



# IT Briefing

December 17, 2009



## Agenda

- Emory Onboarding
- Low Cost Phone Offerings
- SMCC Update
- Service Desk
- SiteMinder Retirement+
- GoodLink Retirement
- Security Update
- Peter Buch
- Laura Smith
- Luc Dalla Venezia
- Mollie Burrows
- John Ellis
- Jay Flanagan
- Brad Judy

- Decline your Exchange invite series for any and all IT Briefing meetings
- New meeting will be proposed shortly



# Emory University Onboarding

Peter Buch

## What is Onboarding?

- Aberdeen Group's Definition:  
Onboarding is the strategic process designed to attract and engage new talent, reaffirm their employment decision, acclimate them into the organization's culture, and prepare them to contribute to a desired level in the shortest possible time.



## Main Elements of the Process

- HRAF or ERS Hire Transfer Form
- I-9, W-4, G-4, Direct Deposit Forms
- PeopleSoft Data Entry
- NETID
- Email Account
- Emory Orientation
- Benefits Enrollment
- Computer Hardware/Access
- Communications
- Application Access
- Emory Card / Proc Card
- Phone
- Parking Pass
- Safety Training
- Department Orientation
- Job Orientation

## Current Issues

- Paper Forms
  - Physical Transportation
  - Multiple approvals slow down the approval process
- Lack of Transparency
  - Who has the forms?
  - No central point of contact for status information
- NETID creation tied to PeopleSoft job record creation
- Redundant user information is rekeyed to make multiple service requests for each hire

## Pre-Start Service Form went live 11/22/09

- NetID activation
- Orientation registration (Mandatory for benefits eligible Faculty & Staff )
- Parking Office eligibility & work location
- Emory Card selection and billing & Lock Shop Prox access request
- UTS Exchange Email & Calendaring account request (automatically requested as of 11/26/09)
- LearnLink Email Account request (optional)



## Phase II: Employee Experience

- Emory Online Orientation starts as soon as offer is accepted or prior to the first day on the job
- Easy I-9, W-4, G-4, and Direct Deposit form completion
- Emory Card Picture upload and scheduled pickup
- Voluntary in person benefits only orientation

## Phase II: Hiring Official or Manager's Portal

- Onboarding Dashboard
  - View/Change new hire eHRAF and eHRAF approvals
  - I-9 and E-Verify status
  - PeopleSoft and Hiring forms entry status
  - Orientation Progress Dashboard
  - Assign Computer and Communications Setup
  - Exchange Account status
  - Parking Registration status
  - Emory Card and Lockshop status
  - Create and assign custom tasks

## Next Steps

- Continue to gather data from departments
- Identify solutions that can be automated in future versions
- Build application
- Provide end user usability focus groups and training
- Roll out to pilot groups
- Implement Phase II campus wide



# Low Cost Phone Offerings

Laura Smith



## Cost Comparison

### Telephone Service: Plan Options



#### UTS Supported

	Premium (Avaya)	Mid-Level (SIPX)
Availability	Today	Coming Soon
Monthly Cost	\$30.50	\$19.00
One-Time Cost	\$80.00 +	\$80.00 +
Long Distance	\$.05 (per minute)	\$.05 (per minute)
Voice Mail	\$.75 (per month)	Included

#### Vendor Supported

Basic (Skype)	Cellular (Verizon)
Coming Soon	Today
\$7.95	\$35.00
\$35.00 +	N/A
Included	Included
Limited	Included



## Features Comparison

### Telephone Service: Plan Options



	UTS Supported		Vendor Supported	
	Premium (Avaya)	Mid-Level (SIPX)	Basic (Skype)	Cellular (Verizon)
Conference	✓	✓	✓	✓
Forwarding	✓	✓	✓	✓
Local Calls	✓	✓	✓	✓
Softphone	✓	✓	✓	N/A
Videoconferencing	✓	✓	✓	N/A
Consolidated Billing	✓	✓	✗	✓
5-Digit Dialing	✓	✓	✗	✗
Name Display	✓	✓	✗	✗
Transfer	✓	✓	✗	✗
Phone Support	✓	✓	✗	✗
On-Site Support	✓	✗	✗	✗
Business Services	✓	✗	✗	✗
Premium Call Quality	✓	✗	✗	✗
Retain Current Number	✓	✗	✗	✗
Fax	✓	✗	✗	N/A

## Avaya Softphone (one-X Communicator)



## SIPX – Softphone (Counterpath)



**\* Self-Service Installation**



## USB VoIP devices

for use with Softphone and computer



## SIPX Hard phones

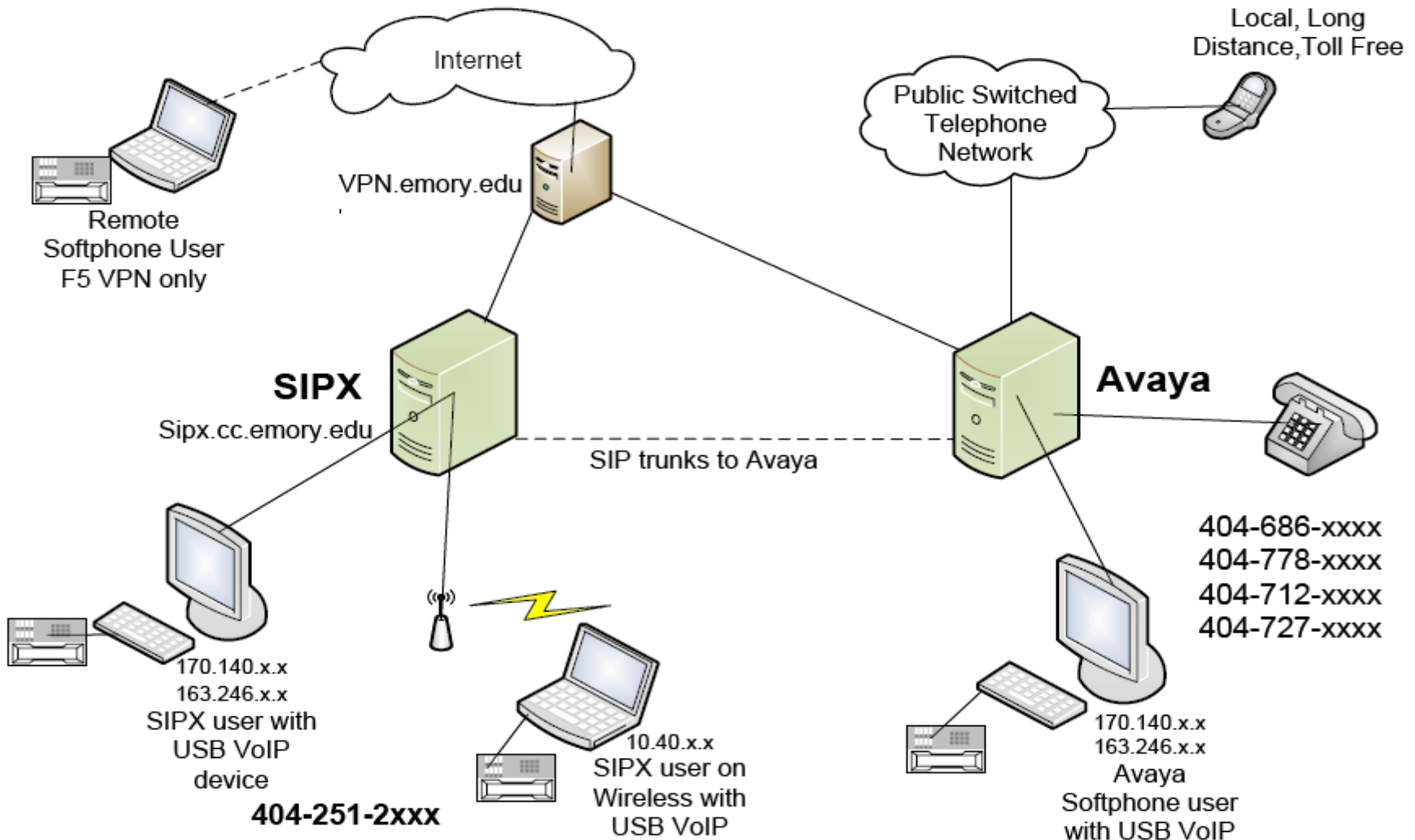
Analog (Single-Line)  
phone adapter



Dual Ethernet & Configurable through web  
browser with SIPX credentials

**\* Self-Service Installation**

## Virtual Diagram of Registration



## Other Softphone considerations

- SIPX assigned from 404-251-2xxx range
- Department line coverage- Avaya only
- Wired Academic, Healthcare, Admin
- EmoryUnplugged (with VPN for now. NAT change- May)
- Remote access with F5 VPN ([vpn.emory.edu](http://vpn.emory.edu))

## Some Remaining issues:

- Avaya SIP protocol correction- Jan/Feb '10 (currently affecting Transfer & station conference)
- Avaya MeetMe bridge change- Dec/Jan '09



Questions



# Service Management Competency Center (SMCC)

Luciano Dalla Venezia

## Overview

### Current Projects

- Foundations
- Categorization
- Change Management

### Future Projects

- Knowledge Management
- Incident Management
- Configuration Management

## Foundations

- Compiling a Service-Now implementation & enablement Roadmap
  - Building consensus - Held multiple Focus Groups
- Training has taken place for the Emory Service-now system admins
- Finalizing Integration Strategy
- The 5 Service-now instances have been setup
  - Test1, Test2, Dev, QA, Prod
- Scheduled to be completed at the end of December



## Change Management

- Kick-off meeting 11/30, very engaging, schools and UTS collaborating well
- Scheduled 2-3 hour working sessions twice a week through Holidays
- Currently developing the process and associated process documentation – specifically the Change Management Physical process flow

## Categorization

- Kick-off meeting 12/7, active participation from Working Group
- Weekly 2 hour meetings scheduled through the Holidays
- Deliverable to have a base categorization matrix for use by future processes e.g.: Change Management and Incident Management
- Decision has been made by Working Group to develop a 3 tiered categorization matrix

## Critical Community Involvement

### Categorization Workgroup Members:

#### **Dana Haggas – UTS (SMCC)**

Britton, Enid – UTS

Buch, Peter – HR-TS

Dunson, April – Emory College

Fields, Karla – Oxford

Fischer, Richard – UTS

Kincaid, Andrew – UTS

Mathador, Jean Robert – SOM

Notarantonio, John – UTS

Perez, Kevin – RSPH

Phillips, Randy – UTS

Remtulla, Farah – UTS

Tice, Billy – UTS

## Critical Community Involvement

### Change Management Workgroup Members:

#### **Luciano Dalla Venezia – UTS (SMCC)**

Ali, Amir – UTS

Anderson, Robert – SOM

Camacho, Chris – UTS

Gregory, Sharon – UTS

Hauenstein, Dave – UTS

Maaskant, Belinda – RSPH

Mitchell, Paul – UTS

Tice, Billy – UTS

## Critical Community Involvement

### Roadmap Focus Group Members:

#### **Thomas, Joel – SOM (SMCC)**

Chapman, Ben – School of Law

Chen, Kevin – UTS

Davidson, Michael - UTS

Derry, Michael - College

Fields, Karla D - Oxford

Fischer, Richard J - UTS

Flanagan, Jay D - UTS

Gregory, Sharon P – UTS

Kane, Ginger - DAR

Kincaid, Andrew A - UTS

Levitt, Meggan – SOM

Peters, Greg - Yerkes

Raper, C Michael - SOM

Remtulla, Farah - UTS

Rockswold, Brenda - UTS

Tice, Billy – UTS

Tompkins Jr, Benjamin – DAR

Sistrunk, Daryl - SOM

Vaughn, Danon V – DAR

Weston, Rosa - UTS

Wilson Jr., John B - UTS

## Contact us:

- To participate in a Focus Groups please let us know:
  - Categorization
  - Change Management
- Please email us at [smcc@emory.edu](mailto:smcc@emory.edu)
- Working on a resource to store and share information and documentation to the Emory community



[smcc@emory.edu](mailto:smcc@emory.edu)



# Updates from Integration

John Ellis



## Service changes ahead

- Self-service password reset – “dog food” roll-out 01/08/2010; tentative date for roll-out to customers, 01/23/2010.
- SiteMinder **shutdown** – all applications should be migrated by 12/21/2009!
- Active Directory (eu.emory.edu) – account lockout after 5, instead of 10, failed login attempts, scheduled for 01/23/2009 (pending CRB approval).



# Questions



# Service Desk Update

Mollie Burrows

- Single Front Door
  - Single access point for support and work requests
  - Extension of each support area
- Co-locating answering points
  - Telephone repair
  - Telephone work requests
  - Service desk support
  - Paging Operations



- Cross-training Call Center
  - Provides career path
  - Expanded hours of Service Desk to 24/7 in March 2009

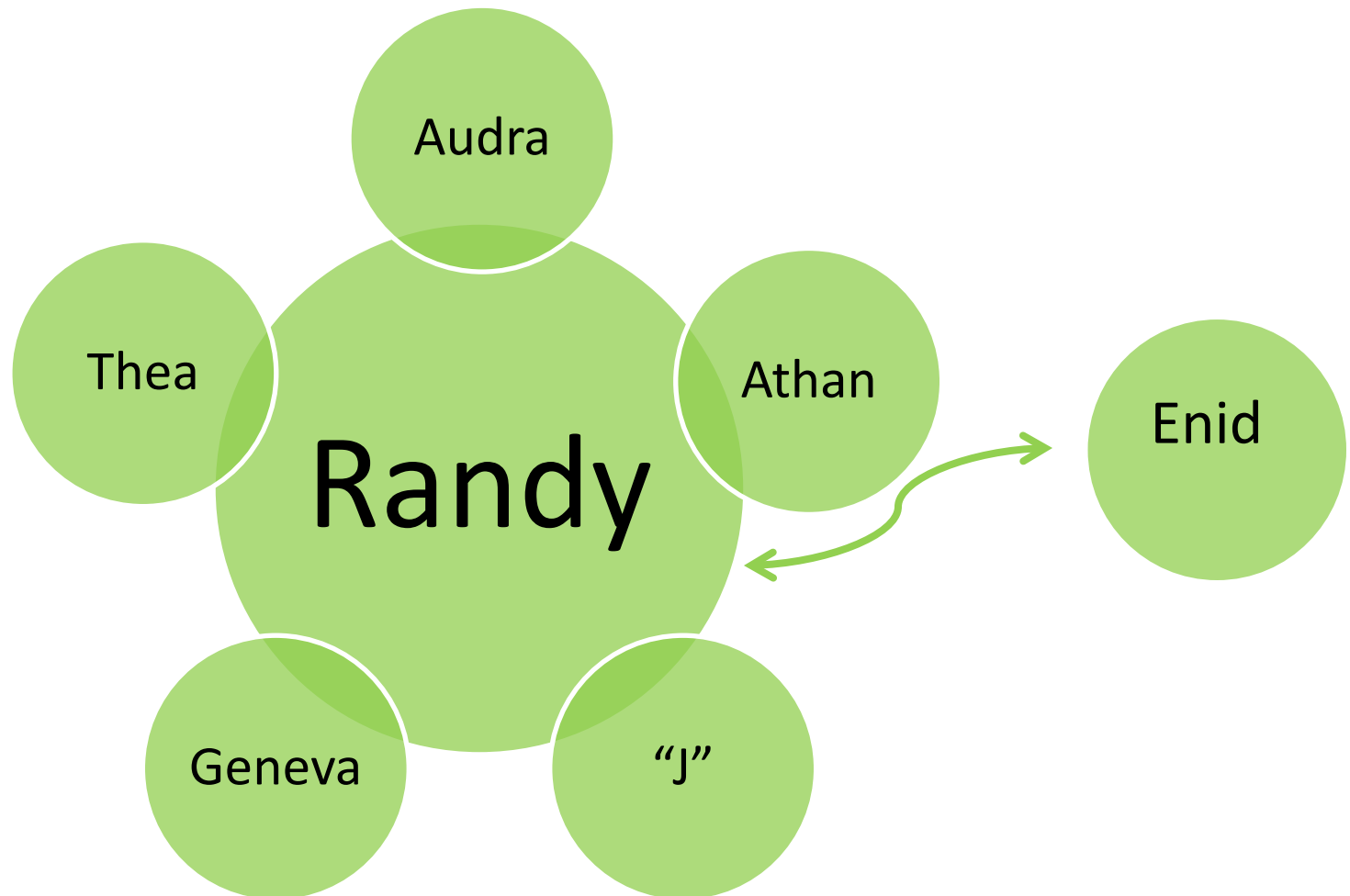


## Goals

- Increase First Call Resolution
  - Increase knowledge base
  - Consistency of information
  - Refined roles



## Role Refinements



## Employee Development

- Conducted skills assessment
- Implementing SD SMEs
- All SD staff will be trained on all products in Service Catalog
- Training

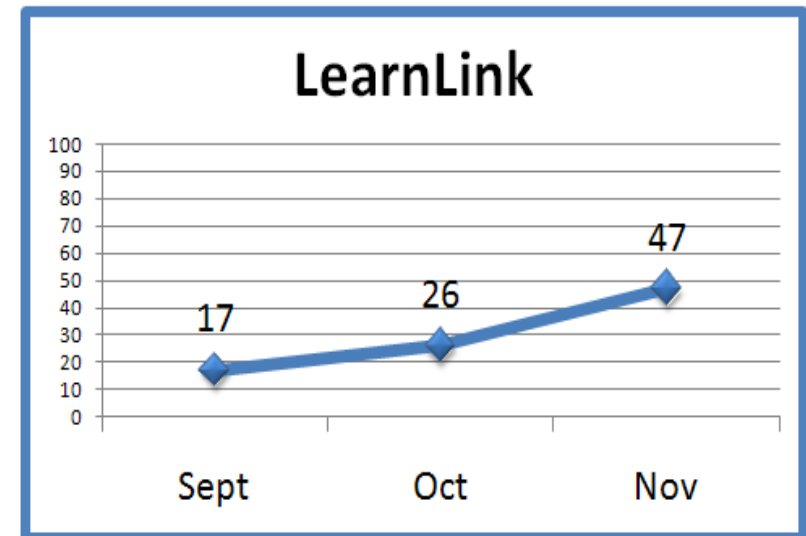


## Training areas

- Business Writing
- HDI Support Center Analyst Certifications
- ITIL v3 Foundation Certification
- ITIL Service Operations and Agreements
- IT for Business Professionals
- PM Fundamentals
- HDI Metrics and Measurements
- IT for Business Professionals
- Emory's Management Development
- Emory's Supervisor Development
- HDI Support Center Director Certification

## Increase Tier 1 Support and FCR

- Identified Top 10 Support Requests
  - Working with Service Owners to increase SD support capabilities
    - Postini
    - Paging Operations
    - Modular Messaging
    - LearnLink
    - ENID
  - Developing KM articles



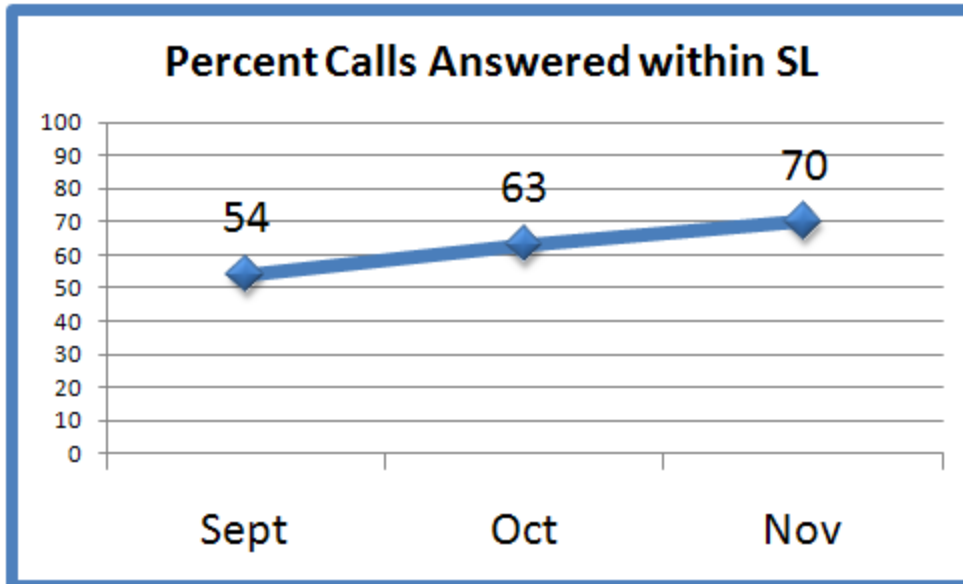
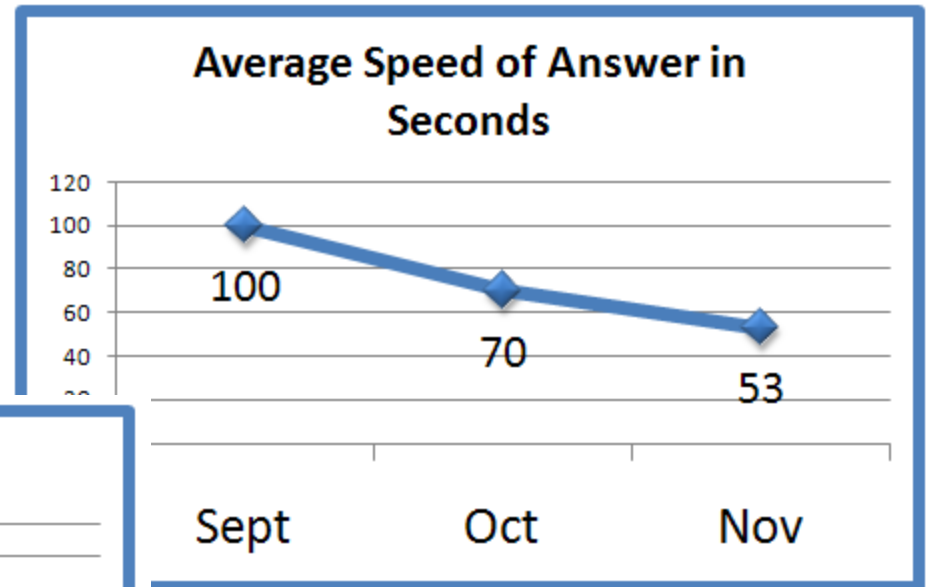
## Service Quality Improvements

- Tracking caller complaints and escalations
- Analyzed call flow patterns to maximize staffing effectiveness
- Increasing the logging of service requests and incident calls
- Changed front end messages
- Added skills-based routing

## Metrics and Measurements

### Call Statistics

Goal: Answer 80%  
of the calls within  
40 seconds



## Metrics and Measurements

### Ticket Quality

- Standards established for data entry
- Service Impact Reports
  - Template created
  - Aligned with Service Catalog to improve categorization

## Culture

- Routine SD meetings
- START – STOP - CONTINUE
- Team-building activities
- Investment in training
- Communication boards and meetings
- Facilitate collaboration
- Changes in roles





# Questions



# GoodLink Retirement

Jay D. Flanagan



- 35 users now
- No longer cost effective
  - Cost for maintenance, hardware refresh, etc. (\$20,000)
  - Annual user maintenance would be up to \$400
- 1450 Current BES users
- 2191 – 4567 ActiveSync users



- Declared as legacy application
  - We are no longer accepting new Goodlink accounts
    - As of Nov. 1, 2009
  - EOL January 1, 2010

- Notifications will continue to be sent out
- Will ask user's to contact their local support for more details
  - Work with them and us on any issues or concerns
  - Users need to be migrated to ActiveSync or BES



- Fisher, Andrew
- Barnes Jr., Peter
- Stephens, David S
- Director, EMS
- Reimels, Elizabeth
- Howard, Hugh A
- Bell, Joy
- Bussey-Jones, Jada
- Hughes, James M
- Sands, Jeff M
- Schneider, Jason
- Usher, JoNell (Jody) A
- Vollenweider, Julie V
- Meador, Kim J
- Worthington, Karen
- Benveniste, Lawrence M
- Frith, Mari
- Kegler, Michelle C
- Hwang, Scott
- McCarty, Nael
- Allen, Susan A
- Schamberger, Scott
- Smith, Carol
- Hirsh, Emily
- Boden, Scott D
- Staton Jr., Gerald W
- Flock, Jennifer
- Sparks-Kroll, Tricia
- Christie, Jennifer
- Kauh, John
- Bryant, Pam
- Primo, Susan
- Dressler, Daniel D
- Vashi, Dipak V
- Clark, Lionel



# Questions



# IT Security Update

Brad Judy

## Awareness

# Phishing

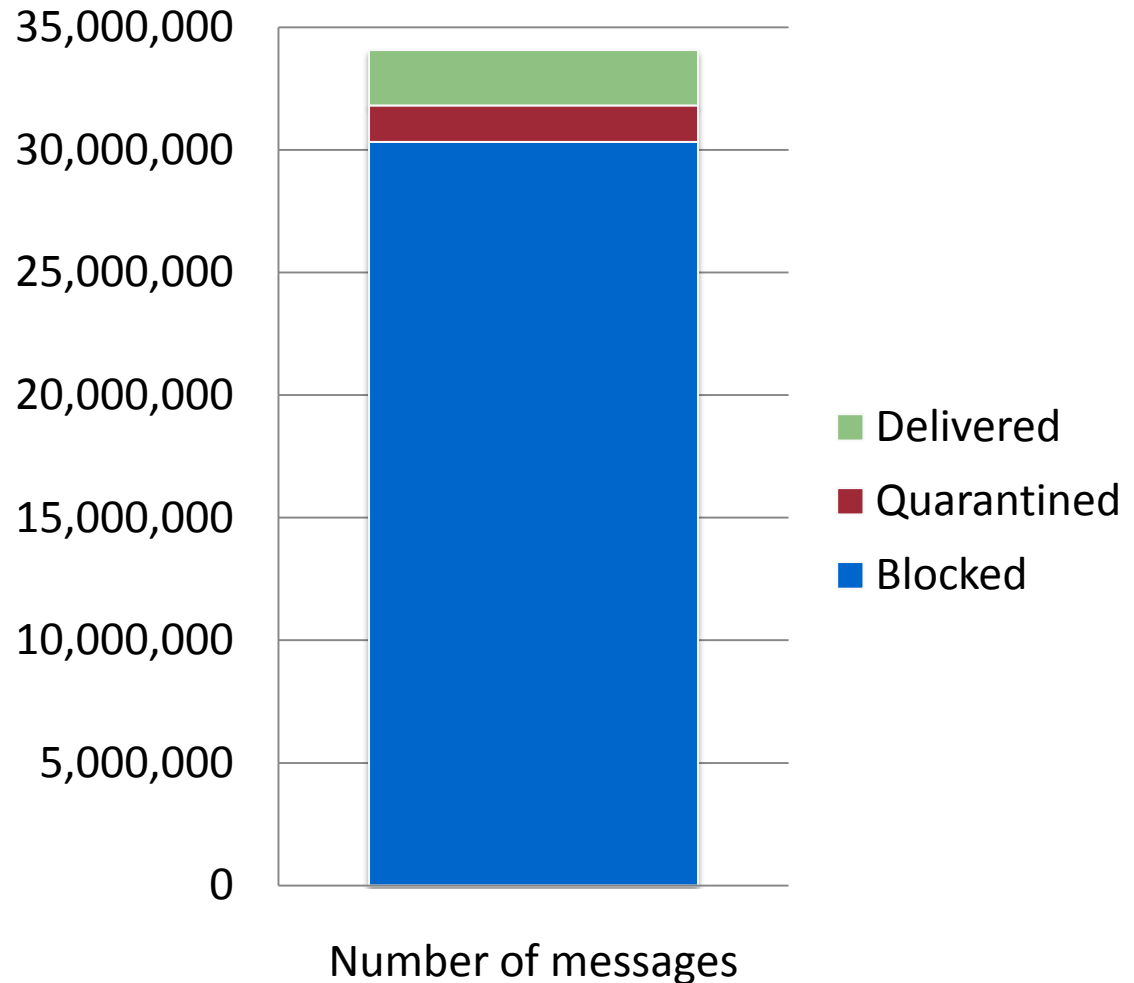


# Security Update



- Dec 2<sup>nd</sup> – 9<sup>th</sup>
- Blocked
  - 30.3 million
- Quarantined
  - 1.5 million
- Delivered
  - 2.25 million

Postini Email processing  
Dec 2nd-9th 2009







Questions