IT Briefing

October 15, 2009

EMORY UNIVERSITY | University Technology Services

Agenda

- FY09 Review & FY10 Goals

- ITSMO Update

- Security Update

- UTS Web Hosting: New Features and Future Plans

- Brett Coryell

- Karen Jenkins

- Brad Judy

- Elliot Kendall

FY09 Review & FY10 Goals

Brett Coryell

Answer: $130

Fine print

Equipment, installation, taxes, franchise fees, the Regulatory Recovery Fee or other applicable charges (e.g., per call or international charges) extra.

Excludes programming filmed in 1080p.

Not all features, including McAfee, compatible with Macintosh systems.

$29.95 activation fee applies.

EMTA required ($3/month).

Service (included 911/emergency services) may not function after an extended power outage.

Call for restrictions and complete details.

The Triple Play

81,000 wired locations
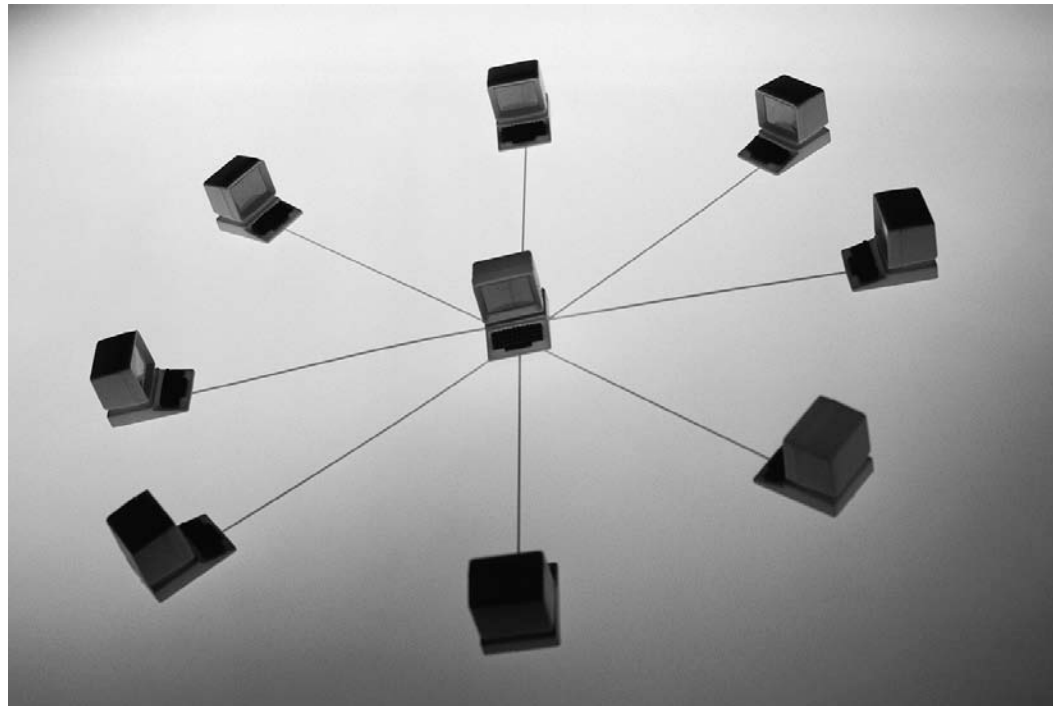
Almost 2,000 wireless
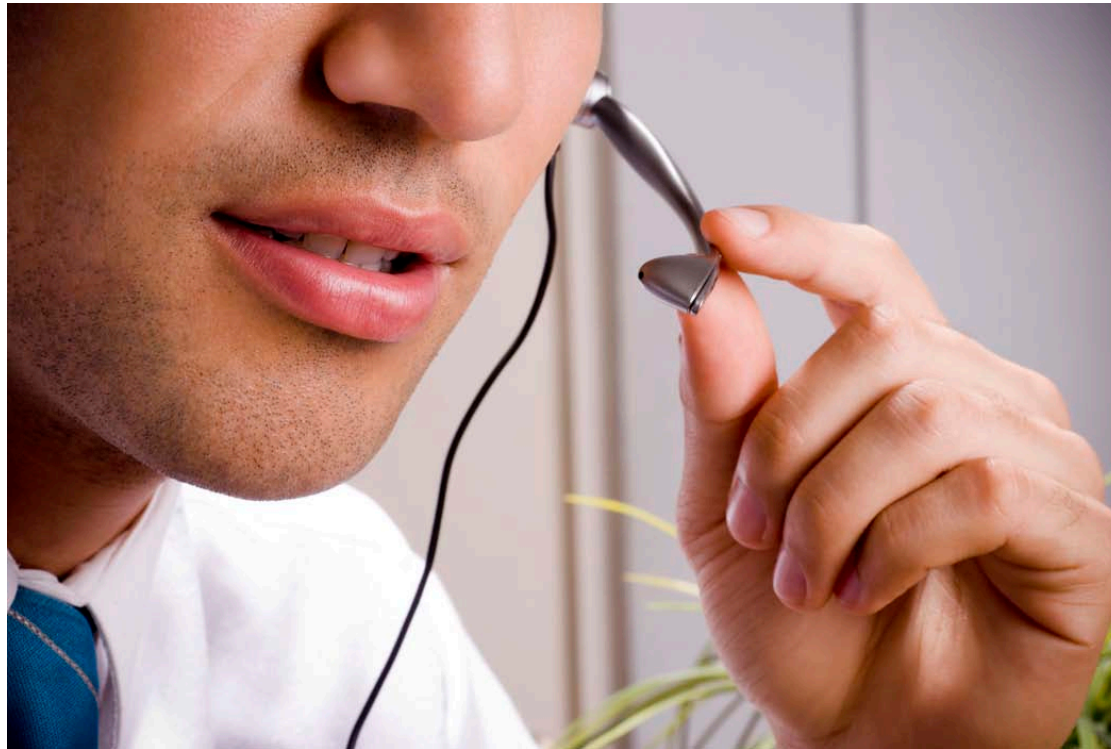
Advanced phone features

20x Faster

8,000 calls per day

6,000 pagers, 14 transmitters

Live desktop support

Websites for 100 departments

Collocation. Hosting.

Imaging, scheduling, calendaring

Admitting, teaching, grading

A small thing called payroll

Accounting. Purchasing.
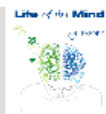
AV Support for 200+ rooms

Gobs (1 million GB) o' storage
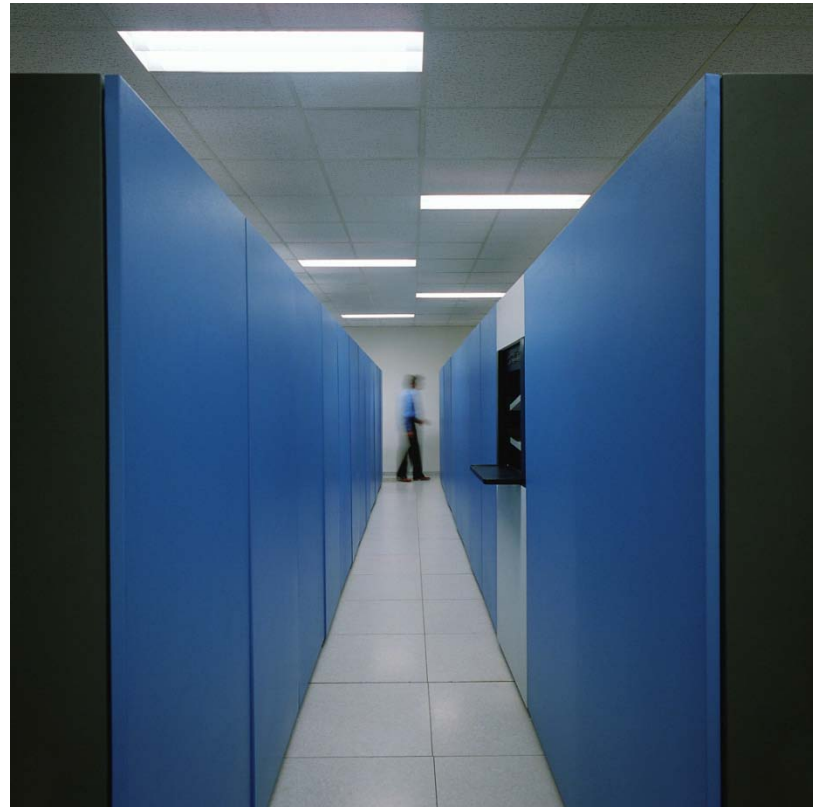
Our cost?

Wait for it …

Next Wave

Strategic Themes

UTS

Next Wave

2000

NetCom

2007

2009

20xx

Enterprise

CIO

ITIL & PM

Strategic

Consolidation → **Foundation** → **Operational Excellence** → **Innovation**

Vision
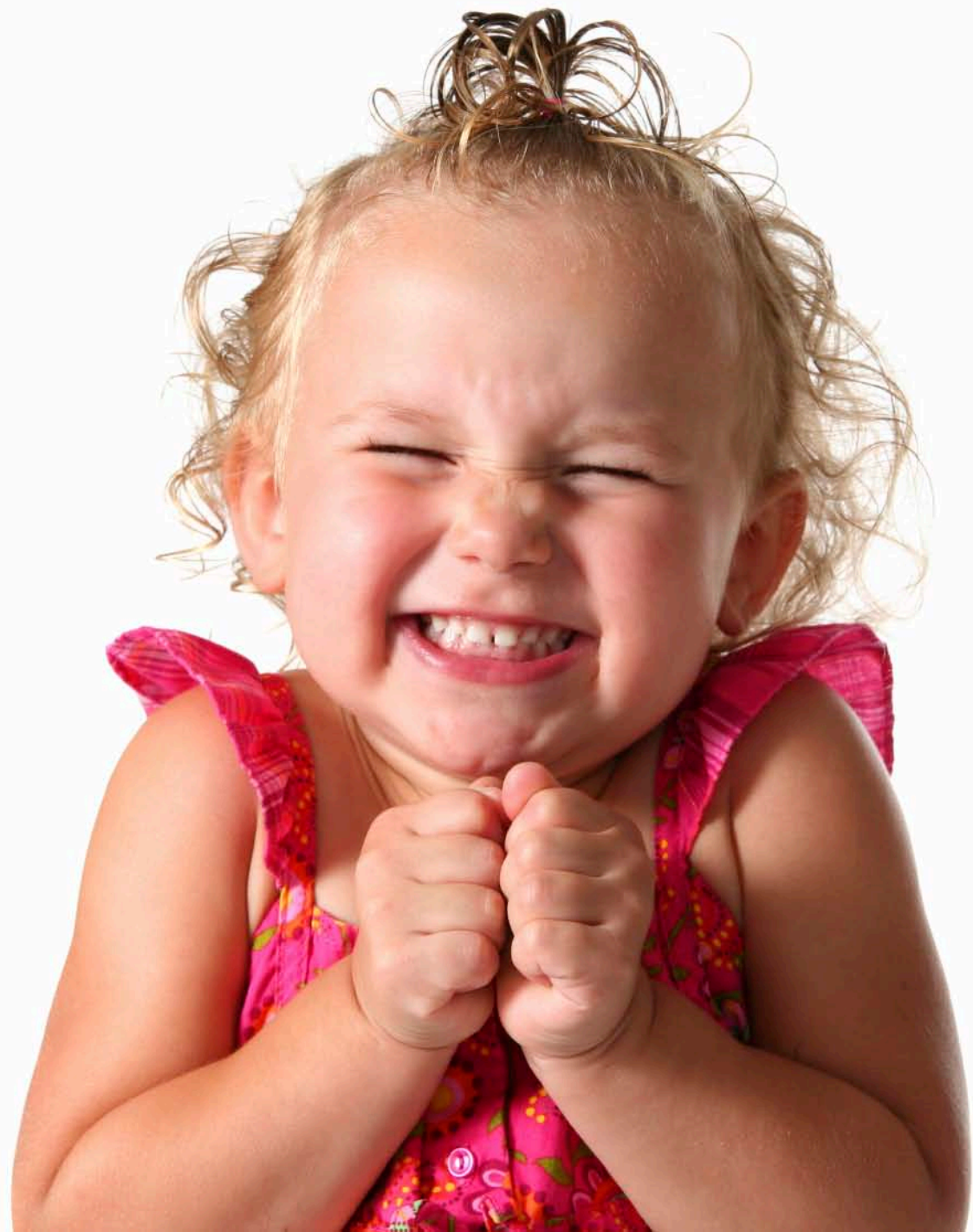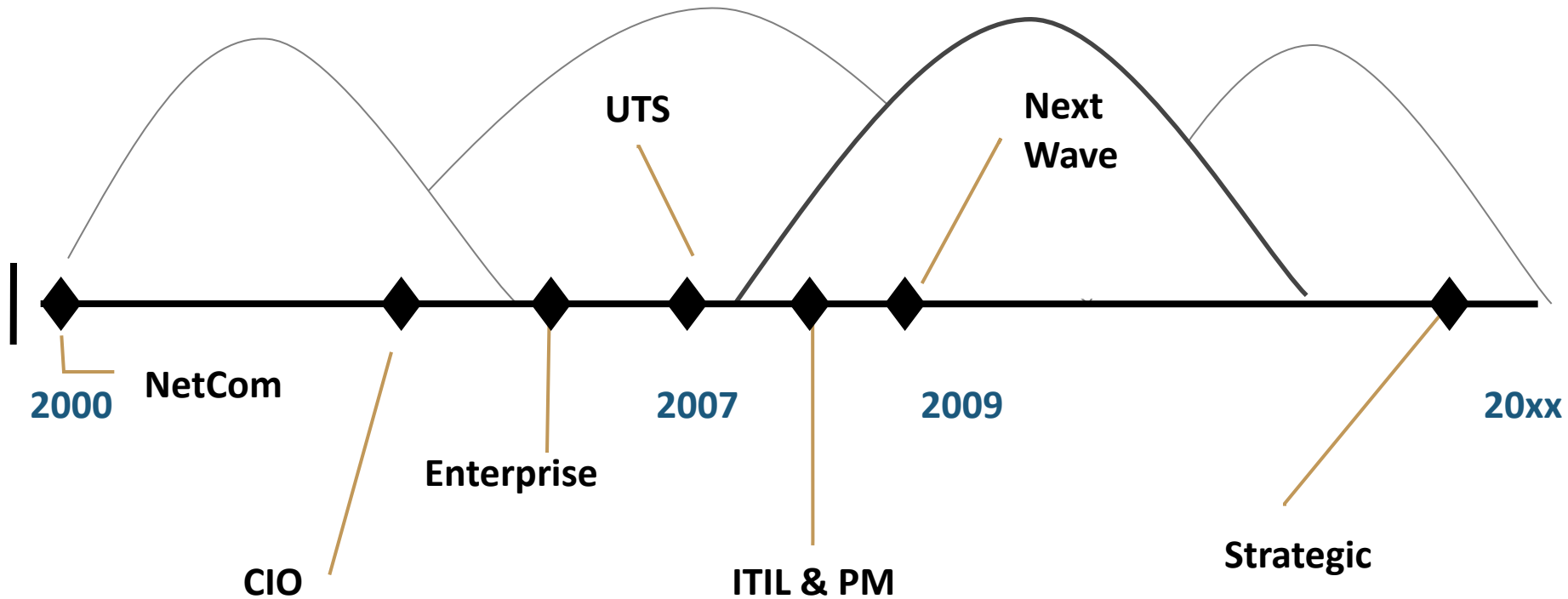
Help Emory create the future.

Push the line down.

UTS Budget

Building Tomorrow

Running Today
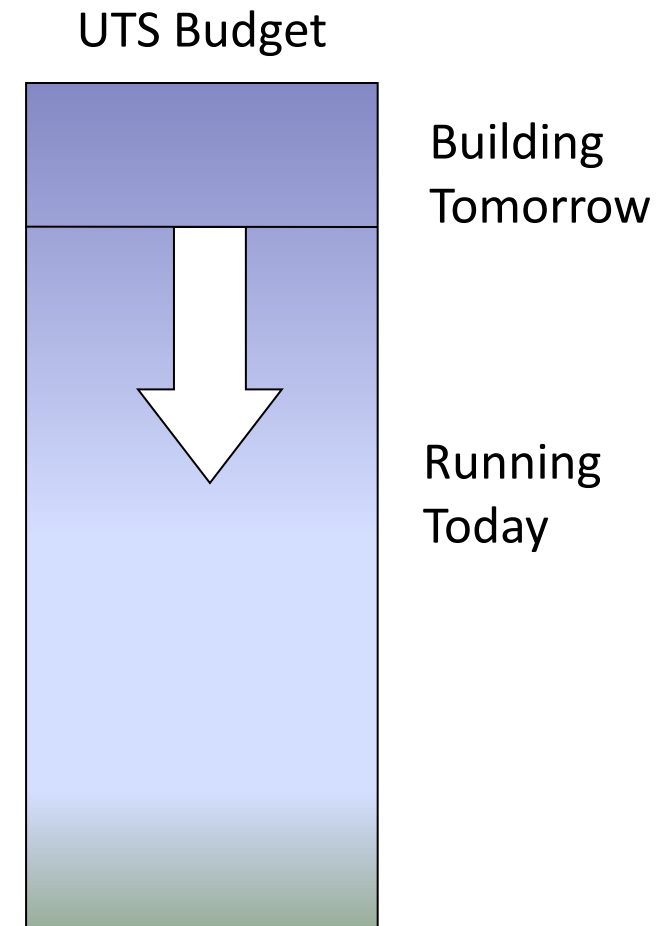
7 Guiding Principles

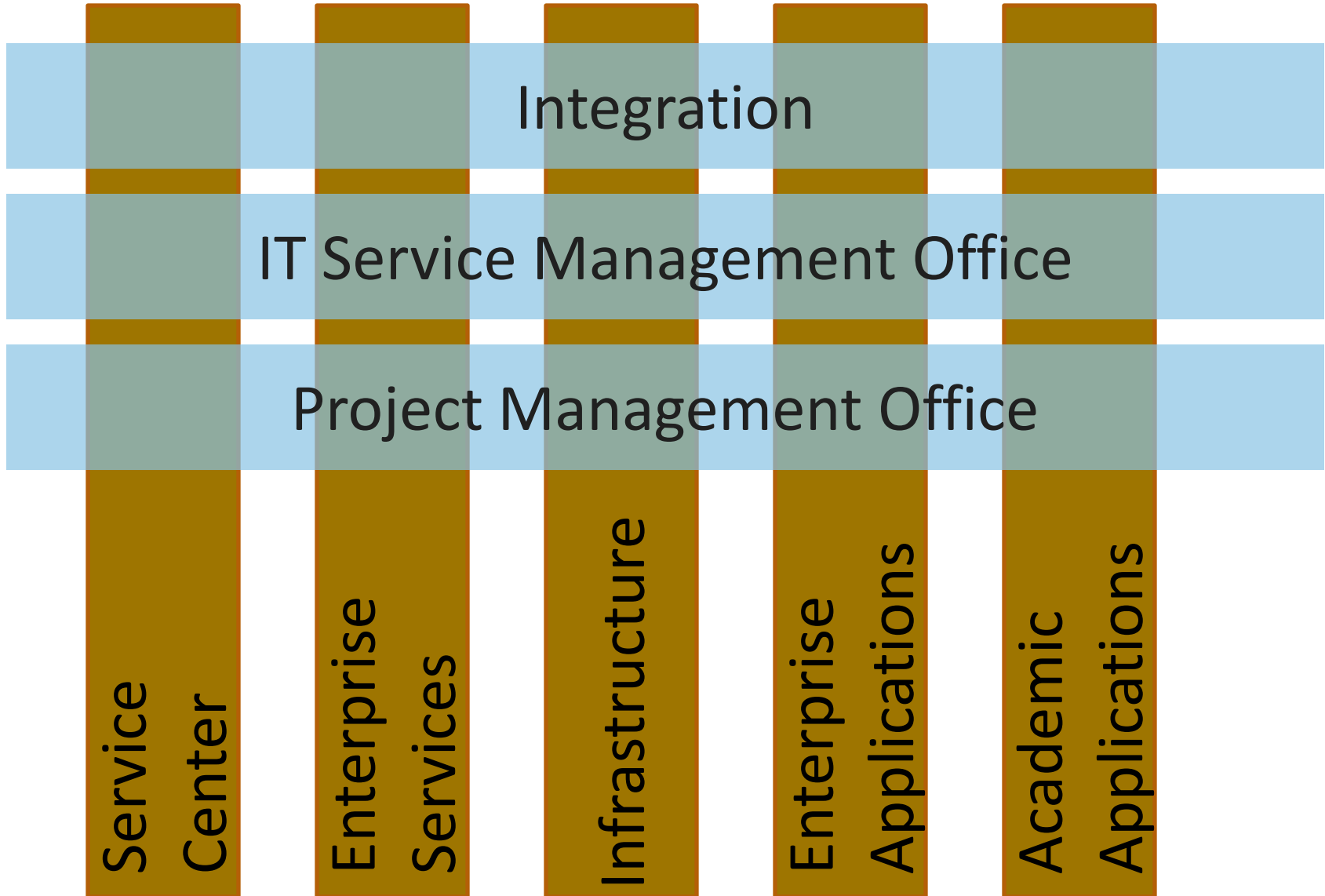| Our Customers value a focus on...	Evidenced by	...Our Guiding Principles.
1. Culture	->	We CARE : collaboration, awareness, respect, empowerment
2. Customer Relationship Management	->	Develop solid, positive relationships that allow us to meet the needs of our institutional partners and internal teams.
3. Innovation	->	Support and reward time spent on creativity and new idea generation in collaboration with our customers and local institutional partners.
4. Operational Excellence	->	A process driven organization that adopts sustainable best practice frameworks for project and service management.
5. Customer Service	->	Focus daily on doing what's right to meet the needs of the customer by ensuring that each team member has the ownership and authority to make decisions quickly, manage expectations, and change the course as required and within guidelines.
6. Service Delivery	->	Ensure that we have mutually agreed upon SLAs that are developed in collaboration with our institutional partners. The SLAs need to be published, referenced and monitored regularly to ensure we hit targets.
7. Employee Development	->	Ensure that employees have the tools, skills, and resources to perform at an optimal level so that they can meet our customers' needs.

Structure

Integration

IT Service Management Office

Project Management Office

Service Center

Enterprise Services

Infrastructure

Enterprise Applications

Academic Applications

Major Initiative

EMORY UNIVERSITY   EMORY HEALTHCARE

Compass
A Pathway to Financials at Emory

▸ Project Overview

▸ Project Compass Team

▸ Compass Overview

▸ News & Events

▸ Managing Change

▸ Compass Support Toolbox

Compass is Now Available!

On September 1, 2009, Compass, Emory's new enterprise-wide financials system replaced the University and Healthcare accounting systems (FAS and CODA). Compass standardized and automated the financial management process throughout Emory.

This web site is your source for help and guidance during the transition.

Compass Resources

Need Help with Compass?

Check the Compass Support Toolbox for FAQs, Job Aids, Support Materials

40

Then reality sets in

Emory loses $1.0 - $1.5 billion

Stanford loses $4.6 billion

Yale loses $5.6 billion

The Dip
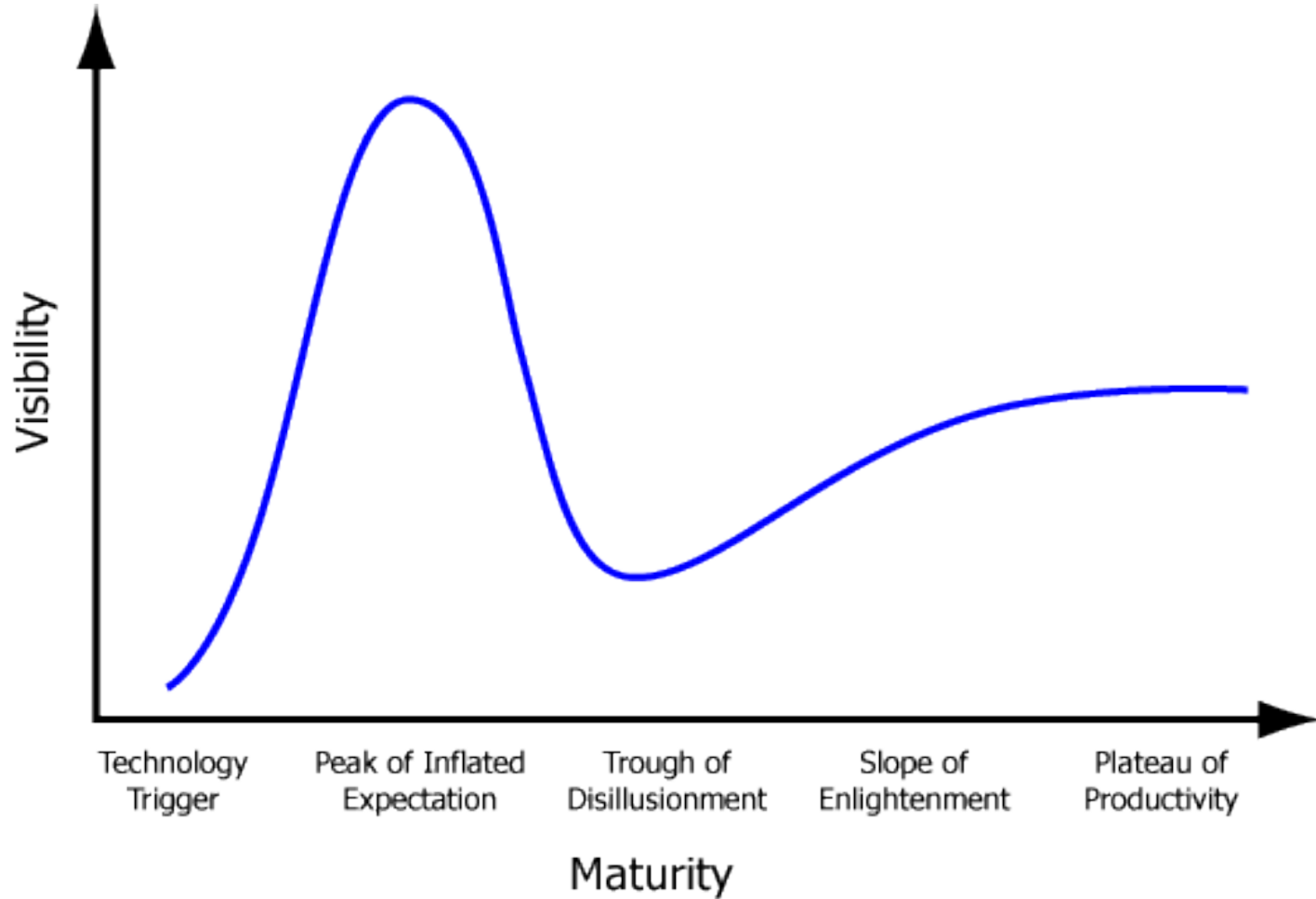
Project throughput increased 30%

Speed through Governance decreased 50%

134 seats of ITSM training
379 seats of PM training over 2 years

Active Directory, LDAP, Web Hosting redesign

Extra edge & server refresh

MySoft, Remedy, LANDesk, Symantec upgrades

Firewall, RAC, & Storage expansion

Element monitoring
across all CIs

Introduced new services:
Server Virtualization

Enterprise Service Bus
Subversion

Service Catalog
Service Level Agreements

Business Intelligence POC
SRMA

iTunes U & Pharos
With no new staffing

Wireless 'N' Trials

Increased productivity:
Field Services, Coordinators

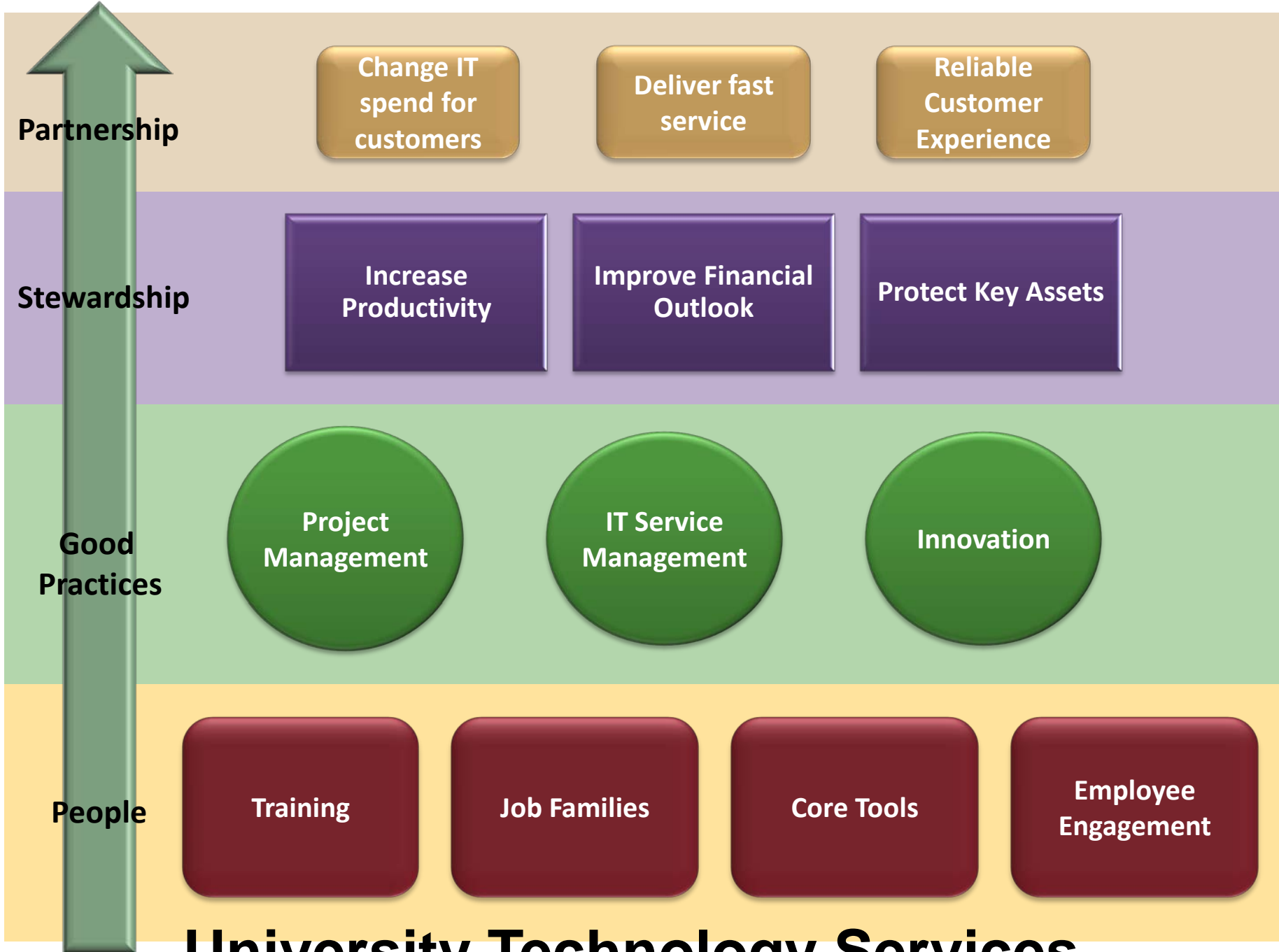# PS Developers
System Administrators

Service Desk
Cox Hall

Ideas

- Gift phones

- Wireless dorms

- Retire Kronos

- Retire eGenera

- Service-now

- Mysoft Shopping Cart

- Reduce overtime

- Fiber ring optics debt

- Self service phones

- Print quotas

- Retire the mainframe

- Staff reductions

Partnership

| Change IT spend for customers | Deliver fast service | Reliable Customer Experience |

Stewardship

| Increase Productivity | Improve Financial Outlook | Protect Key Assets |

Good Practices

Project Management | IT Service Management | Innovation

People

| Training | Job Families | Core Tools | Employee Engagement |

University Technology Services

Partnership

Single front door, Service Desk

Single construction door, BRMs

Stewardship

Implement FY10 Cost Savings Ideas

Automation, Self-Service

Strengthen Security

Good Practices

Incident & Request SLAs

Increase project throughput

IT-Alert & Change

People

Matrix management

Job Family System

Weekly status report

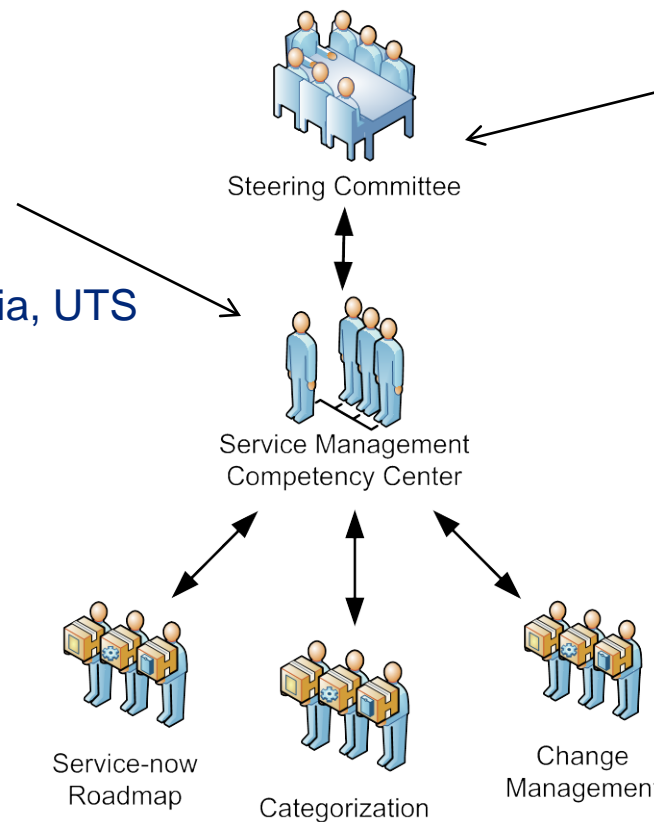Training & performance

Director Common Goals

Service Management Competency Center
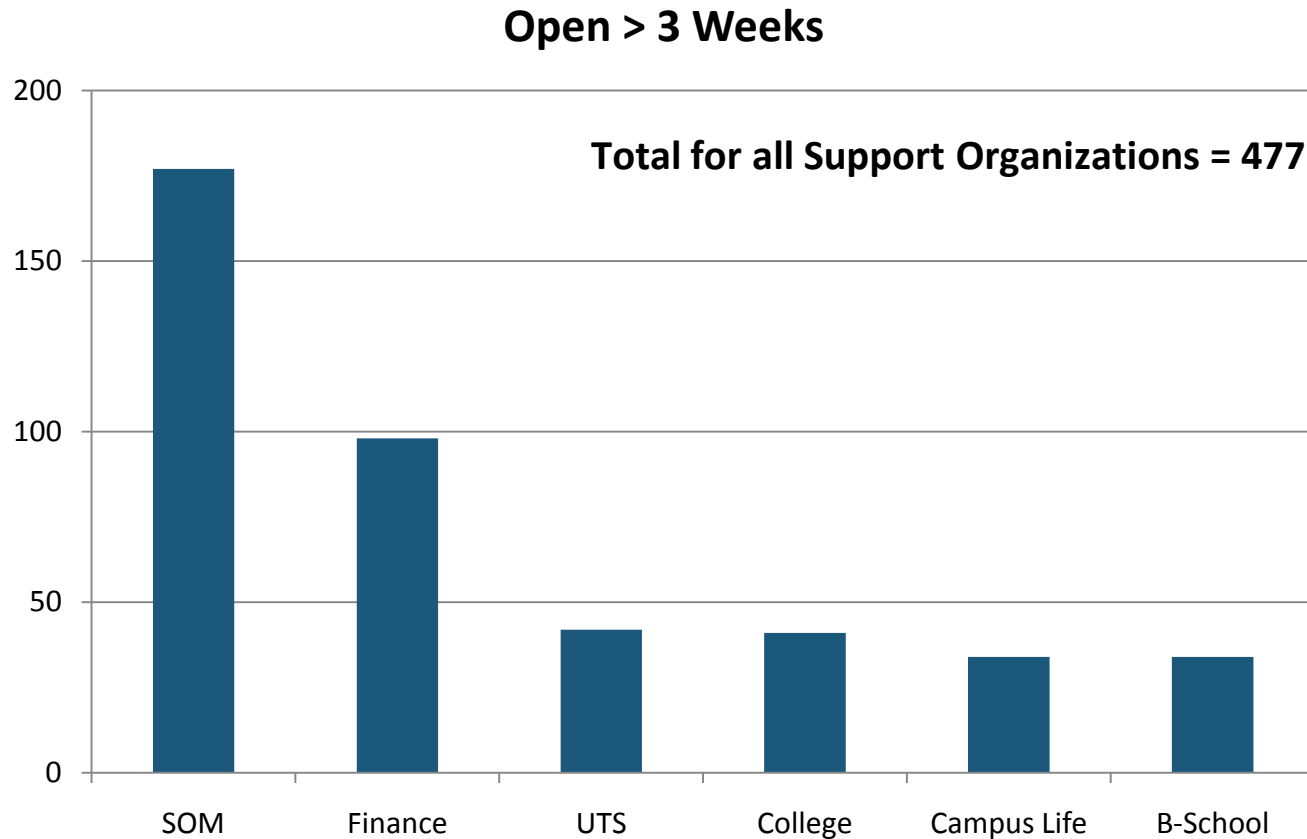
SMCC Members:
Enid Britton, UTS
Luciano Dalla Venezia, UTS
Dana Haggas, UTS
Tiffany Kady, SPH
Mary Kinney, UTS
WeiMing Lu, College
Joel Thomas, SOM

Steering Committee:
Mark Conde, SPH
Chuck Elliott, SOM
Karen Jenkins, UTS
Carole Meyers, College

Steering Committee

Service Management
Competency Center

Service-now
Roadmap

Categorization

Change
Management

Incident Status

Open > 3 Weeks

Total for all Support Organizations = 477

Incident Quick Wins

1. Verify Request Type = Incident (not Work Order)

2. Contact customer to verify incident is still open/active

3. Promptly resolve!

Incident Management Reminder

Enter detailed information in Work Info!!

Subversion Training

Informational Sessions Dates

November 13 and December 4

9 -11am, 4th Floor Auditorium, NDB

Subversion Overview and its Use at Emory

Source Code Version Control

Software Build and Packaging

Software Configuration Management

Register at:

https://wiki.service.emory.edu/display/cita/Training+in+Subversion+at+Emory

Subversion Training

Technical Developer Sessions Dates

November 16 and December 7th

9am-1pm, Location TBD

An introduction to version control, parallel development, and Subversion

Register at:

https://wiki.service.emory.edu/display/cita/Training+in+Subversion+at+Emory

Questions

Security Update

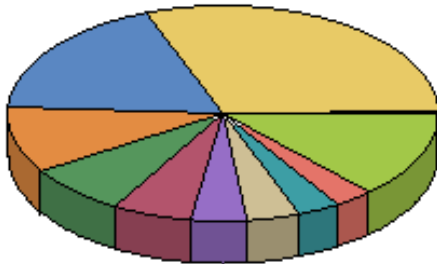## Brad Judy

Security Update

October Updates

- National Cyber Security Awareness Month

- Monthly topic: Sensitive data security

  – Be aware of what data you handle

  – Everyone has a role in protecting data

- Security awareness group forming

- Topic survey coming soon

Risk Distribution by Computer

100 entries

Top Computers as Pie Chart

Computer as Histogram

Computer	Number	%	
austin-PC/10.~~~~~	778	30.8	
hp-60d5d1b0dca6/~~~~~	463	18.3	
402Music/~~~~~	253	10	
milan-PC/~~~~~	194	7.7	
□□□-PC/~~~~~	148	5.9	
user-PC/~~~~~	106	4.2	
WML-SpecialUse2/~~~~~	98	3.9	
seouls-computer/~~~~~	78	3.1	
super-mario/~~~~~	76	3	

Questions

UTS Web Hosting

Elliot Kendall

UTS Web Hosting

Agenda

- Upcoming Architectural Changes

- The Web Technology Advisory Group (WTAG)

- New features

- Planned functionality

Current Configuration
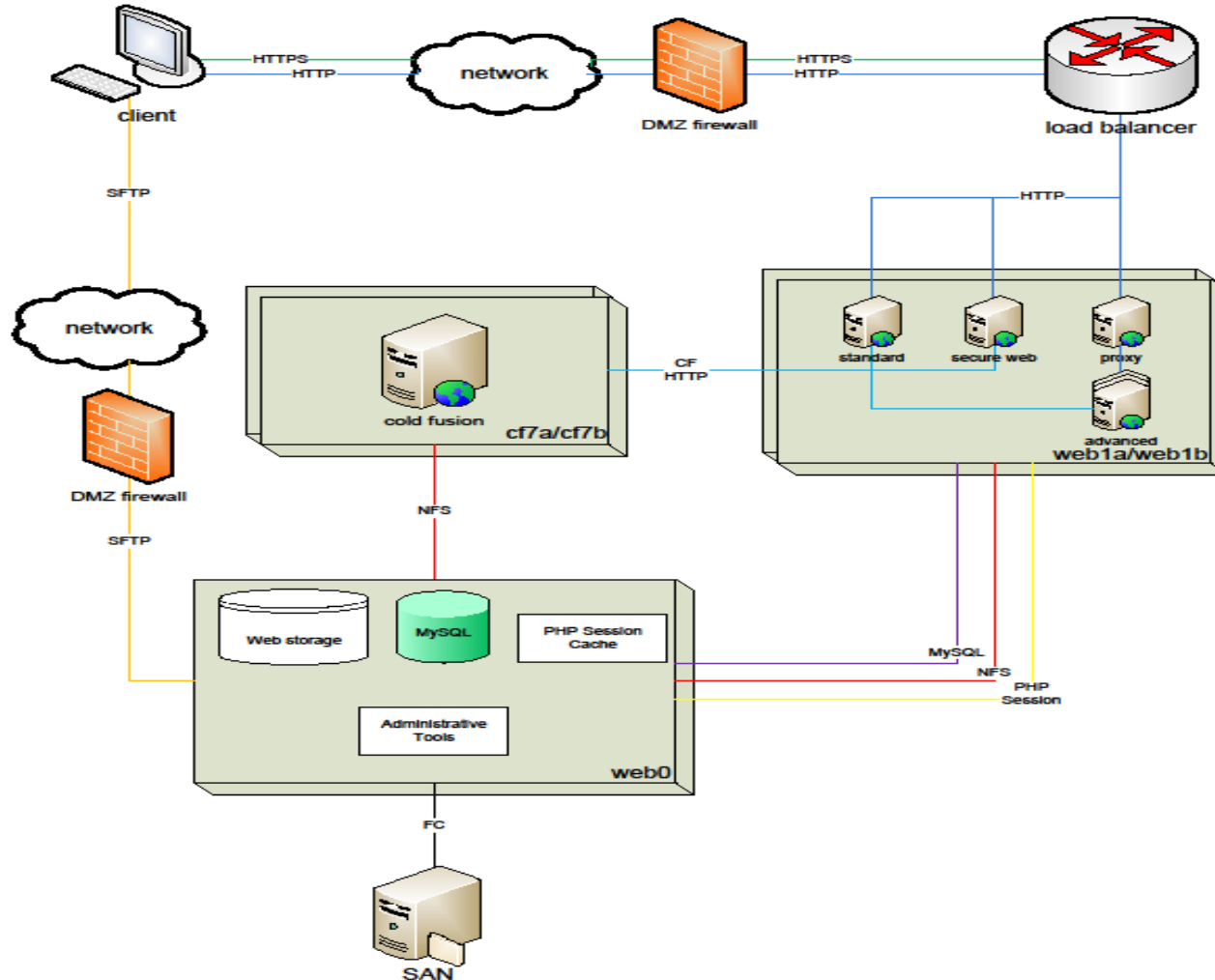
From Solaris to Linux

- One of our last Solaris hold-outs

- Difficult to support

- Ships with less/worse software than a modern Linux distribution

- So, custom-built software

- Not much user-visible change

From Monolithic to Distributed

- Currently, two redundant web servers
- Limited isolation – a problem can easily affect all sites

- Splitting hosting into pairs of redundant VMs
- Isolate high-profile sites, and problematic software (ColdFusion)

Architecture Changes

From Solaris NFS to NAS

- Non-preferred OS on weird hardware
- Only semi-redundant
- Stability problems: VXFS, proprietary hardware drivers

- NAS is reliable, high-performance, dedicated appliance

Architecture Changes

From SFTP to WebDAV

- Currently use ACLs for permissions
- Slow to make changes
- Difficult to manage
- Easy to get out of sync
- NAS does not support

- Switching (back) to WebDAV fixes these problems

Architecture Changes

SFTP to WebDAV: Customer Impact

- Must reconfigure Dreamweaver, Contribute and Webdrive
- Others (Tectia, Fetch, Fugu, etc.) must be replaced

- Transition coming soon – winter break at latest
- Will institute 2-3 day change freeze afterward to allow roll-back

WTAG

Who we are

- WTAG is the Web Technology Advisory Group

- Sponsored by UTS in June

- Composed of web admins/developers from throughout the enterprise

- John Mills, Daryl Sistrunk, Adelle Frank, Wendy Darling, Donna Merit, Lee Clontz, Elliot Kendall

What we do

- Facilitate development of new functionality for UTS Web Hosting

- Monitor customer needs

- Recommend technologies for deployment

- Evaluate offerings prior to public release

How you can help

- Let us know what you like and don't like
- What do you need that we don't offer?
- How can we get you to switch from off-site/DIY web hosting?
- webgroup@emory.edu

New Functionality

Blogs

- Powered by Wordpress Mu

- Anyone with an Emory ID can make a blog – go to blogs.emory.edu

- Can authorize non-Emory people to post

- Use default Emory "standard template" theme or make your own

- Still in beta testing!

New Functionality

Message Boards

- Customers with a site on UTS hosting can get a message board
- Configurable privacy – public, Emory-only, limited group, etc.
- Optional moderation
- Emory "standard template" theme
- Anti-spam technology
- Get one: help.emory.edu or 7-7777

New Functionality

Email and Database Forms

- Need a simple web form to collect responses?

- Receive responses via email, or retrieve as a spreadsheet

- CAPTCHA support

- Minimal configuration – no code to write!

- it.emory.edu/webforms

Enterprise Web Hosting

- Need something we don't offer as part of standard web hosting?
  - Shell access
  - Your own ColdFusion instance
  - MySQL
  - Complete isolation from other sites
- Add-on for UTS Infrastructure's hosted VM offering – standard costs apply

Self-service permissions changes

- Grant and revoke edit access to websites without calling UTS

- Has been ready for months, but bugs in Solaris NFS server kept it from being released

- Also upload/download files from the web, ala WebDrive

- Coming soon after WebDAV switch!

Planned Functionality

Surveys

- Tired of paying for Surveymonkey?
- UTS-hosted LimeSurvey install in development
- Usual goodies: Emory ID integration, "standard template" theme, etc.
- Probably in next 6 months

Planned Functionality

Make .htaccess files in Cascade

- Take some of the effort out of .htaccess files

- Use a web form in Cascade to select options

- Cascade users only, of course

- In early development – maybe next 6 months

Wikis

- Easy collaboration between members of the Emory community and others

- WYSIWYG editor or wiki markup

- In early planning – no release date estimate

Planned Functionality

Support more programming languages

- Java/JSP, Python, Ruby, etc.
- Probably not ASP, .NET, C#
- More modern/easy to support than ColdFusion
- In early planning – no release date estimate

Questions