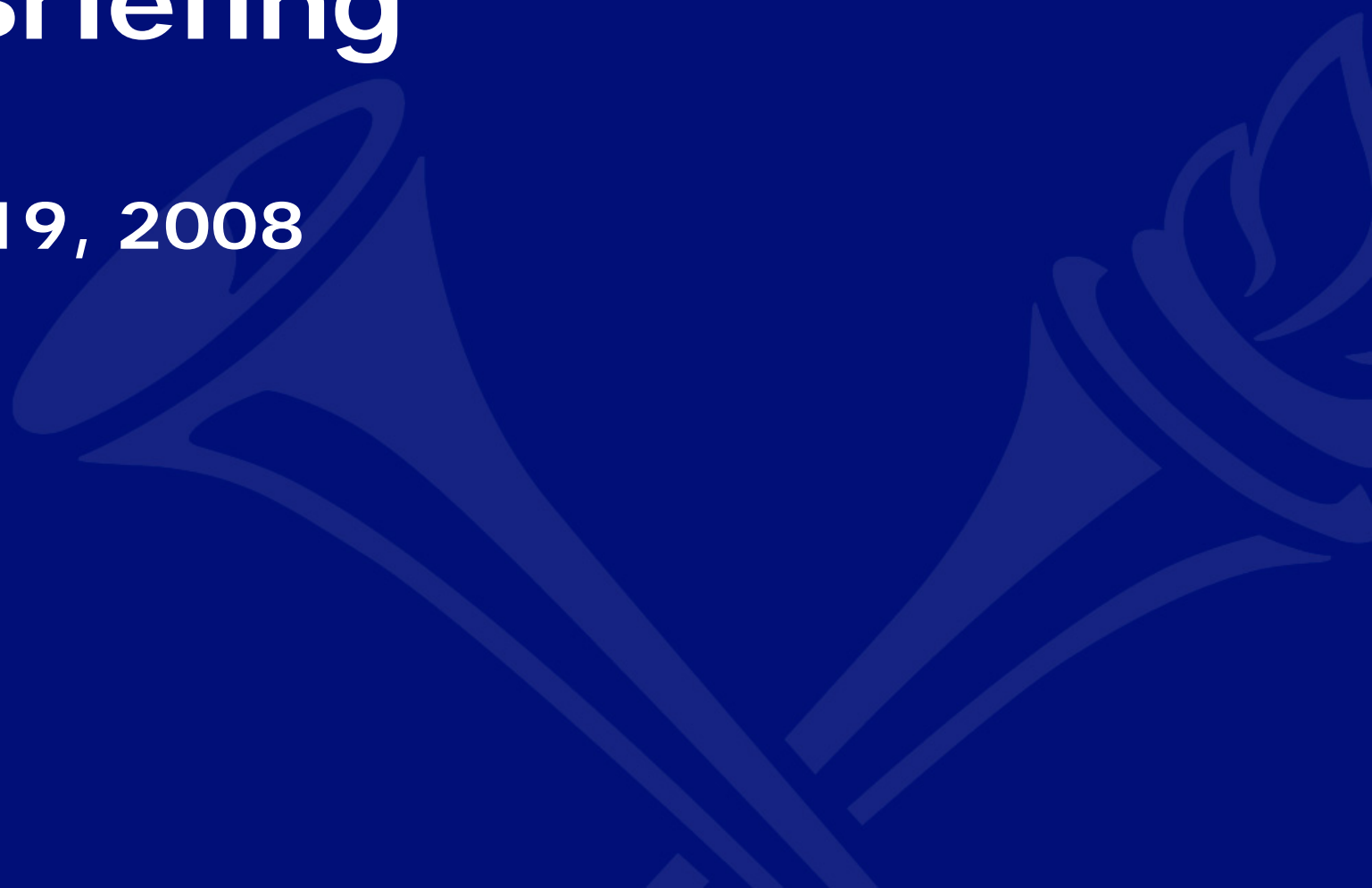


# IT Briefing

June 19, 2008



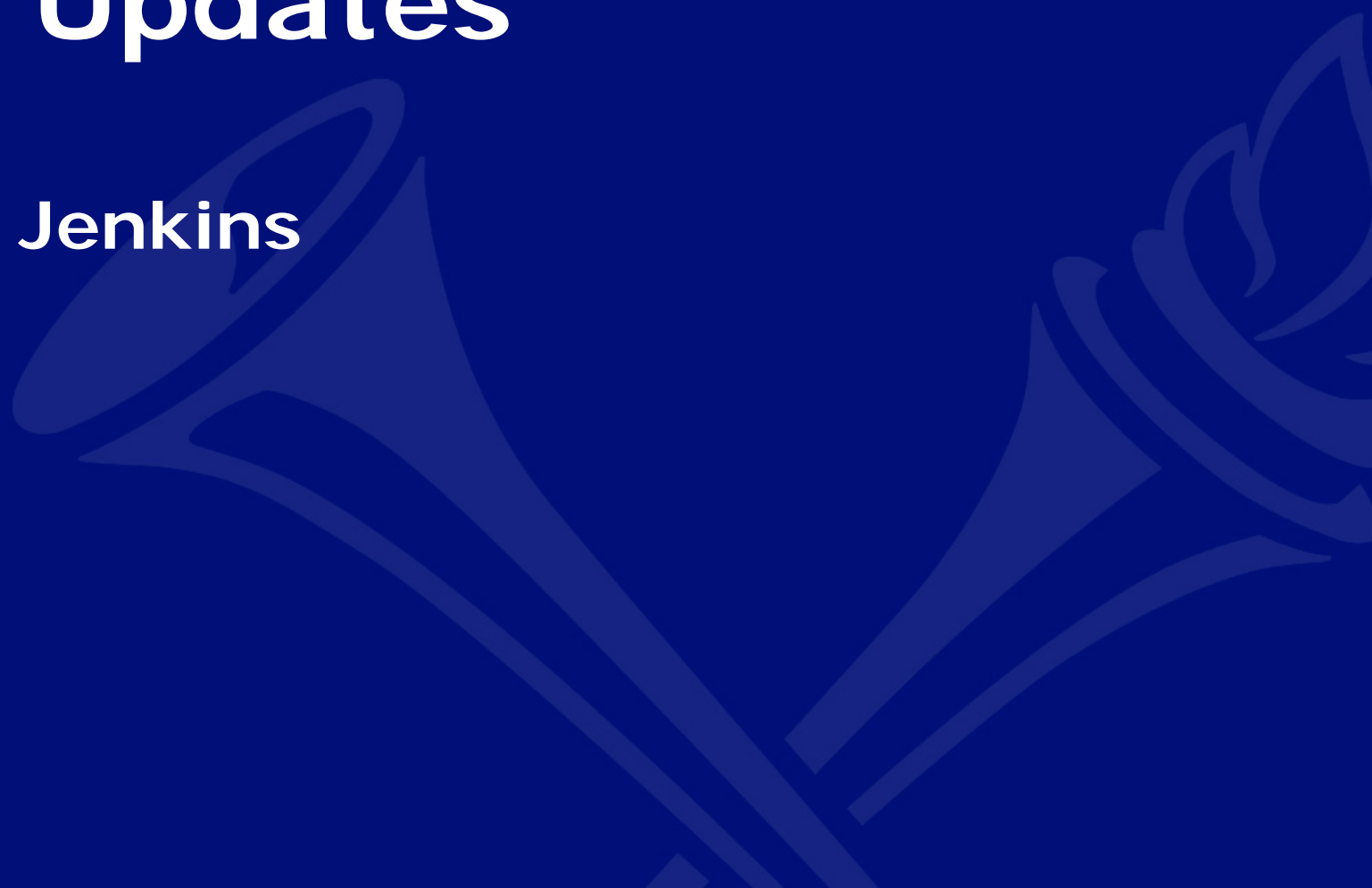
# June 19, 2008

## Agenda

- CTS Updates
- Server Virtualization
- Email Names
- Meeting Maker
- Web CMS
- Resource25
- WebFocus
- Karen Jenkins
- Steve Siegelman
- Jay Flanagan
- Jay Flanagan
- Lee Clontz
- Marshall Upshur
- Graydon Kirk

# CTS Updates

Karen Jenkins



# CTS Updates

## Various

- F&A IT Manager
  - Search Committee identified 3 finalists
  - Interviews with OIT executives on 7/1
  - Remaining team will transition on 9/1
- LANDesk class 7/14 – 18 (2 seats)
  - 1,427 per student
  - Email [tarmour@emory.edu](mailto:tarmour@emory.edu)
- Web Hosting
  - Initial Solaris patch on 5/18 unsuccessful (NFS server not enabled)
  - Successful patch on 6/8
  - Moving on to test ACL issue with new patch and update Veritas
  - Secure.web currently in test

# CTS Updates

## IT-Alert - CSI

- Implemented suggestions
  - Additional FYI/SIR summary selections
  - Date/time stamp for Updates
  - Scheduled maintenance time stamps changed to date/time scheduled vs. reported
- Outstanding suggestions
  - PDA compatible status page
  - Update indicator on status page
  - Feedback button
  - Revise homepage with more data

*Email other suggestions to: [uts-cts@listserv.emory.edu](mailto:uts-cts@listserv.emory.edu)*

# CTS Updates

## Revision to homepage

### Featured News



**19 May 2008 | New Enhanced IT-Alert System:** UTS now offers an improved notification system for receiving reporting IT service outages. The system will allow users to select from and subscribe to alerts by: University and/or Healthcare (fo...  
[\(see full story >>>\)](#) | [\(see all news stories >>>\)](#) | [RSS](#)

### FYI...

#### IT Alerts & System Status

11:38 am, Friday, June 6, 2008

-  Service: **LDAP**
  -  Service: **Exchange-HealthCare**
  -  Security Alert: **Windows CE 5.0**
- All other UTS systems are available.

#### Need Assistance?



Can't configure your wireless?...  
**IT HelpDesk** is ready!

#### Security Awareness

Got your Spyware  
 Patches up to date?

Get up-to-date...  
[Guard your privacy!](#)

### Featured Services

**EmoryExchange** - The common email and calendaring solution for *all* of Emory. The easy to use email, calendaring, & collaboration platform for both desktop/mobile use. [\(see service overview >>>\)](#)

# CTS Updates

## UTS Incident Response SLA

- Critical 90%
  - Acceptance: 1 hour
  - Resolution: 4 hours
- High 85%
  - Acceptance: 4 business hours
  - Resolution: 2 business days
- Medium 80%
  - Acceptance: 8 business hours
  - Resolution: 5 business days
- Low 80%
  - Acceptance: 24 business hours
  - Resolution: 8 business days

# CTS Updates

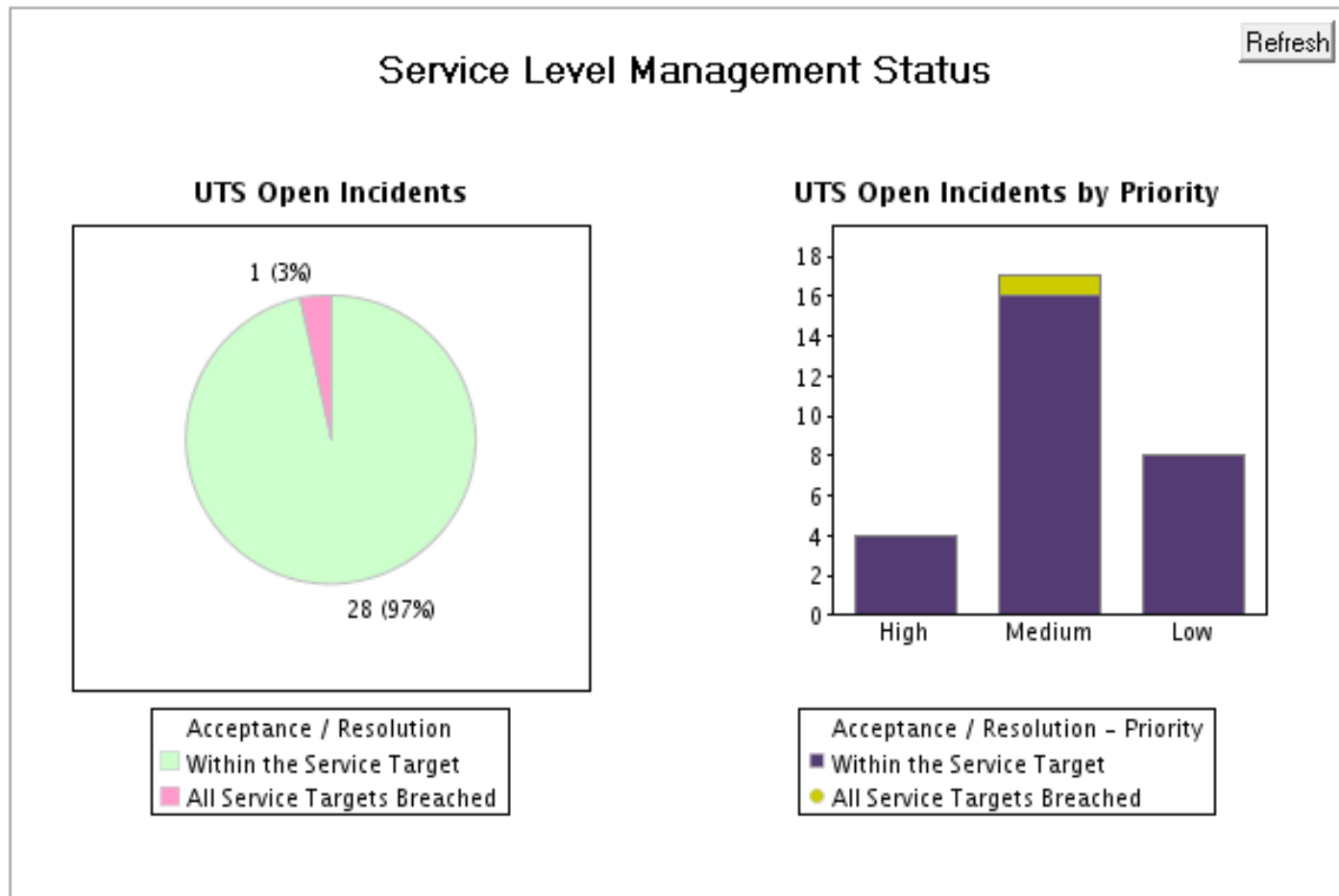
## Remedy SLM

- Helps manage and properly prioritize incidents to meet SLA targets
- Implemented for UTS on 6/9
  - 517 incidents created
  - 493 resolved without breach
  - No missed targets
- Escalations in place to managers and directors when specific thresholds are met
  - 80% of target email to manager
  - 95% of target email to director



# CTS Updates

## Dashboard of current state



# CTS Updates

## Incident Form

Healthcare Incident ID

Resolution and Recovery > Incident Closure > Closed

**SLM Status**  
Service Targets

Status\*  Status Reason

Impact\*  Priority\*

Urgency\*  Weight\*

New visual indicator in upper right hand corner to show the SLA status of each incident:

- Within service target
- One missed target
- All service targets breached
- No service target assigned

# CTS Updates

## SLM Tab

Customer	Contact	Classification	Work Info	Resolution	Tasks	Relationships	Date/System	SLM
<b>Service Targets</b>								
Service Target	Goal	Hours	Min	Cost Per Min	Due Date/Time	Progress		
UTS - Acceptance - Critical	Incident Respons	0.00	5.00	0.00 USD	6/5/2008 8:53:04 AM	Missed		
UTS - Resolution - Critical	Incident Resolutio	0.00	10.00	0.00 USD	6/5/2008 8:58:04 AM	Met		

New SLM tab displays the service targets associated with each incident and clearly shows the due date and time for each target as well as the status (met, missed, in progress)

# Server Virtualization

Steve Sielgelman

# Server Virtualization

## UTS Project Update

- Project Status
- What to VM
- Standard Cluster
- Phase One Status – UTS Hardware Refresh
- Phase Two – What's to Come
- Demo of Existing Infrastructure
- Q & A

# Server Virtualization

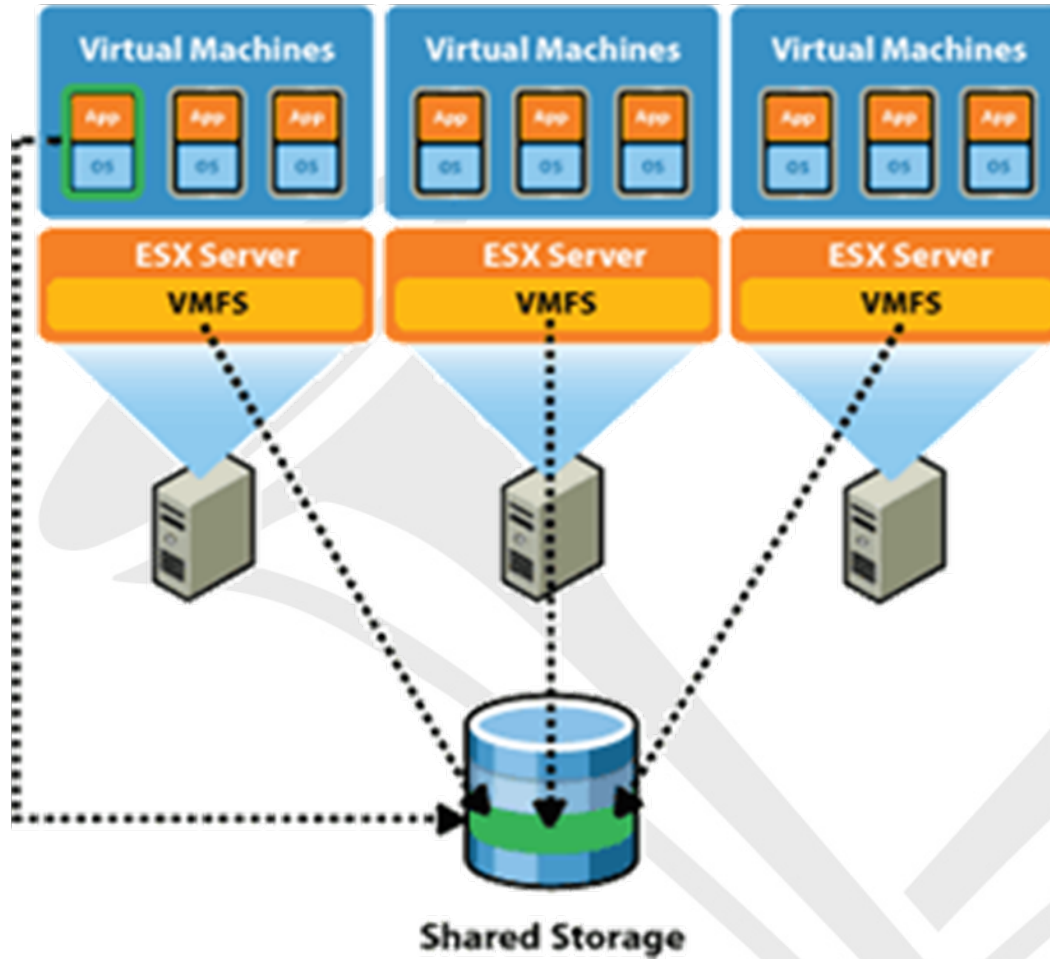
## To VM or NOT To VM

*“For any new initiative, it is the direction of UTS to Virtualize first before deploying physical hardware.”*

- VM Candidates:
  - Occasionally used development servers
  - Underutilized servers
  - Servers that have seasonal use
  - Application software that the vendor will support running in a VM
- Not VM Candidates:
  - IO intensive applications such as Oracle or SQL Server databases
  - Application software that is unsupported by the vendor in a VM infrastructure
  - Applications with a large memory footprint.

# Server Virtualization

## VMware ESX – Three Node Cluster



\* Source – VMware Website

# Server Virtualization



## Phase One

- Two VMware Clusters
  - 3 Node Cluster – DMZ - Completed
  - 3 Node Cluster – Admin Core - Completed
- Targeted VMs – In Progress
  - 39 VMs – DMZ – 19 VM's Deployed
  - 23 VMs – Admin Core – 7 VM's Deployed



# Server Virtualization



## VM's Deployed

- Citrix Servers
- LDAP-Proxy Servers
- LDAP POC
- LearnLink Gateway Servers
- R25 Web/Application Servers
- Webfocus Reporting Server
- Effort Reporting
- Insight

# Server Virtualization

## VM's To Be Deployed By Summers End

- FTP/Interface Server
- Meeting Maker
- Eagle Webmail
- ControlM Batch Scheduler
- Active Directory/Domain Controllers
- LANDesk
- Web Statistics Server (AWStats)
- Etc...

# Server Virtualization



## Phase Two – Fall '08

- Academic Core Cluster Build Out
  - 3-5 Node Cluster – Academic Core
- Grow Out DMZ & Admin Core Clusters As Needed
- Campus Wide Hosting Offering

# Server Virtualization



## Demo

Demo of existing Infrastructure



# Server Virtualization

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**Questions**

# EMNA Project & Security Scanning

Jay Flanagan



# Email Names Project

## Goals

- Project Officially Kicked off on June 12<sup>th</sup>
- Policy reviewed by OIT Management and ITPC
- Simplify how email names are chosen across the university and healthcare

# Email Names Project

## Status

- Specific task list for project is in the process of being put together
- Time-line for project in process



# Email Names Project



Questions

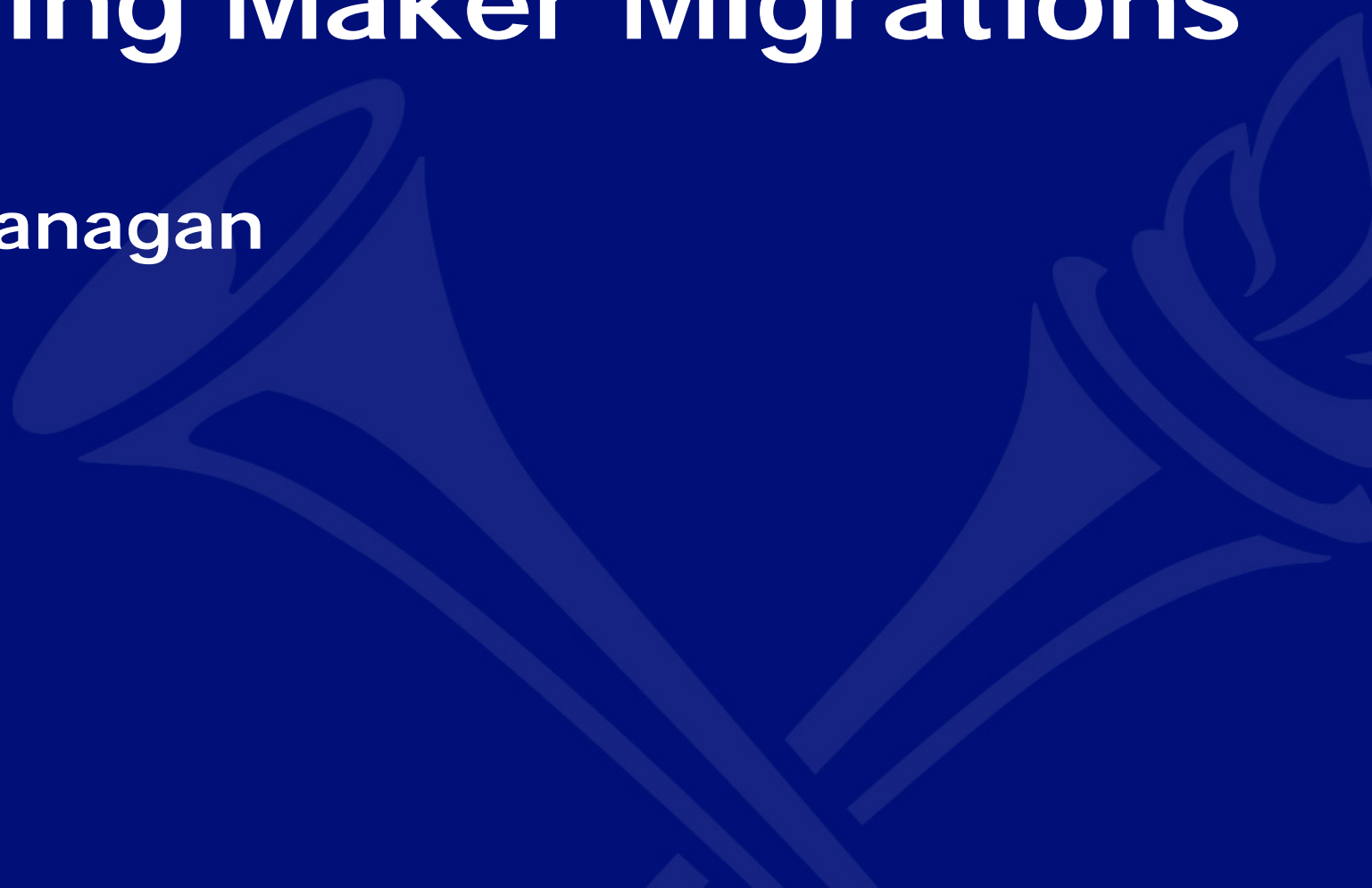
# Security Scans

## FQDN & IP Addresses

- Academic
  - itness1.cc.emory.edu
  - 170.140.204.48
- Admin
  - s1.cc.emory.edu
  - 170.140.13.11
- DMZ
  - s2.cc.emory.edu
  - 170.140.9.53

# Meeting Maker Migrations

Jay Flanagan



# Meeting Maker

## Scheduled Migrations

- FMD – June 13<sup>th</sup> – Completed
- Theology – Ongoing
- College - Ongoing
- Genetics Pilot – June 18<sup>th</sup>
- Campus Life Pilot – June 18<sup>th</sup>
- Library (includes Health Sciences) – July 18<sup>th</sup>
- Genetics Full Migration – July 25<sup>th</sup>

# Meeting Maker

## Scheduled Meetings

- SOM – Met in May
- SPH – Met in May – Sample of users migrated
- Yerkes – 2<sup>nd</sup> meeting June 19<sup>th</sup>
- SON – June 24<sup>th</sup>
- Others – Being Planned

# Meeting Maker

## Listservs

- [MMMUC-L@listserv.cc.emory.edu](mailto:MMMUC-L@listserv.cc.emory.edu)
  - This listserve is for users who want to reach out specifically to the Meeting Maker Migration Team. First available team member will reply as is possible; all receive it.
- [MMMLS-L@listserv.cc.emory.edu](mailto:MMMLS-L@listserv.cc.emory.edu)
  - This listserve is “Open to all, for all, from all” and it’s ready for sign-up. It’s an open forum for all who are taking part in the Meeting Maker Migration that will lead to consolidated calendaring in Exchange.

# Meeting Maker

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Questions

# Cascade Content Management System

Lee Clontz





# Web CMS

## What is Cascade?

- Chosen by cross-functional team
- Initially in support of new homepage project
- Pilot sites currently underway

# Web CMS

## Cascade Advantages

- Entirely XML/XSL-based
- Load balanced
- Local, higher-ed focused company
- Encourages content, code reuse
- Easy-to-use for content contributors
- New Emory templates

# Web CMS

## Content Editing Demo

- Bright Ideas



# Web CMS

## What's Next?

- Finish pilots
- Launch homepage, news, strategic plan sites
- Training for content contributors and template administrators in early fall
- System available for use in fall
- TechTalk and documentation to come

# Questions

# Resource25

Marshall Upshur



# Resource25

## Schedule & Enhancements

- R25 v3.3 go-live 6/30
- New url: [r25web.service.emory.edu](http://r25web.service.emory.edu)
  - Redirect for old url during transition
- New virtual server environment
  - Enhanced performance & reliability
- Web services capability for integration
- New Citrix environment
  - Client/ICA files distributed through R25 main website

# Resource25

## Distribution of Citrix Client

- Local support on 6/29 via email:
  - GBS
  - Cannon Chapel
  - Chemistry
  - College Office
  - Registrar Office
  - Law School
  - Medical School
  - Grady Campus
  - Music Department
  - Nursing School
  - Oxford College

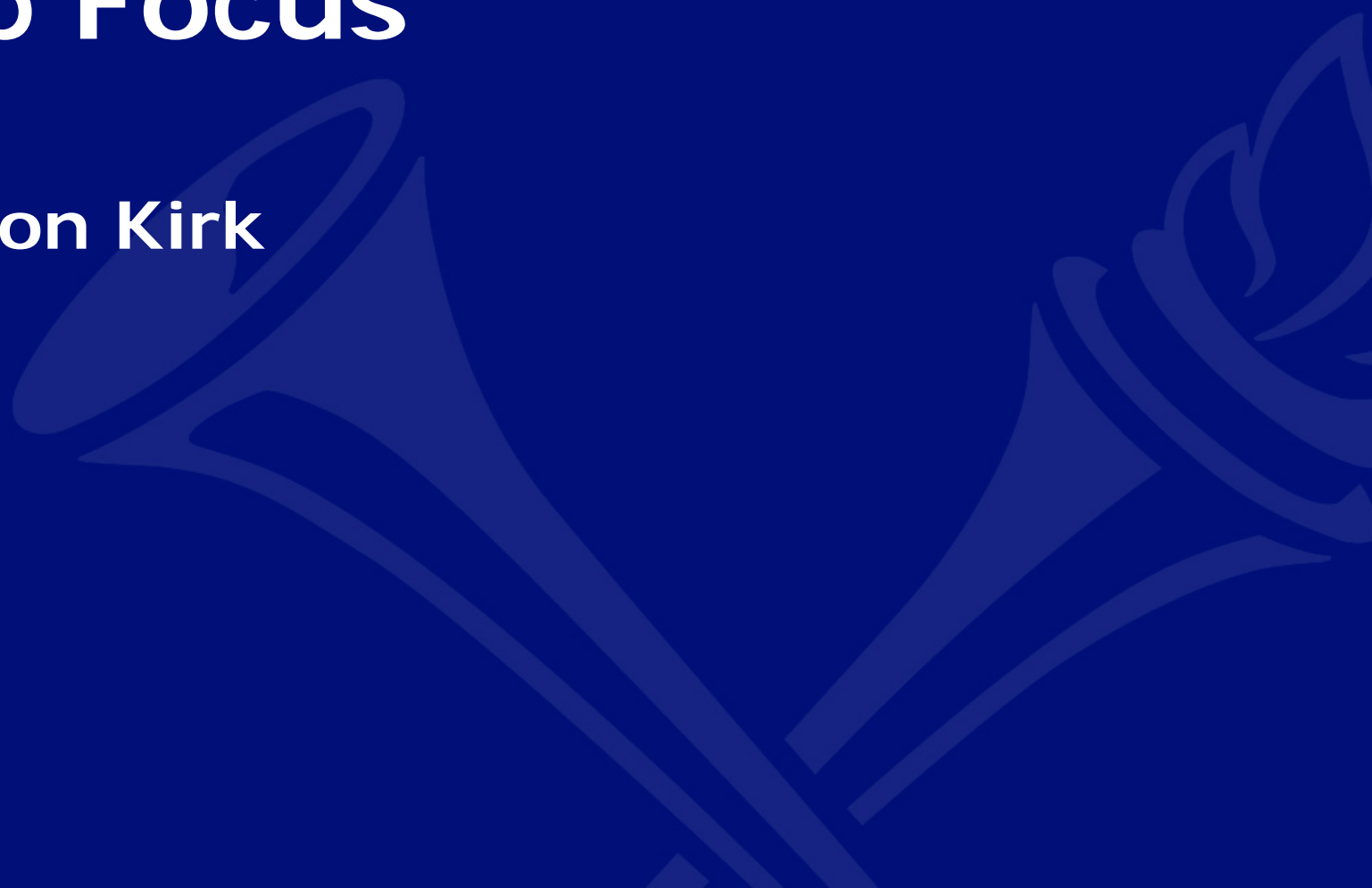


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# Questions

# Web Focus

Graydon Kirk



# WebFocus

## Schedule & Enhancements

- Go-live Monday 7/14/2008
- Part of Project Compass
  - PeopleSoft Financials
- Keeping customer experience the same
- New blade technology
- Dev and Prod currently in test
- Communications to customers ongoing

# Questions