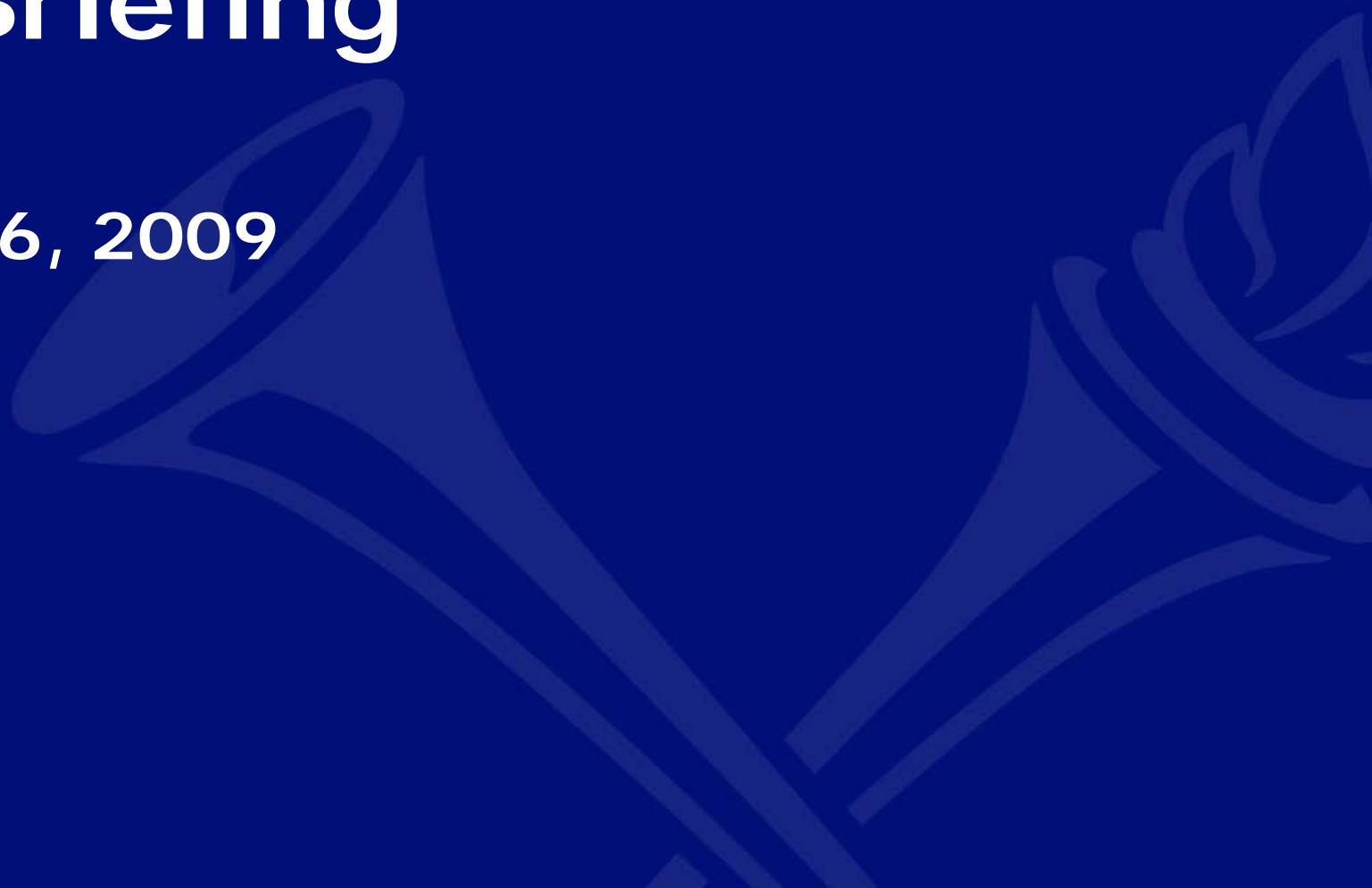


IT Briefing

July 16, 2009



July 16, 2009



Agenda

- Internet2 & TippingPoint
- Back to School
- Apple@Emory
- Research & Health Sciences IT
- Service Catalog & ITSM Evaluation
- Document Imaging
- Webmail High Availability
- Alan White
- Dawn Francis-Chewning & Daniel Palmer
- Alan R. Cattier
- Marc Overcash
- Karen Jenkins
- Felicia Bianchi
- David Gottschalk

Internet2 and TippingPoint

Alan White

TippingPoint IPS

What is TippingPoint?

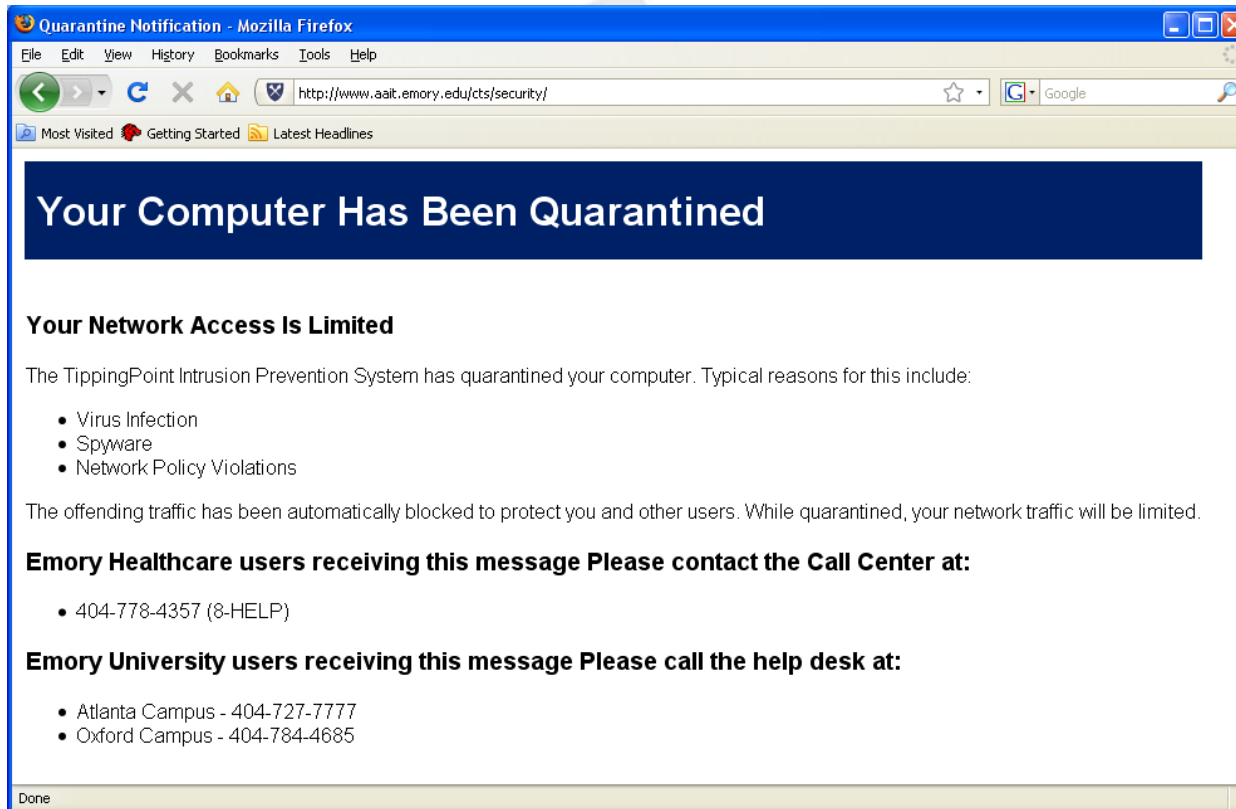
TippingPoint sits inline on the network and inspects traffic for known exploits and policy violations

<input type="radio"/> Real-time <input checked="" type="radio"/> Last Day Start Time: 7/12/09 5:02:22 PM EDT End Time: 7/13/09 5:02:22 PM EDT						
Time	Severity	Name +	Category	Action	Hit Coun	Profile
		4463: SYMANTEC: AntiVirus Client Buffer Overflow (461)			3789	
		3885: HTTP: PHP File Include Exploit (356)			720	
		1456: MS-SQL: Slammer-Sapphire Worm (61)			61	
		5121: Telnet: Login Bypass (General) (22)			26	
		4270: HTTP: PHP Code Injection (5)			20	
		4212: HTTP: PHP File Include Vulnerability (13)			20	
		5291: MS-RPC: Microsoft DNS Service Buffer Overflow (2)			12	
		3601: HTTP: PHP File Include Vulnerability (6)			10	
		1695: HTTP: .bat Command Execution (2)			8	
		4810: HTTP: PHP File Include Exploit (5)			6	

TippingPoint IPS

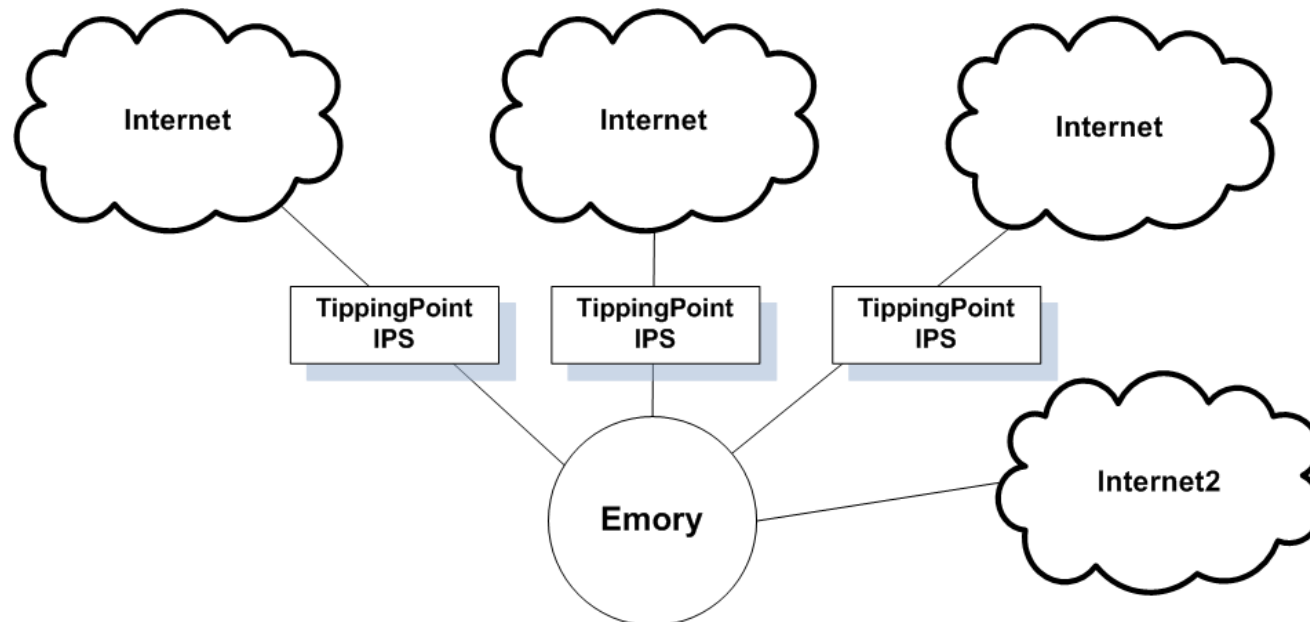
Quarantine

TippingPoint is also used to quarantine IP addresses



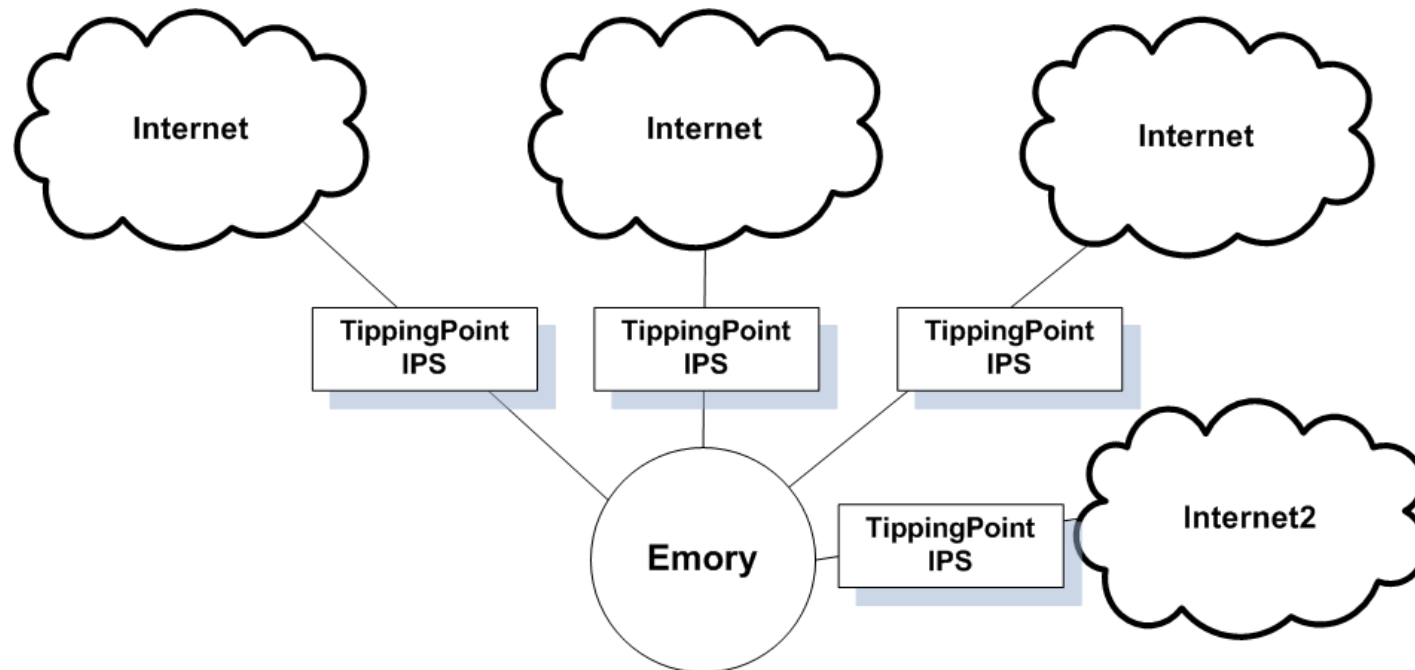
TippingPoint IPS

Current Deployment



TippingPoint IPS

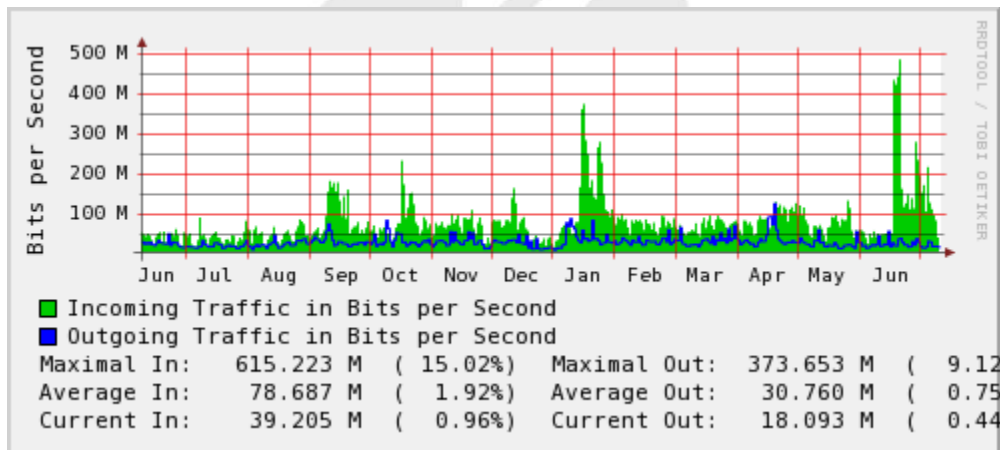
Coverage for Internet2



TippingPoint IPS

Coverage for Internet2

- Internet2 is 10 Gbps
- Our current TippingPoint boxes are 1.2 Gbps
- Emory has not exceeded 1.2 Gbps in the past year



TippingPoint IPS

Coverage for Internet2

- Insert TippingPoint IPS unit between Emory and Internet2
- Gather information and let management decide if we should invest in a solution that can cover 10 Gbps

TippingPoint IPS

Coverage for Internet2

- Proposed implementation:
 - July 29th between 9pm and 10pm
- Waiting on CRB approval

TippingPoint IPS

A large orange question mark is centered on the slide. Overlaid on the question mark is the word "Questions" in a bold, yellow, sans-serif font. In the background, there is a faint, light gray watermark of a rose, which is a symbol associated with Emory University.

Questions

Back to School

Dawn Francis-Chewning
& Daniel Palmer

Back to School

On Your Mark



EMORY



Back to School

Already?

- When does it happen?
- Who is it for?
- Why do we do this?
- What's different?
- How do we do it?

Back to School

Get Set!

Emory On Line (EOL)

- 64 bit support
 - Symantec Endpoint Protection
 - Skype Supernode
 - Adobe Flash
 - FirstClass
- *Fewer Windows Updates
- *MalwareBytes in manual install

Back to School

It's a Go!

BTS Now & Then Review: July 23

Account Master/Coordinator Trg 8/3

Tech Training: August 20

Anticipated Arrivals

August 19 – International Students
& Student Athletes

August 22 – Saturday, Freshmen

August 23 – Sunday, Upperclass

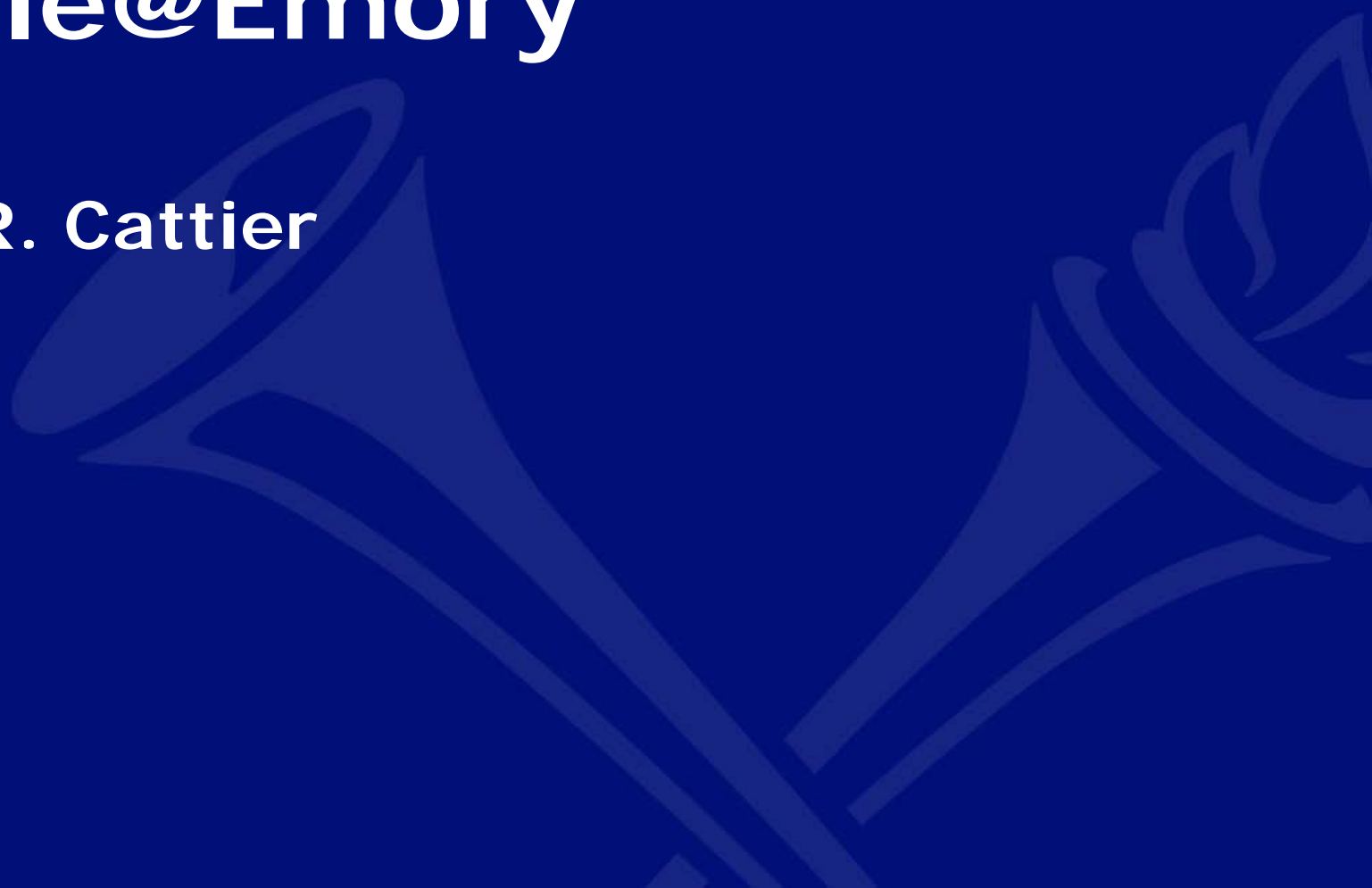
Back to School

A large, bold, orange question mark is centered on the slide. The word "Questions" is written in a bold, yellow, sans-serif font across the middle of the question mark.

Questions

Apple@Emory

Alan R. Cattier



SAVE THE DATE!

October
12th, 2009

Apple@Emory

October 12th, 2009

- Focuses
 - Snow Leopard
 - Apple Mail and Exchange 2007
 - Entourage and Exchange 2007
 - Citrix, VDT, and the Mac
 - Parallels and VMware Fusion
 - iPhone and iPod Touch
 - Apps in the Medical Arena
 - Securing your Device

Apple@Emory

October 12th, 2009

- Other Highlights
 - Emory Genius Bar
 - Favorite Emory MacTips
 - TechTrack with Emory MacExperts
- Save the Date
- Look for Online Registration
- Tell Your MacUsers and Apple Curious

Apple@Emory

October 12th, 2009

- Thank You to:
 - Megan Levitt: SOM
 - Tiffany Kady: SPH
 - Eric Logan: OIT
 - Shea Jarman: UTS
 - Jim Brown: Oxford
 - Damon Lynch: ECCS
 - Marcus Rodriguez: Library
 - Alex Kyrychenko: Library

Questions

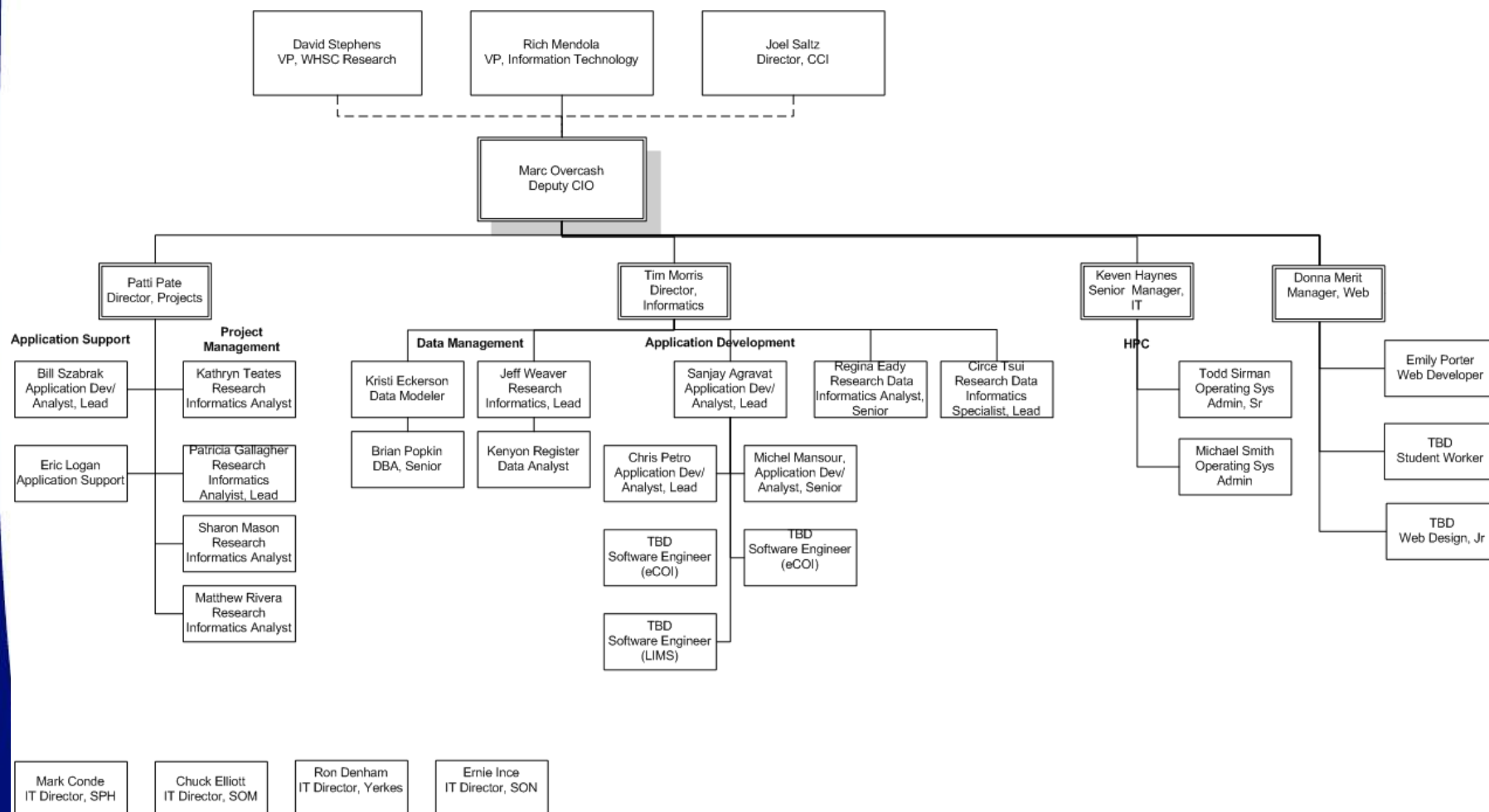
Research & Health Sciences IT (R&HS)

Marc Overcash

Briefing On

- Division of Research & Health Sciences IT
- Key Projects/Platforms

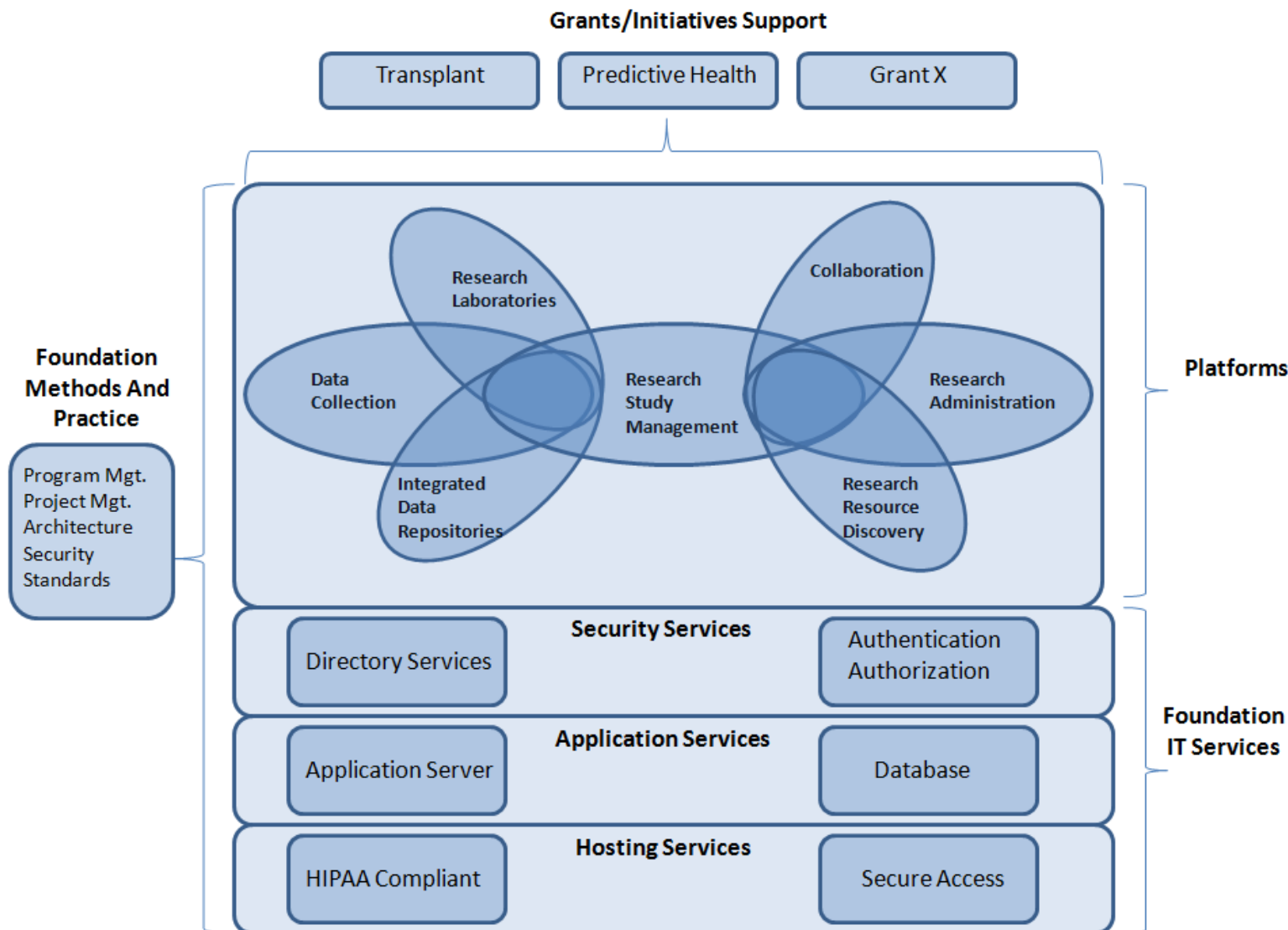
Organization Chart



Boxes Aside

- 28 FTE positions
- Bifurcated missions of:
 - Supporting Research through IT
 - Coordinating WHSC IT
- Key Areas:
 - HPC
 - Web Design
 - Data Management
 - Project Management
 - Programming
 - Research Areas (Research LIMS, Data Capture)

Portfolio Diagram



Platforms/Key Services

- eBIRT
- Data Capture
 - Surveys
 - Electronic Case Reports
- Virtual BioRepository
- High Performance Computer Cluster
- Web Design Group

eBIRT

Electronic Biomedical
Interactive Resource Tool



eBIRT



Atlanta Clinical & Translational Science Institute
Community · Discovery · Training

EMORY MOREHOUSE SCHOOL OF MEDICINE Georgia Tech

About Key Functional Areas Research Resources Education & Training Funding Opportunities Submit a Request

Keyword Search
Keyword Search

Browse Hierarchy
Antibody Services
Bioinformatics
Consultation and Special Services
► Consumable
► DNA Analysis
Data Storage Services
► Epigenetics
► Flow Cytometry
► General Laboratory Services and Equipment


Refine Results
[Dropdown Menu]
[Text Area]
Clear




Resource Services
[List of Services]

- Investigators find resources
 - Cores
- Emory University & Morehouse School of Medicine
- National Efforts

Electronic Data Capture

Demographics

 Editing existing Study ID "1"

Study ID	1
Demographic Characteristics	
Date subject signed consent	<input type="text"/>  YYYY-MM-DD
First Name	<input type="text"/>
Last Name	<input type="text"/>
Contact Information	
Street, City, State, ZIP	<input type="text"/>
Phone number	<input type="text"/> Include Area Code
Second phone number	<input type="text"/> Include Area Code
E-mail	<input type="text"/>
Gender	<input type="text"/> 
Race	<input type="radio"/> Caucasian <input type="radio"/> African American <input type="radio"/> Hispanic <input type="radio"/> Asian <input type="radio"/> Other
Date of birth	<input type="text"/> 
Height (cm)	<input type="text"/>
Weight (kilograms)	<input type="text"/>
Dry weight (kilograms)	<input type="text"/>

[reset value](#)


- Data Entry
- Demographics
 - Baseline Data
 - Month 1 Data
 - Month 2 Data
 - Month 3 Data
 - Month 4 Data
 - Month 5 Data
 - Month 6 Data
 - Completion Data

- Applications
- Data Export Tool
 - Data Import Tool
 - Data Comparison Tool
 - Data Logging
 - File Repository
 - Mid-Study Modifications
 - Data Dictionary
 - User Rights

Layout

Change page width:
Normal | Wide | Widest

Click color below to change page background:




[View all my REDCap projects](#)

Features:

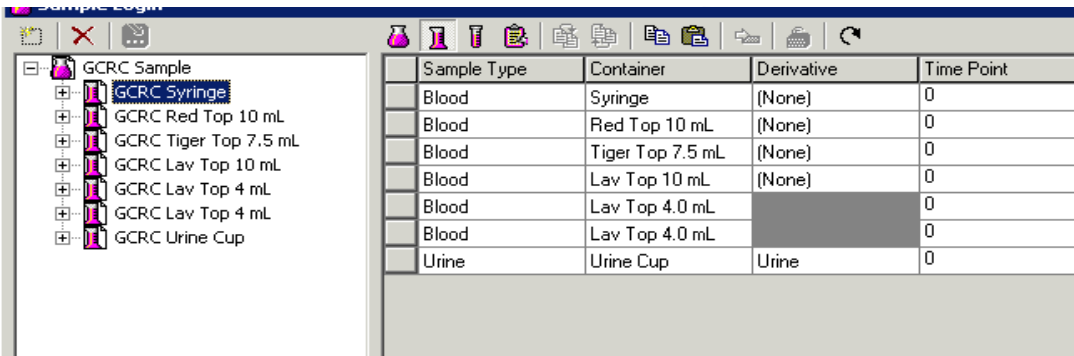
- Skip Patterns/ Data validation
- Longitudinal Study Support
- Export to analysis tools (SAS, SPSS)

Types:

- Surveys (a la WebMonkey)
- Clinical Research

Virtual BioRepository

Laboratory Information Management Systems



The screenshot shows a LIMS interface with a tree view on the left and a table on the right. The tree view lists sample types under 'GCRC Sample', including 'GCRC Syringe', 'GCRC Red Top 10 mL', 'GCRC Tiger Top 7.5 mL', 'GCRC Lav Top 10 mL', 'GCRC Lav Top 4 mL', and 'GCRC Urine Cup'. The table on the right displays the following data:

Sample Type	Container	Derivative	Time Point
Blood	Syringe	(None)	0
Blood	Red Top 10 mL	(None)	0
Blood	Tiger Top 7.5 mL	(None)	0
Blood	Lav Top 10 mL	(None)	0
Blood	Lav Top 4.0 mL		0
Blood	Lav Top 4.0 mL		0
Urine	Urine Cup	Urine	0

- Research Labs to manage data, specimens, quality control
- Connecting Research Labs together
- Searching across Multiple Repositories for Specimens

High Performance Computing



- 1024 node cluster
- Operation over 2 yrs
- Average 50% utilization last month
- Augmented with a Large Scale Memory Machine

Web Design Group



- Latest addition
- Content migrations onto Cascade
- Web site development
- Flash and interactive applications

Electronic Conflict of Interest

eCOI
electronic Conflict of Interest
Notifications

- The Investigator Financial Interest in Research Report for *wenwer* is pending completion. [Click here to complete](#)
- Please complete your saved External Activity Report for *Medarex, Inc.* [Click here to complete](#)
- Please complete your saved External Activity Report for *AAMC - Association of American Medical Colleges*

[View all notifications](#)
My Current External Activities as of 07/14/2009 ([Add New](#))

Emory ID	Company/ Entity	Total Compensation Previous 12 Months	Anticipated Total Days of Service	Start
E10027	AAMC - Association of American Medical Colleges	--	--	--
E10043	Medarex, Inc	\$ 10,000.00	15 days	05/10.
E10019	Medtronic, Inc	\$ 0.00	40 days	04/10.

My Current Investigator Financial Interest in Research Reports as of 07/14/2009 ([Add New](#))

Emory ID	COI Status	Research Title	Role	Funding Agency
F10029-01	Pending COI Approval	abod	PI	AAAAI - American Academy of Allergy, Asthma and Immunology
F10024-01	Pending Report Completion	wenwer	Study Coordinator	Abbott Labs

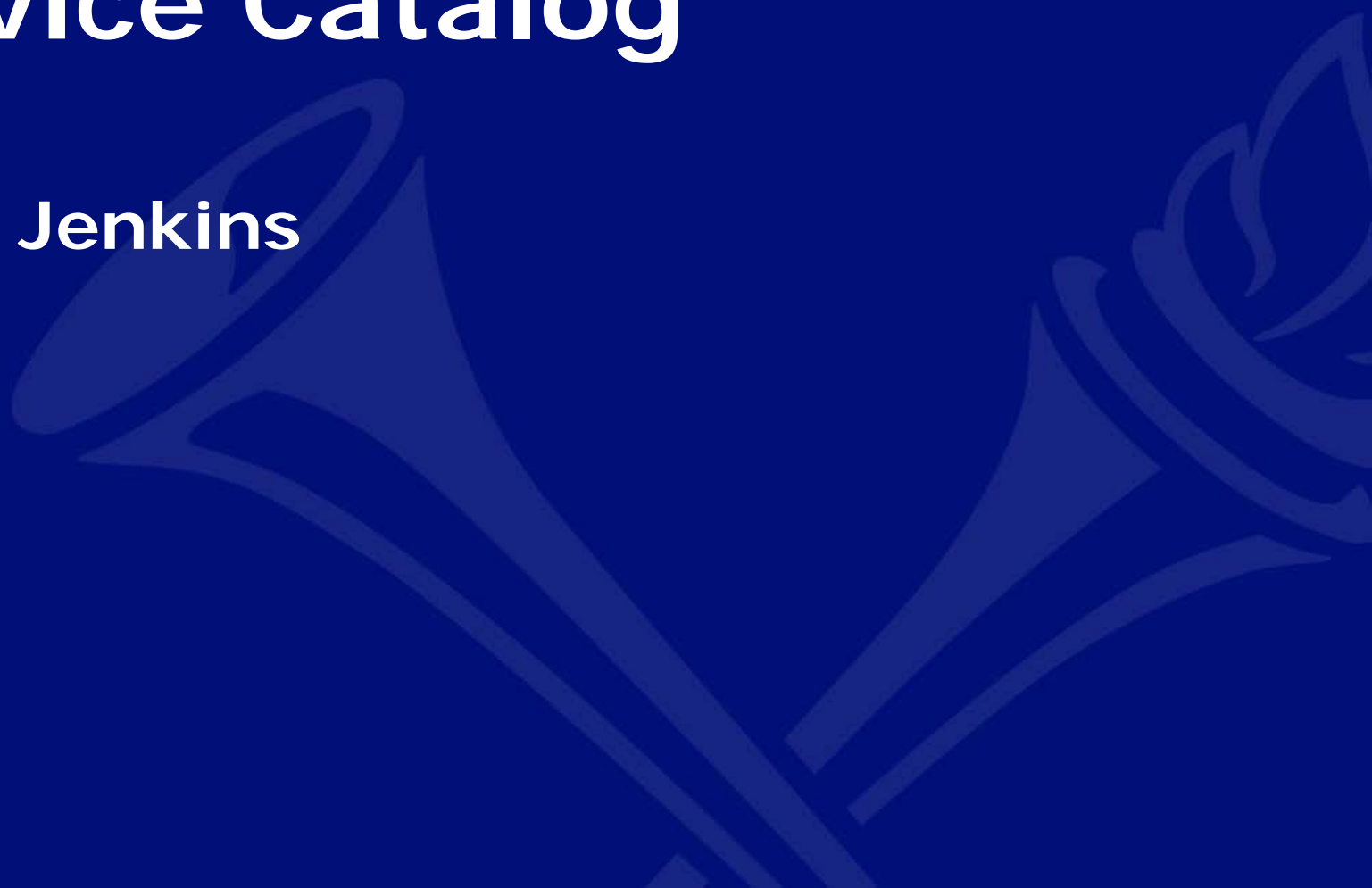
- Manage conflict of interests and conflict of commitments across University
- Annual certification process

Questions

A large, bold, orange question mark is centered on the slide, partially overlapping the word "Questions".

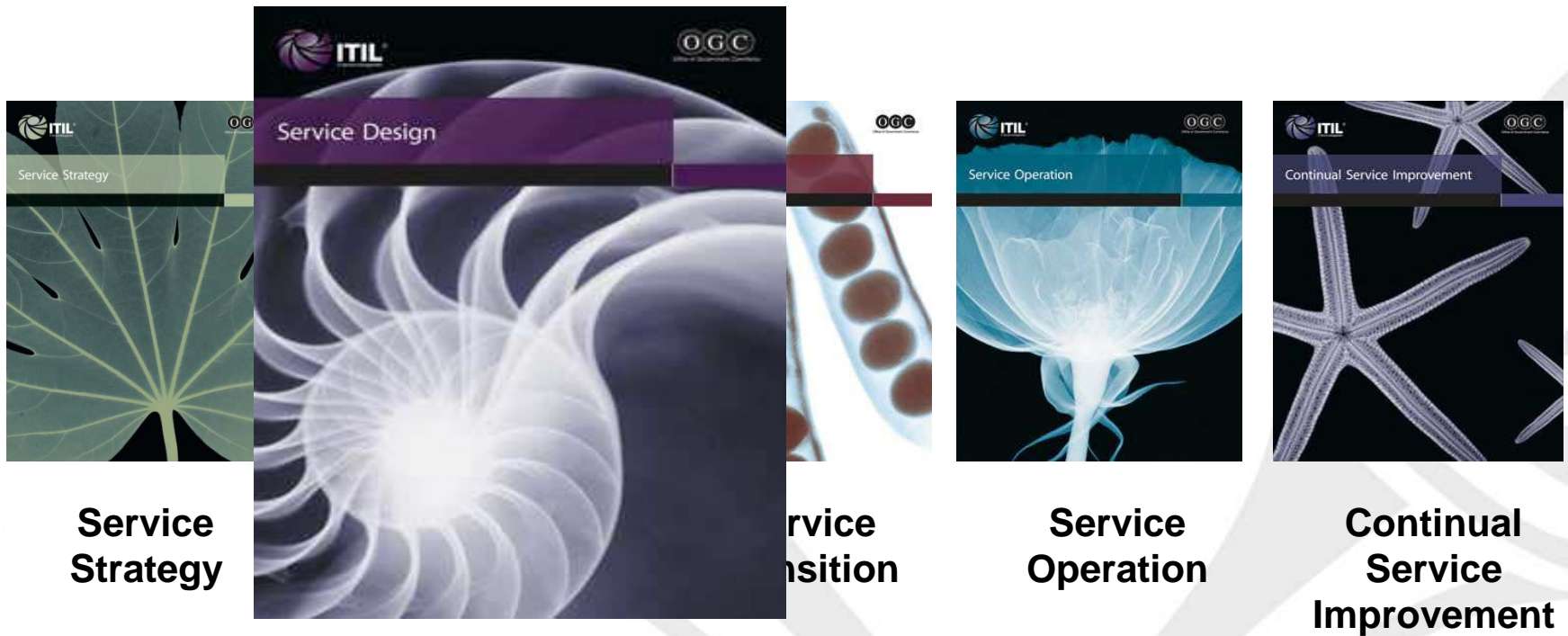
Service Catalog

Karen Jenkins



Service Catalog

Within Service Design



**Service
Design**

Service Catalog

Terminology

- Service Catalog (Phase I)
 - Defines the services that are in production or readily available
 - Defines the scope, conditions, options and service levels
- Service Request Catalog (Phase II)
 - List of available service requests
 - Value is measured in turn-around time, backlog, cost, customer satisfaction

Service Catalog

Restaurant Analogy

Do you order ingredients?

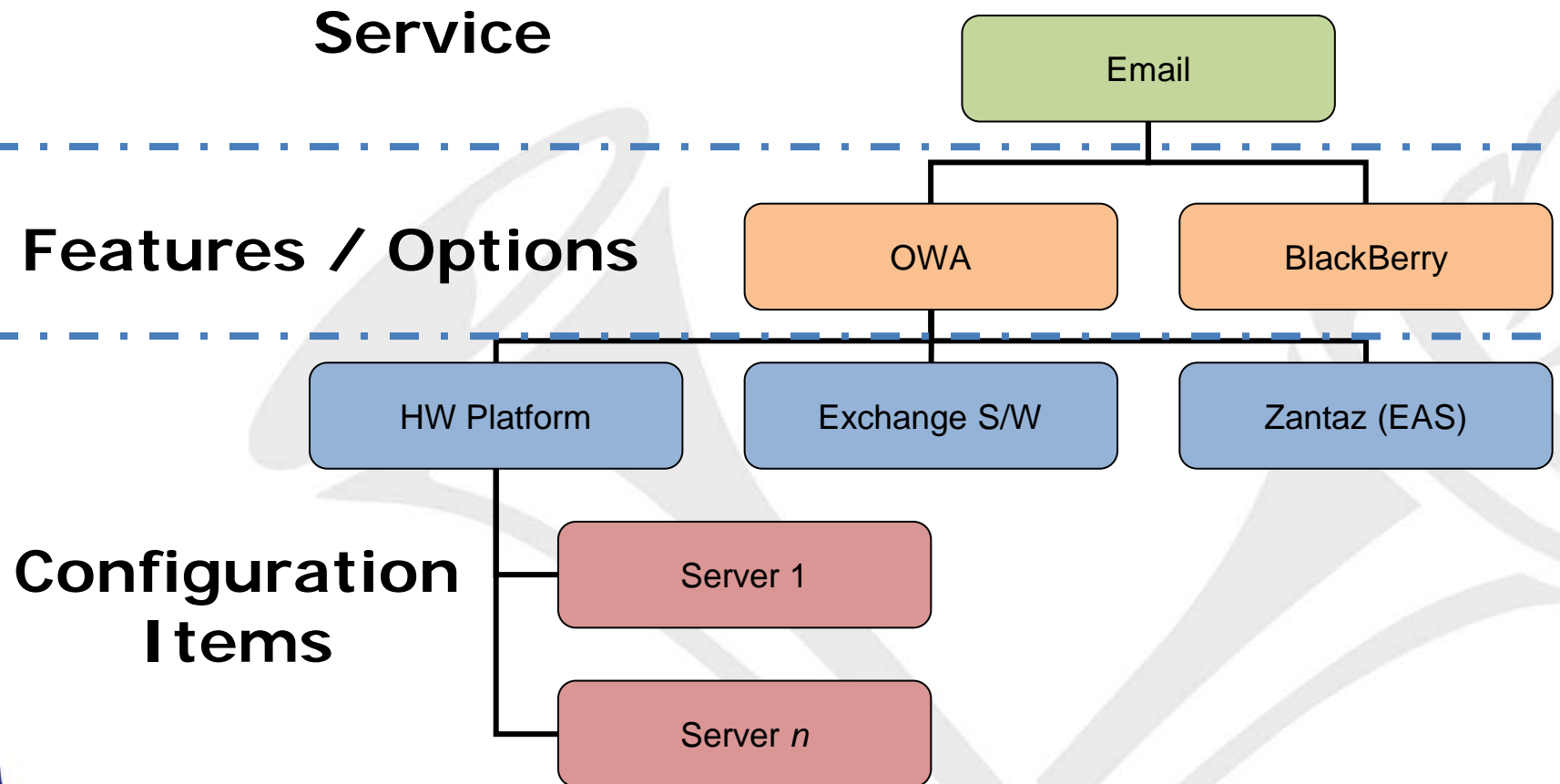
Eggs, butter, salt, pepper, garlic, bread crumbs, olive oil, oregano, mozzarella cheese, parmesan cheese, tomatoes, pasta, chicken

... or the entree?

Chicken Parmesan - *Breaded chicken breasts topped with Marinara sauce, roasted Bruschetta, Mozzarella and Parmesan cheese, and herbs. Served with linguini.*

Service Catalog

Email Example



Service Catalog

Guidelines

Do's

- 👍 Present in customer friendly terms
- 👍 Group according to business drivers
- 👍 Create a "menu" of Service Offerings
- 👍 Set initial customer expectations
- 👍 Create an Actionable catalog*

Don'ts

- 👎 List tasks organized by UTS departments
- 👎 List the functions of a team
- 👎 Identify the features of a service
- 👎 Write in technical jargon
- 👎 Provide all the gory technical details

**Service Request Catalog in Phase II*

Service Catalog

Approach

- Workshops with service owners to provide overview of services
- Customer oriented names & groupings
 - Eighteen open card sorting exercises with faculty/staff/students
 - 4 closed sorting exercises
- Developed in Cascade using Emory template
- Workshops with UTS, Local Support, and customers to obtain UI feedback

Service Catalog

Demo

<https://secure.web.emory.edu/it/staging/catalog>

Service Catalog

Local Support Workshops

- **Still scrubbing content** ... for now concerned with layout and usability
- Please attend a workshop
 - Friday July 17th 10:30 -5:00, North Decatur Building, Kennesaw 225
 - Monday July 20th 9:00 – 5:00, Woodruff Memorial Library, ECIT 217

Service Catalog



Questions

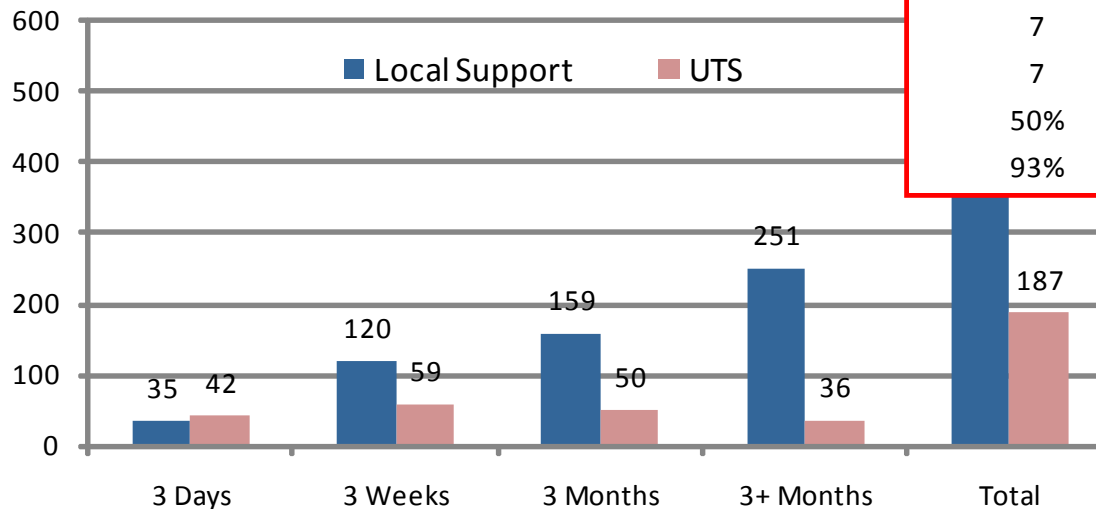
IT Service Management Evaluation

Service Management

Today

Incident Management Summary

Open Incidents - Aging Report



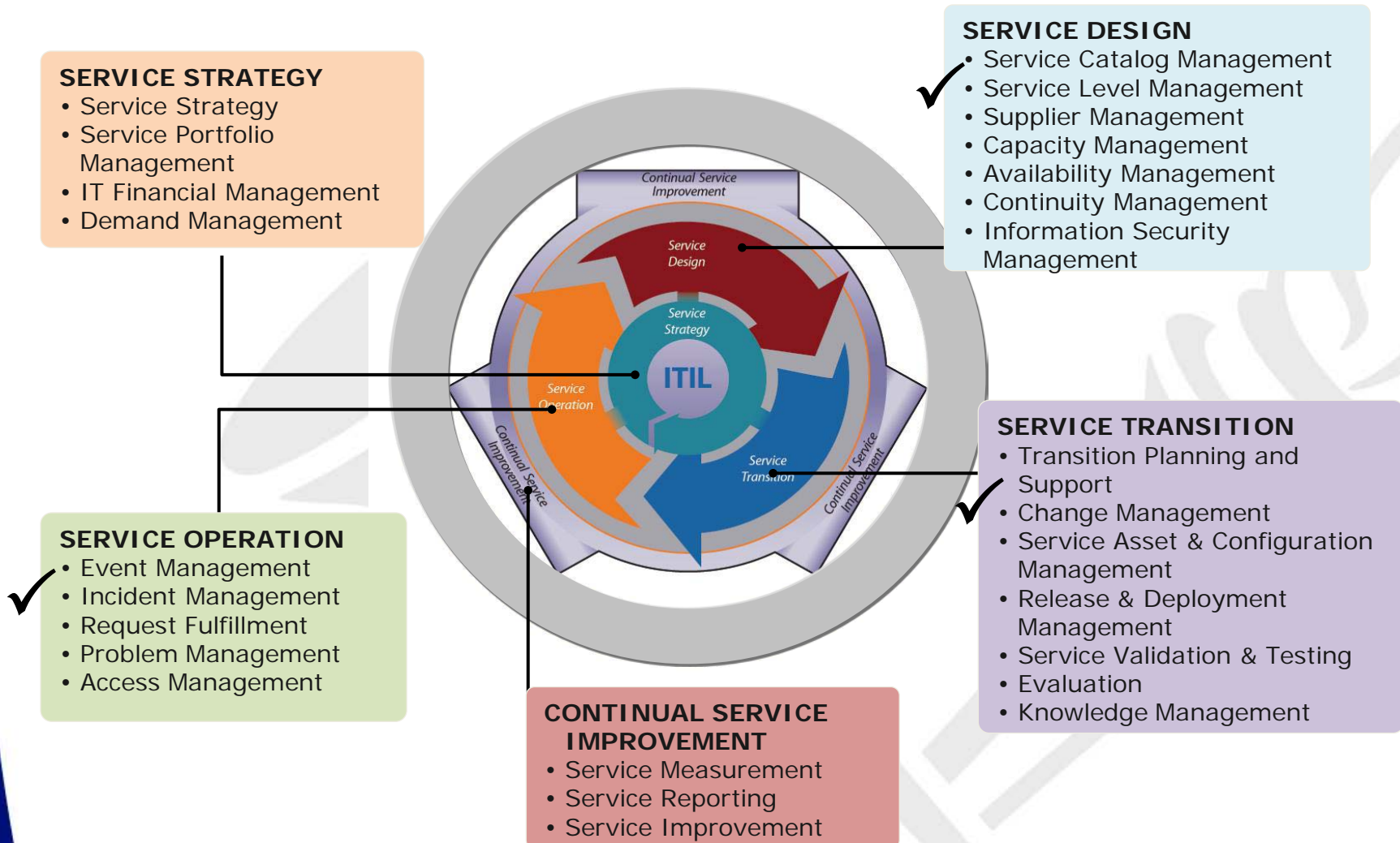
Change Management

8	RFCs submitted (wk)
7	RFCs approved (wk)
7	Changes implemented (wk)
50%	Successful Emergency Changes to date
93%	YTD Changes successful

Y - Annual

	Met	Missed	Actual	Goal
Critical	65	19	77.38%	90.00%
High	408	31	92.94%	85.00%
Medium	4559	449	91.03%	85.00%
Low	17826	64	99.64%	85.00%

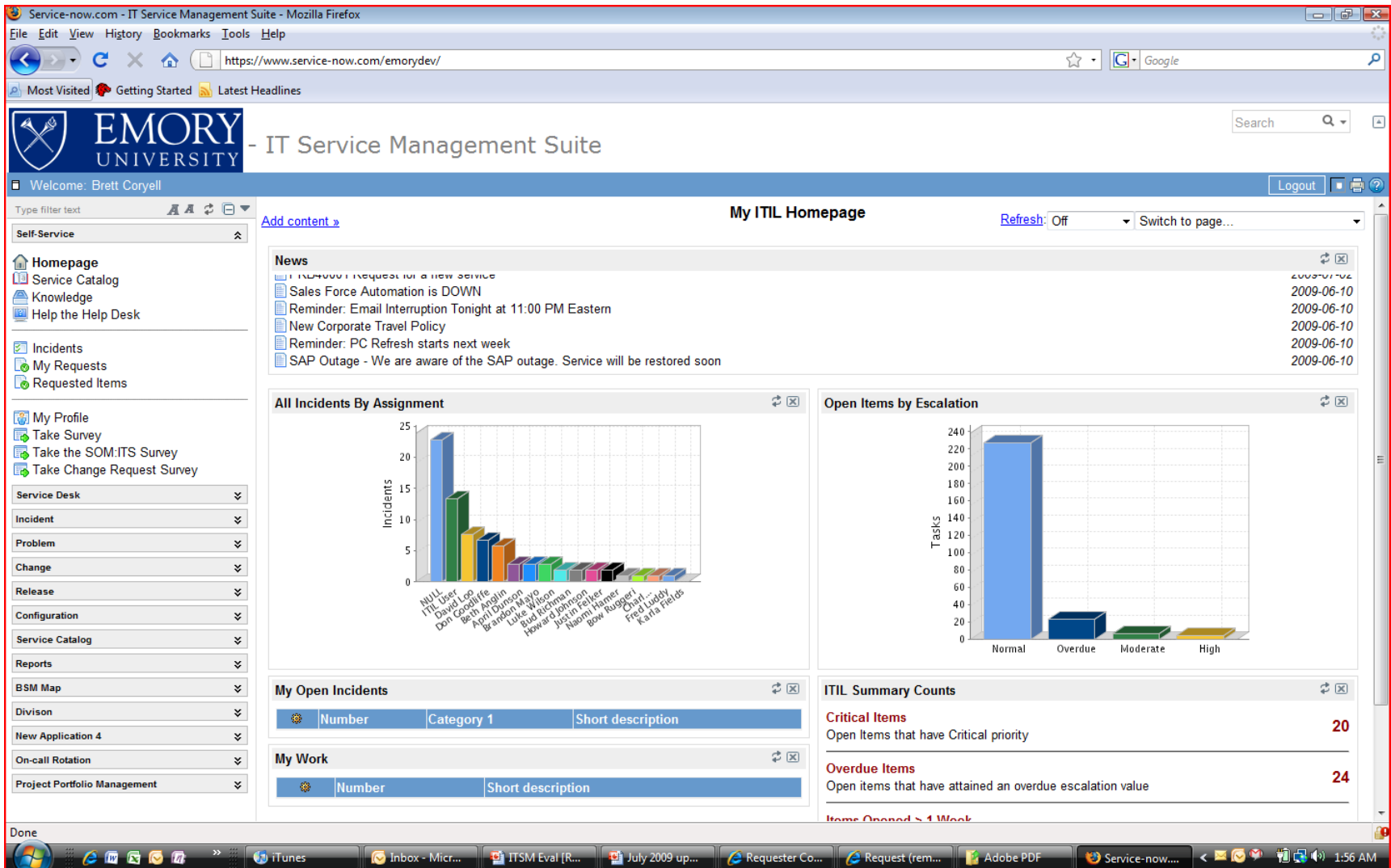
26 Processes



Service Management

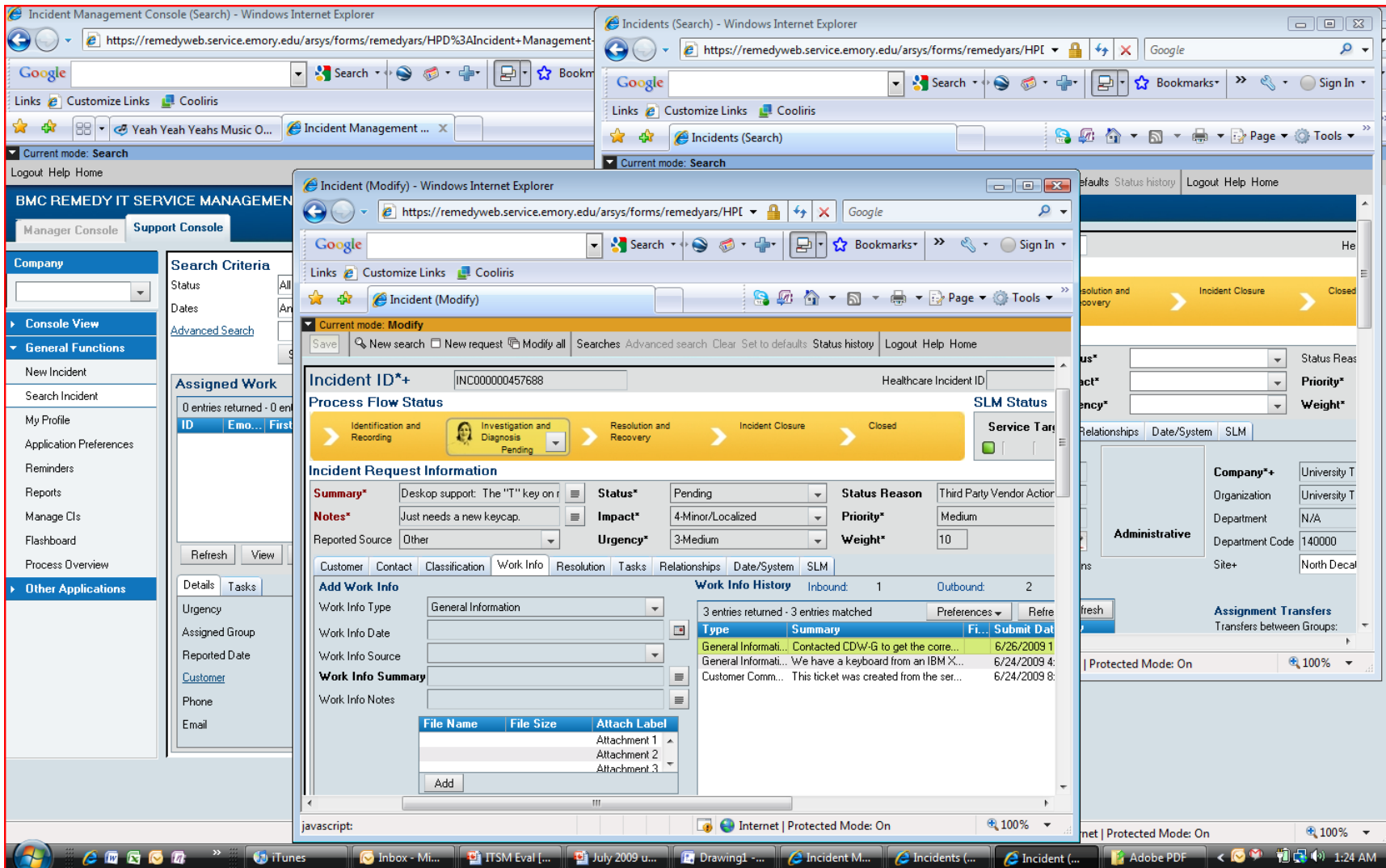
What If?

1. We could do more than Incident
2. We could actually find Services
3. Reporting wasn't based on Excel
4. Self service was real
 - a) For requests
 - b) For self-help
 - c) For status updates
5. We had a better interface
6. We could save money



Service Management

Today - How many clicks?



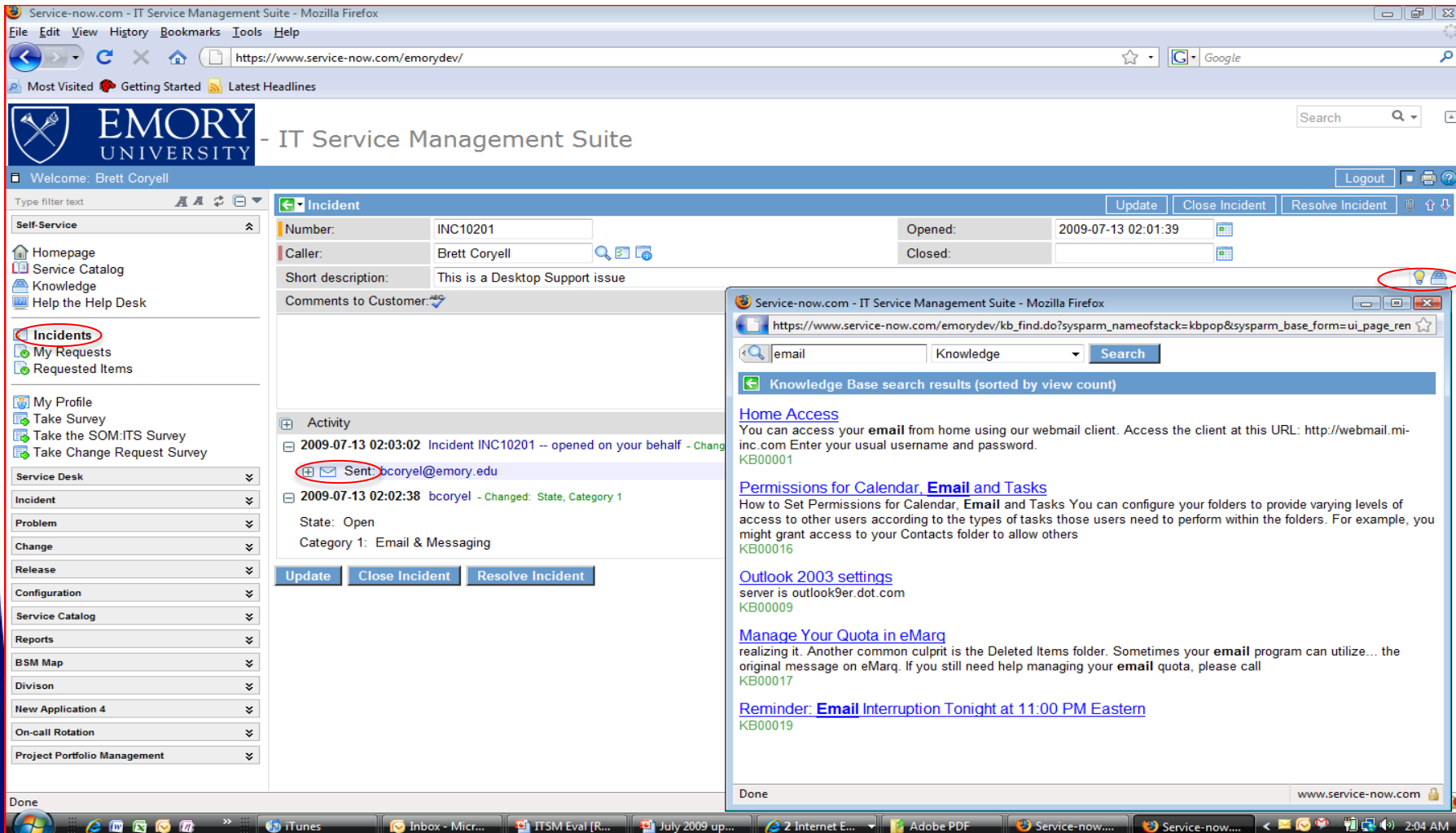
The screenshot displays the BMC Remedy IT Service Management console in Internet Explorer. The interface is divided into several sections:

- Top Navigation:** Includes links for Google, Search, and various utility icons. The current mode is set to "Search".
- Left Sidebar:** Contains navigation links for "Manager Console" and "Support Console". Under "General Functions", there are links for "New Incident", "Search Incident", "My Profile", "Application Preferences", "Reminders", "Reports", "Manage CIs", "Flashboard", and "Process Overview".
- Main Content Area:**
 - Search Criteria:** Fields for Status, Dates, and Advanced Search.
 - Assigned Work:** A table showing 0 entries returned.
 - Incident (Modify) - Windows Internet Explorer:** A detailed view of an incident with ID INC000000457688. It shows the "Process Flow Status" (Identification and Recording, Investigation and Diagnosis Pending, Resolution and Recovery, Incident Closure, Closed) and "Incident Request Information" (Summary, Notes, Reported Source, Status, Impact, Urgency, Status Reason, Priority, Weight).
 - Work Info Summary:** A table with columns for File Name, File Size, and Attach Label. It lists Attachment 1, Attachment 2, and Attachment 3.
 - Work Info History:** A table showing 3 entries returned, 3 entries matched. It includes columns for Type, Summary, FL, and Submit Date.
- Right Sidebar:** Contains administrative information such as "Company", "Organization", "Department", "Department Code", "Site", and "Assignment Transfers".

The bottom of the screen shows the Windows taskbar with various open applications, including iTunes, Outlook, and several instances of the Incident Management console.

Service Management

Alternative



Service-now.com - IT Service Management Suite - Mozilla Firefox

File Edit View History Bookmarks Tools Help

https://www.service-now.com/emorydev/

Most Visited Getting Started Latest Headlines

EMORY UNIVERSITY - IT Service Management Suite

Welcome: Brett Coryell Logout

Type filter text

Incident

Number: INC10201

Caller: Brett Coryell

Short description: This is a Desktop Support issue

Comments to Customer:

Activity

2009-07-13 02:03:02 Incident INC10201 -- opened on your behalf - Change

2009-07-13 02:02:38 bcoryell - Changed: State, Category 1

State: Open

Category 1: Email & Messaging

Update Close Incident Resolve Incident

Knowledge Base search results (sorted by view count)

Home Access

Permissions for Calendar, Email and Tasks

Outlook 2003 settings


Manage Your Quota in eMarq

Reminder: Email Interruption Tonight at 11:00 PM Eastern

Service Management

Today - self-service

NEW REQUEST


EMORY
UNIVERSITY

Step 1: Verify contact information
You may change your contact information here if needed.

First Name

brett

Last Name

coryell

Phone

404-727-6147

Email

brett.coryell@emory.edu

Step 2: Select a summary
Please select the subject of your request by selecting a summary from the drop-down list

Summary**

Application
CampusLife Division
Clean Room
Compromise / Virus
Departmental Application
Development Alumni Relations Support
General Services
Network
New Account
Other
Paging & Radios
Procurement and Payment Services
Research IT
UTS Security
Web Hosting
eResearch
(clear)

AAIT Application
NCS Applications
Oxford Applications
SPH (School of Public Health)
School of Medicine

Step 3: Enter details
Please provide additional details

Details

Optional: Routing
Your request will be automatically routed to the appropriate support team.
To override this automatic routing, please select a support group from the list:


Assign to Support Group

SUBMIT

CANCEL

Service Management

Alternative



Catalog Item - Development Laptop

Laptop preconfigured for developers

The corporate standard laptop for development and engineering employees, it comes with the following configuration.

- 2.0 GHz Intel Core Duo Processor
- 1 GB of memory
- 15.4 " 1680 X 1050 screen

Developers have the option of ordering a larger hard drive and can specify what operating system they need installed.

Order this Item

Price \$1,359.00

Quantity

Subtotal \$1,359.00

Delivery time 6 days

Shopping Cart

Empty

What size hard drive do you want?

☐ 60 GB [subtract (\$20.00)]

☒ 80 GB

☐ 100 GB [add \$110.00]

Please specify an operating system

☐ Windows XP [subtract (\$50.00)]

☒ Windows Vista

Order Status

Summary

Your request number is **REQ10008**, which you can use to refer to this request in future interactions with the service desk.

You may also bookmark the following link to get back to [REQ10008](#).

Note that clicking on the bookmark link (above) will simply take you back to this screen.

Description	Delivery Date	Stage	Price (ea.)	Qty	Total
Laptop preconfigured for developers	2009-07-19	<input checked="" type="checkbox"/> Waiting for Approval by Eric Schroeder (In Progress) <input type="checkbox"/> Procure PC Hardware (Pending - has not started) <input type="checkbox"/> Deliver PC to IT Lab (Pending - has not started) <input type="checkbox"/> Configure Hardware (Pending - has not started) <input type="checkbox"/> Configure Software (Pending - has not started) <input type="checkbox"/> Deliver PC to Customer (Pending - has not started) <input type="checkbox"/> Completed (Pending - has not started)	\$1,419.00	1	\$1,419.00
Total:					\$1,419.00

Delivery Information

Estimated Delivery Date of Complete Order: **2009-07-19**

Service Management

Why now?

1. We are all frustrated with Remedy
2. We have divergent practices ... now we know better
3. All IT groups are facing cost pressure
 - a) Remedy is expensive as is
 - b) Maybe something else costs less
4. Good practices save money ... we need additional modules
5. BMC's licensing model is broken
 - a) \$87k to buy the car (new modules)
 - b) \$258k to buy the keys (licenses)

Service Management

Objectives

1

Usability

- Improve self-service
- Simplified support interface
- Current technology



2

Deployment Speed

- Easier administration
- Rapid deployment of modules
- Faster deployment of enhancements



3

Cost

- Reduce annual spend
- Reduce cost for new capabilities/modules



Service Management

Our best hope

1. Other vendors (HP, CA) are similar to BMC
 - a) Expensive
 - b) Complex
2. SaaS model is attractive
 - a) Reduces software cost
 - b) Eliminates hardware refresh, OS support
3. Service-now looks viable
 - a) Fully featured with simple UI
 - b) Highly configurable
 - c) In business since 2004, profitable, quarterly revenue growth, 2x revenue last fiscal year
 - d) Significant number of large customers (Hyatt, TIAA CREF, CBS, Facebook, Cisco, MetLife)

Shared Services

Employee Self-help



Service Request Process Management



✓ Incident



— Problem



— Knowledge



Service Catalog



— Change



Release



Asset

Operational Automation



Process
Integration



Project
Management



— CMDB



Discovery &
Mapping



Data Integration

graphical process workflow

✓ service level management

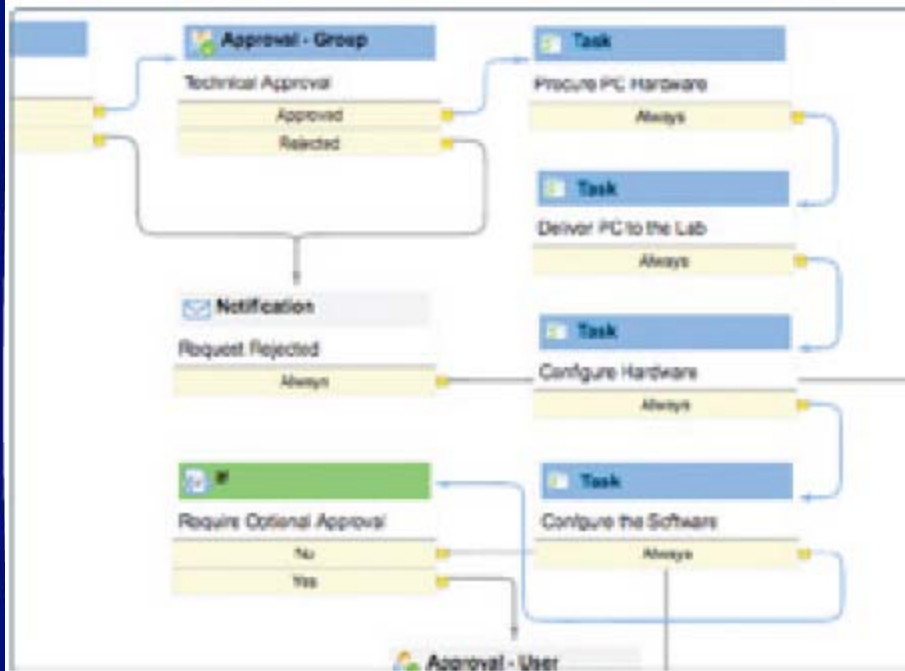
platform as a service

notifications

reporting

Service Management

Simplified administration



Product Integration

Single Sign On	Business Applications	Events/ Alert / Alarm Email services company wide	Discovery Data ITIL Configuration Item and Asset Discovery
PGP	Oracle Financials	Tivoli (TEC) Events collected from other Tivoli products Bi-directional	IBM CCMDB Configuration Item & Asset Discovery Bi-directional
SAML	Oracle PeopleSoft Human resource management	SPECTRUM Performance & availability of IT infrastructure	Altiris Configuration Item & Asset Discovery
Digest	Salesforce.com (CRM) customer relationship management	HP OpenView Configuration Item & Asset Bi-directional	HP OpenView Configuration Item & Asset Discovery
Site Minder	Right Answers Knowledge Management	JMS Java messaging services	LanDesk Configuration Item & Asset Discovery
	SAP	LDAP Lightweight Directory Access Protocol	MSFT SMS Configuration Item & Asset Discovery
		Nimsoft performance & availability monitoring	EMC Smarts ADM Application Discovery
			EMC nLayers Application Discovery & Mapping

Service-now.com offers 30+ released and supported integrations.

Fact Sheet

282
Customers

3,770,850
End Users

6,188
Successful
Upgrades*

16
Releases
since
founded

*Upgraded 1,000 instances
in 2 hours

Service Management

Evaluation Approach

- Define campus-wide working group
 - Solicited volunteers through ITPC and DeskNet
- Identify functional requirements
- Identify evaluation scenarios
- Create PoC environment for evaluation
- Recommendation by July 31st

Service Management

Working Group

Todd Burroughs	UTS, ITSMO
Paul Corigliano	University Relations
Tina Crum	UTS, ITSMO
April Dunson	Emory College
Karla Fields	Oxford College
Tiffany Kady	School of Public Health
Andrew Kincaid	UTS, Enterprise Apps
Meggan Levitt	Department of Medicine
Eric Logan	Research & Health Sciences
Jean Robert Mathador	School of Medicine
Farah Remtulla	UTS, ITSMO
Al Shelton	UTS, Enterprise Apps
Joel Thomas	School of Medicine
Luciano Dalla Venezia	UTS, ITSMO
John Wilson	UTS, Enterprise Apps

Service Management

Status

- 8 demonstrations and Q&A sessions completed
- Team has worked through
 - 25 functional requirements and evaluations scenarios
 - Over 40 questions answered to team's satisfaction
 - 90% of Change process configured in one-day
- All working members involved in evaluation and own one or more functional requirements

Service Management

Reactions

- Favorables:
 - Team impressed with the usability of the tool
 - Very flexible
 - Customizations not lost with upgrades
 - Survey, Knowledge, and Reporting superior to Remedy
- Concerns:
 - Training for administrators
 - Campus involvement with the rollout
 - Quote, contract, references

Service Management



Questions

Document Imaging

Felicia Bianchi

Document Imaging

Requirements

- Enrollment Services has a pressing need for Imaging
- Integration with PeopleSoft
- Current Imaging solution does not scale well
- Need for centralized scanning on campus

Document Imaging

Current project Status

- RFI/RFP process complete
- Campus vendor presentations
- Three finalists chosen
- Proof of Concept process refinement
- Onsite visits to vendor finalists
- Reference checks for the finalists

Document Imaging

Next steps

- Sign a Statement of Work for a POC
- Schedule the POC on campus
- Several groups involved in the POC
 - Admissions
 - Purchasing
 - Human Resources
 - Department of Medicine
- Communications to all other interested parties

A large, bold, orange question mark is centered on the slide. Behind it is a faint, light gray watermark of a stylized rose.

Questions

Webmail High Availability

David Gottschalk

Old Architecture

Old Architecture

- 2 Apache Web servers running Solaris on old Sun 480.
- 1 Database server running Solaris on a Sun 480.

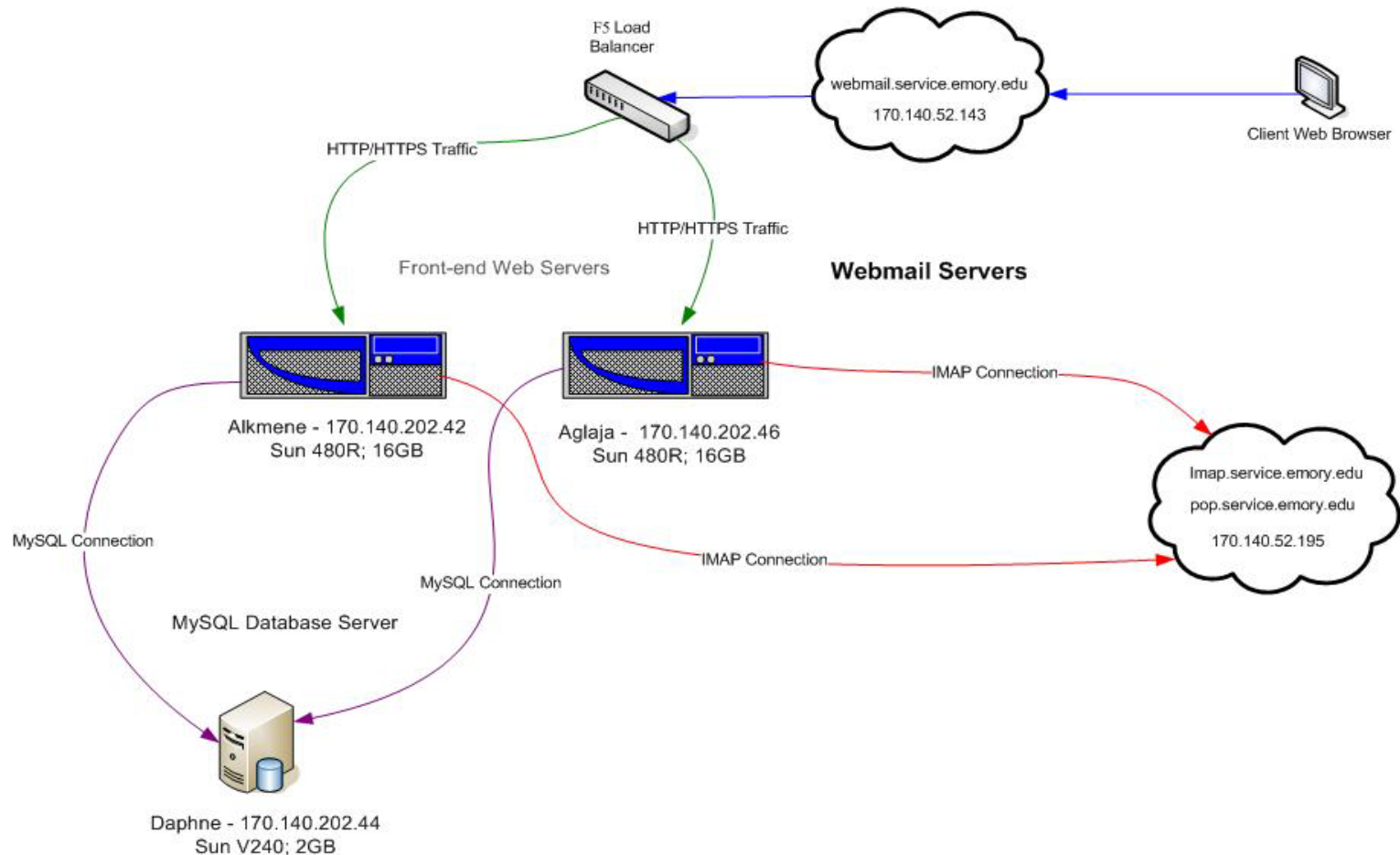
Problems

- Old hardware out of maintenance needed to be replaced.
- Software was significantly out of date and had multiple security vulnerabilities.
- Overall system performance was poor, and system was not redundant.

Webmail

Old Architecture

Old Webmail Architecture



New Architecture

New Architecture

- 2 Web servers running Linux on a VM
- 1 Database server running Linux on a VM

Software

- Latest version of Apache/Horde/IMP.
- Updated version of MySQL on database server

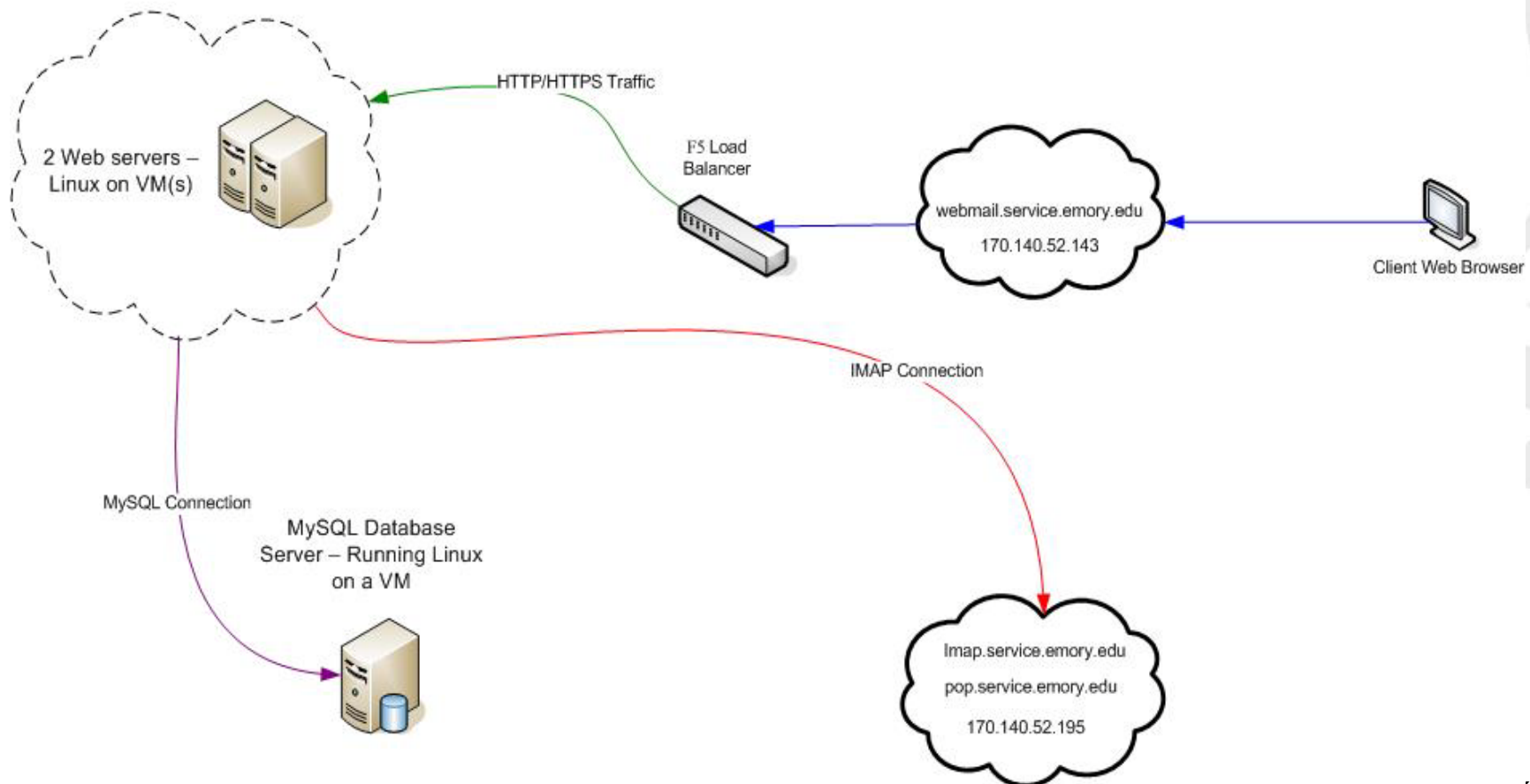
Problems

- Oracle did not work properly with Horde/IMP
- Switched to MySQL on Linux VM.
- Vacation application had to be replaced.

Webmail

Current Architecture

Current Webmail Architecture



A large, bold, orange question mark is centered on the slide. Behind it, the word "Questions" is written in a bold, yellow, sans-serif font. The background of the slide is white, with a faint, light gray watermark of a rose and a torch visible behind the text.

Questions