IT Briefing

1/21/2010

Agenda

- Self-Service Password Reset
- Service-now Roadmap
- Change Management Process
- Service-now Categorization
- 802.11n Selected Vendor
- PGP Encryption & General Security Update

- John Ellis
- Joel Thomas
- Luc Dalla Venezia
- Enid Britton
- Stan Brooks
- Brad Judy

IdM Roadmap: Update

John Ellis
Director, Integration

SSPR roll-out

- 1/8/2010: new self-service password reset functionality deployed to UTS-Staff only for eat-your-own-dogfood testing.

- Based on feedback and results, we have made some minor adjustments and are ready to roll-out to all "relevant" customers.

- "Relevant" = all accounts that have EUV LDAP and AD defined as resources in ENID.

- 1/22/2010: approved change date. So, by Monday, 1/25/2010, relevant customers will be able to use SSPR at https://enid.emory.edu/myaccount

SSPR continued

- What relevant customers will see at login:

SSPR continued

- Click on "Passwords" tab:

| Home | View UTS Data | **Passwords** |

| Change Password | Authentication Questions |

Change Password

Enter and confirm a new password for each Enterprise entity on which to change your password, then click **Change Password**.

| Emory University | Emory Healthcare |

| Public Person ID | P0335643 | EUV Login Id | JOELLIS | EHC Login Id | N390223 |

Full Name   John O Ellis

Password [   ]

Confirm Password [   ]

Your password will change on most, but not all of your Emory University accounts.
Accounts where your password will be changed include Enterprise Exchange, University Eagle Mail/Webmail, Learnlink, VPN, OPUS, PeopleSoft-HR, and Blackboard.

Your password must meet the following conditions:

- Must be between 6 - 32 characters long.
- Must contain one upper case letter **and** one lower case letter.
- Must contain one number **or** one special character.

[Change Password] [Cancel]

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SSPR continued

- Click on "Authentication Questions" tab:

| Home | View UTS Data | **Passwords** |

| Change Password | Authentication Questions |

Change Answers to Authentication Questions

If you forget your password, the system will prompt you for the answers to authentication questions associated with your account.
Remember - the answers to these questions are as sensitive as your password. Do not write down your answers or give them to anyone else.
Please answer at least 6 of the following questions. Click *Save* when finished.

- Answers will be automatically converted to upper-case.
- Answers must be at least 6 characters long.
- Each answer must be unique; answers may be not be duplicated.
- Please select answers which other people would be unlikely to guess your response.

Question	Answer
Who was your 1st grade teacher?	

SSPR continued

- Forgot Your Password? Click the button:

EMORY UNIVERSITY | Network Account

Log In to ENID

Welcome to **Emory Network IDentity (ENID)**. Please enter your Emory University or Emory Healthcare login id and password, and click **Login**.

If you are an Emory University user who has registered answers to authentication questions and have forgotten your password, click **Forgot Your Password?**.

If you are an Emory Healthcare user and have forgotten your password:

- You can run the Emory Healthcare password reset tool if you are trying to use Virtual Desktop from a computer on the Emory Healthcare network. There is a link to the password reset tool in the "Application Quick Links" section on the left side of the intranet home page.
- You must call the 8-HELP Call Center if you are not trying to access the Virtual Desktop from a computer on the Emory Healthcare network.

User ID	
Password	

[Login] [Forgot Your Password?]

Password.service

- What about the legacy SSPR application: https://password.service.emory.edu/selfserve/login.php?

  – 3/1/2010: tentative date for the retirement of password.service. Legacy SSPR will be retired at the same time.

  – Roughly 2,000 customers have registered with the legacy SSPR. We will post a service change announcement on the legacy web page (with redirect on 3/1/2010)

SSPR continued

- IdM Roadmap feedback? Please send to: idmfeedback-l@listserv.emory.edu

SMCC Overview

Agenda

➢Emory Service Management Roadmap

➢Change Management

➢Categorization

➢Next Projects

➢Communication

SMCC Overview

January 2010: Service-Now, Phased Approach

Phase 1	Phase 2	Phase 3
	Discovery	
Foundations	Configuration Mgmt	Request Fulfillment
Categorization	Knowledge Mgmt	Problem Mgmt
Change Mgmt	Incident Mgmt	
	Request Mgmt 'Lite'	

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SMCC Overview
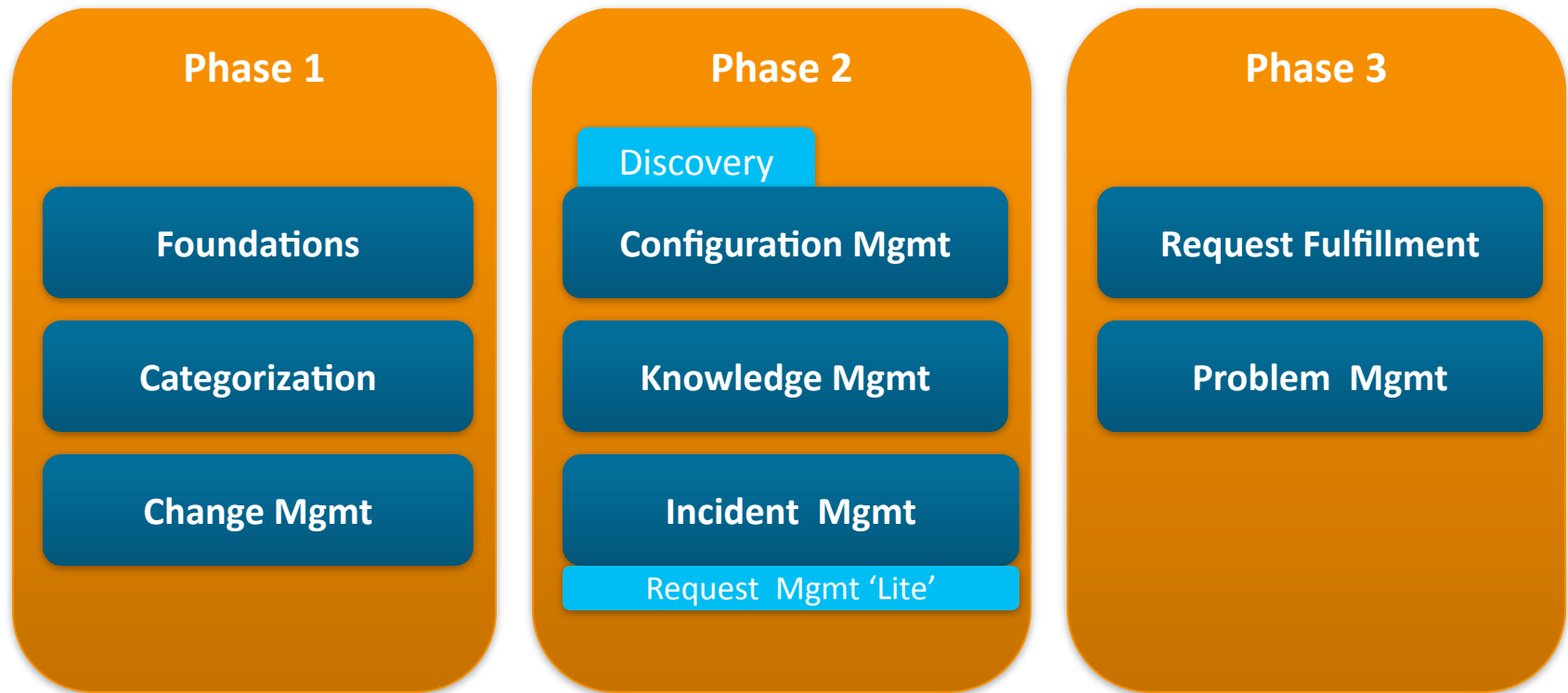
January 2010: Present Status
Service-Now Project Roadmap

Q4 2009	Q1 2010	Q2 2010	Q3 2010	Q4 2010	Q1 2011

Foundations

Configuration Mgmt

Discovery

Categorization

Request Fulfillment

Change Mgmt

Knowledge Mgmt

Problem Mgmt

Incident Mgmt

Request Mgmt 'Lite'

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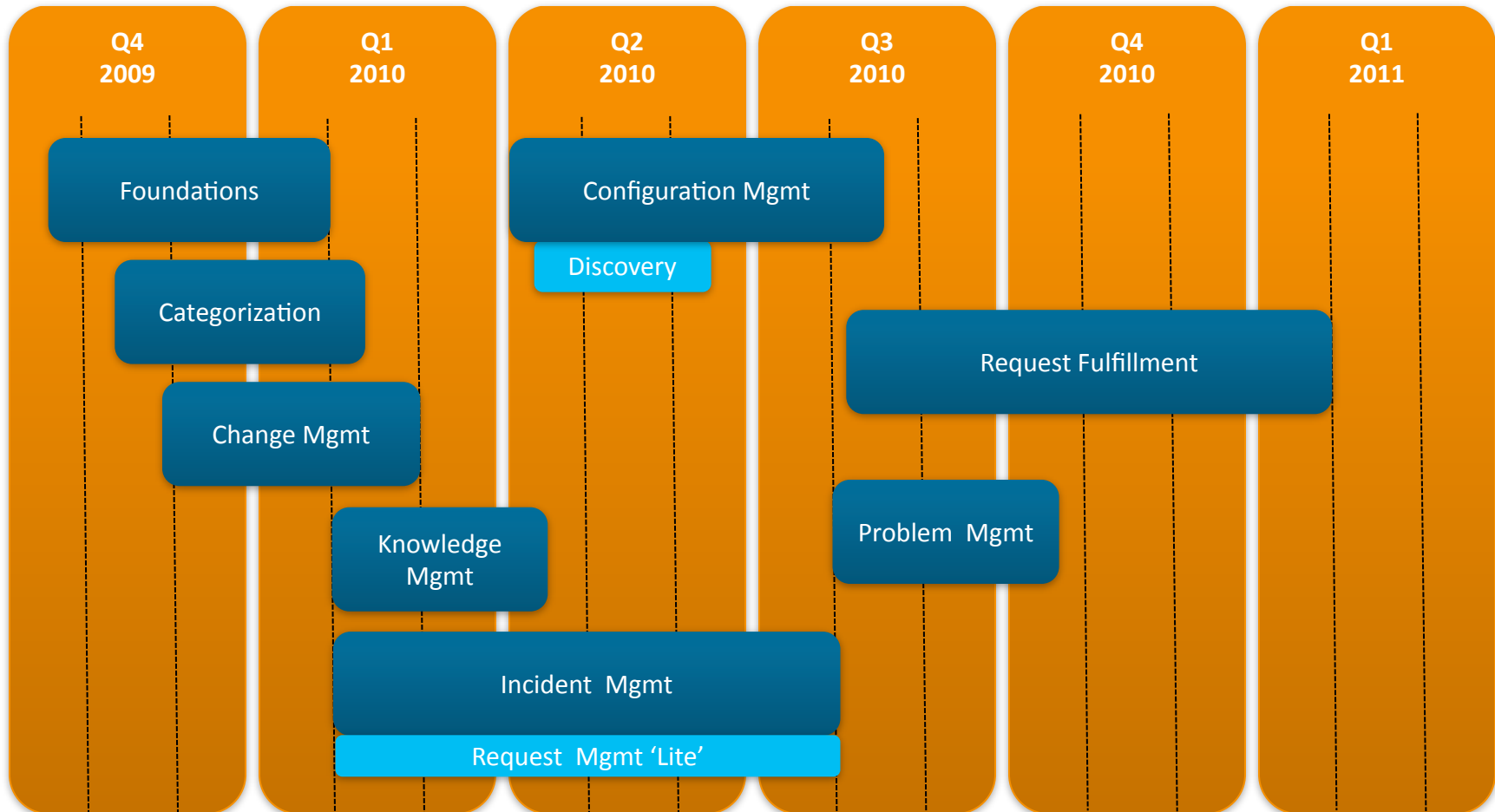
Change Management

- ➢ Completed Activities:

  - ➢ Process development and associated documentation: Process Diagram, Specifications, Roles & Responsibilities, Functional Requirements

  - ➢ Final Review of documentation by the change management working group

Change Management Process Flow diagram

Change Submitter
- 30.1.5 Identify the Change
- 30.1.10 Submit / Update Change
- 30.1.105 Submit emergency Change

Change Implementer
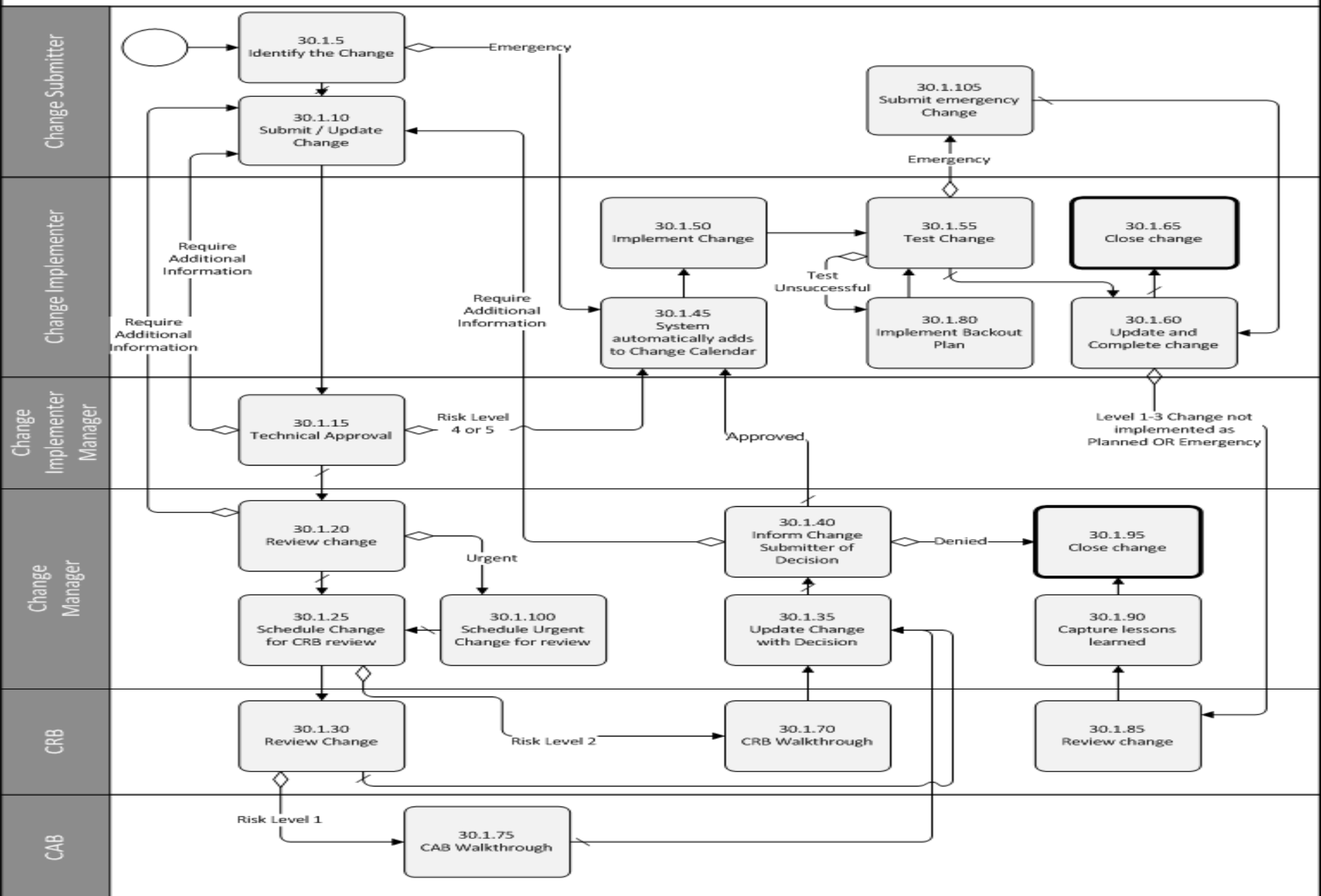- 30.1.50 Implement Change
- 30.1.55 Test Change
- 30.1.65 Close change
- 30.1.45 System automatically adds to Change Calendar
- 30.1.80 Implement Backout Plan
- 30.1.60 Update and Complete change

Change Implementer Manager
- 30.1.15 Technical Approval

Change Manager
- 30.1.20 Review change
- 30.1.25 Schedule Change for CRB review
- 30.1.100 Schedule Urgent Change for review
- 30.1.40 Inform Change Submitter of Decision
- 30.1.35 Update Change with Decision
- 30.1.95 Close change
- 30.1.90 Capture lessons learned

CRB
- 30.1.30 Review Change
- 30.1.70 CRB Walkthrough
- 30.1.85 Review change

CAB
- 30.1.75 CAB Walkthrough

Flow labels: Emergency, Require Additional Information, Test Unsuccessful, Risk Level 4 or 5, Approved, Denied, Level 1-3 Change not implemented as Planned OR Emergency, Urgent, Risk Level 2, Risk Level 1

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Change Management Roles & Responsibilities

(continued table, top left)

	• Good understanding of ITIL • Good project management skills • Practical experience of continuous improvement methods and techniques • Sound understanding of business goals and requirements • Capable of analyzing complex issues • Possess good interpersonal skills for written, oral and face to face communication • Skilled in influencing and negotiation methods
Experience	• Solution development • Operational support • Application support • Process management

Role: Change Submitter

Attribute	Details
Role	The person who is responsible for the overall planning, initiation and execution of the change and thus, assigns the work for the change
Responsibilities and Activities	• Gathers Change Related information • Creates Change Request • Assess, evaluate and set Risk for the Change • Create Change implementation plan • Propose Change schedule • Identify resources to implement the change and in some cases implements the change themselves • Communicate Change status and results • Attend CRB/CAB meetings when necessary • Provide input to the Change Manager for the ongoing maintenance and improvement of the Change Management process
Organizational position	Individual Contributor
Skills	• Business impact analysis • Good verbal and written communication

	• Environment and technical knowledge
Experience	• Solution development • Operational support • Application support • Related Technical Skills

Role: Change Implementer

Attribute	Details
Role	The person who is responsible for implementing the change submitted by the Change Submitter
Responsibilities and Activities	• Provide Change related information to the Change Submitter when necessary • Review Change Request for technical accuracy and feasibility • Attend CRB/CAB meetings when necessary • Perform Change related activities documented in the Change Request to ensure the Change is implemented according to plan • Document closure activities in the Change record and completing the Change record • Escalate any deviations from plans to appropriate management (direct manager and change manager) • Provide input to the Change Manager for the ongoing maintenance and improvement of the Change Management process
Organizational position	Individual Contributor
Skills	• Business impact analysis • Good verbal and written communication • Environment and technical knowledge
Experience	• Solution development • Operational support • Application support • Related Technical Skills

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SMCC Overview

Change Management Functional Requirements

		Field Type	Required Field		Audit	Default	Fields Access by Role							
							Submitter, Implementer, Implementer Manager			Change Manager			CRB, CAB	
			Risk Level - 4 & 5	Risk Level - 1 --> 3			Write	View	Hide	Write	View	Hide	Write	View	Hide
Label	**Fields**													
	Change Number	System Generated	Y	Y			Never	Always			Always			Always
	Status	Drop down list	Y	Y	Y			Always		Always				Always
	Title	Short Text	Y	Y	Y		Until Waiting Technical Approval	Always		Always				Always
	Risk	Drop down list	Y	Y	Y	Blank	Until Waiting Technical Approval	Always		Always				Always
	Submitter	Person Field	Y	Y	Y		Until Waiting Technical Approval	Always		Always				Always
	Assigned Group	Group Field	Y	Y	Y		Until Waiting Technical Approval	Always		Always				Always
	Assigned Person	Person Field	Y - When Technical	Y - When Technical	Y		Always (When assigned person/Group)			Always				Always
	Change Manager	Person Field		Y	Y			Always		Always				Always
	Description	Text	Y	Y			Until Waiting Technical Approval	Always		Always				Always
	Work Notes	Text			Y		Always (When assigned person/Group)			Always				Always
	Category	Drop down list			Y		Until Waiting Technical Approval	Always		Always				Always
	Type	Drop Down List: Defaul	Y	Y	Y		Until Waiting Technical Approval	Always		Always				Always
	Requested Additional I	Checkbox			Y		Never	Always		Always				Always
Schedule														
	Planned Start	Date/Time Field	Y	Y	Y		Until Waiting Technical Approval	Always		Always				Always
	Planned Finish	Date/Time Field	Y	Y	Y		Until Waiting Technical Approval	Always		Always				Always
	Downtime	Days, Hours, Minutes	Y	Y	Y		Until Waiting Technical Approval	Always		Always				Always
Change Details														
	Reason for Change	Text		Y	Y		Until Waiting Technical Approval	Always		Always				Always
	Change Plan	Text		Y	Y		Until Waiting Technical Approval	Always		Always				Always
	Communications Plan	Text		Y	Y		Until Waiting Technical Approval	Always		Always				Always
	Back-out Plan	Text		Y	Y		Until Waiting Technical Approval	Always		Always				Always
	Test Plan	Text		Y	Y		Until Waiting Technical Approval	Always		Always				Always
Impacted Areas														
	Customers	Text		Y	Y		Until Waiting Technical Approval	Always		Always				Always
	Services	Text		Y	Y		Until Waiting Technical Approval	Always		Always				Always
	Hardware	Text		Y	Y		Until Waiting Technical Approval	Always		Always				Always
Completion Details														
	Completion Code	Drop down list	Y	Y	Y		Completed (When assigned person/Group)	Always		Always				Always
	With Incidents	Checkbox					Completed (When assigned person/Group)	Always		Always				Always
	With Modifications	Checkbox					Completed (When assigned person/Group)	Always		Always				Always
	Completion Descriptio	Text		When above check	Y		Completed (When assigned person/Group)	Always		Always				Always
System Fields not required on the form but required for metrics														
	Submitted Date													
	Completed Date													

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Change Management

➢ Current Activities:

    ➢ Configuring Change management functional Requirements in Service-now

    ➢ Identifying and scheduling Focus Group meetings

    ➢ Preparing Test and Training plans

Change Management

➢ Activities to come:

   ➢ Test the configured process in Service-now

   ➢ Update documentation as a result of testing and input from Focus Groups

   ➢ Identify and train the Emory Change Management users

   ➢ Communicate the final product to the broader Emory community

Categorization

Deliverable:
List of the categories and hierarchy of those categories (Categorization matrix) to be used by future ITSM processes.

In Scope:
• Define a list of categories and groupings related to existing services
•Document Categorization matrix

Out of Scope:
• Routing
•Reporting
•SLA/Escalations

Categorization

- Completed Activities:

  - Working Group kick-off
  - Categorization matrix design decision (3 tier)

- Next steps:

  - Working group finalize base Categorization matrix (Jan. 21)
  - Schedule final Focus groups (week of Jan. 25)

Sample Categorization Matrix

CATEGORIZATION STRUCTURE OPTION 1			SOURCE			
Tier 1	Tier 2	Tier 3	CHANGE	INCIDENT	REQUEST	TASK
Desktop Management	Hardware	Error Message		✔		
Desktop Management	Hardware	Failure		✔		
Desktop Management	OS/Firmware	Degradation		✔		
Desktop Management	OS/Firmware	Down		✔		
Desktop Management	OS/Firmware	Error Message		✔		
Desktop Management	Software	Degradation		✔		
Desktop Management	Software	Down		✔		
Desktop Management	Software	Error Message		✔		
Facilities Management	Access	Inaccessible		✔		
Facilities Management	Hardware	Error Message		✔		
Facilities Management	Hardware	Failure		✔		
Facilities Management	Monitoring	Alert		✔		
Facilities Management	Monitoring	Down		✔		
Facilities Management	Monitoring	Error Message		✔		
Facilities Management	Monitoring	Inaccessible		✔		
Knowledge Management	Documentation	Inaccessible		✔		
Server Management	Access	Inaccessible		✔		
Server Management	Availability	Degradation		✔		
Server Management	Availability	Down		✔		
Server Management	Availability	Error Message		✔		
Server Management	Availability	Inaccessible		✔		
Server Management	Configuration	Error Message		✔		
Server Management	Hardware	Error Message		✔		
Server Management	Hardware	Failure		✔		
Server Management	Monitoring	Alert		✔		
Server Management	Monitoring	Down		✔		

Next Projects

➢ Incident Management/Request Lite

➢ Knowledge Management

➢ Each Working Group scheduled to kick-off around February 1st

➢ Resources have been selected

    ➢ Submitting to Steering Body for approval 1/22

    ➢ Resource Managers notified

    ➢ Resources notified as soon as possible

SMCC Overview

Contact us:

- ➢ To participate in a Focus Groups please let us know:

  - ➢ Incident Management

  - ➢ Knowledge Management

- ➢ Please email us at smcc@emory.edu

- ➢ Future home to store and share information

  - ➢ Blackboard.emory.edu

    - ➢ Community\Service Management Competency Center

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Questions

smcc@emory.edu

Basic Features

- Faster
  - Up to 300Mbps (~150-200 Mbps throughput) with current hardware
    - Up to 600 Mbps with ratified standard hardware
    - Versus 54 Mbps (~22 Mbps throughput) for 802.11g
- Better Range
  - May extend reach of 5 GHz band to distances of 802.11g (2.4 GHz) today (802.11g)
  - Use of MIMO and other technologies to reduce interference and get better range & speed
- Can Use More Spectrum
  - 40 MHz channels vs. 20 MHz channels
    - Only three 20MHz channels available in 2.4 GHz band

802.11n Wireless

What's the latest news?

- 802.11n Standard Ratified in 09/09
- Emory 802.11n Vendor Evaluation is Complete
- Non-selected vendor's equipment uninstalled
  - Replaced with selected vendor's 802.11n equipment
- Project now going to Governance

802.11n Wireless

What are the implications?

- Negotiated significant cost savings from vendor
  - Planning to reduce monthly charges per Access Point (AP)
    - More speed, more bandwidth, less cost
- Replace currently deployed APs with 802.11n APs
  - No cost to departments for this upgrade
- Aggressive replacement timeline

More Implications

- Combining Academic and Healthcare wireless networks
  - Single system to manage
- Deploying Aruba AP105s in majority of locations vs. AP125

Deployment

- APs need GigE connections to handle up to 300+Mbps traffic

- APs need standard Power over Ethernet (PoE) but injectors must support GigE connections

- Controllers need multi-Gigabit connections to handle traffic

- AP costs are currently ~~4x to 6x~~ 1.5x-2x current AP costs

PGP recap

- PGP Whole Disk Encryption selected as Emory's disk encryption technology
- Volume licensing agreement ($45.50/seat)
- PGP Professional Services engagement
- PGP Universal Server built and configured
- Project team testing
- PGP pilot testing with volunteers

PGP Project update

- In the final stages
  - Documentation prepared
  - Training prepared and scheduled for service desks
  - Training prepared for local IT support
    - Planning on Jan 28th and Feb 1st sessions
  - Finalizing LDAP proxy for PGP Universal Server
  - Official go-live date TBD based on LDAP proxy work (expected by end of Jan)

PGP Update

Local support training

- Two training levels – basic and advanced
  - Basic
    - Overview, licensing, server-client interaction, installation, whole disk encryption, common problem scenarios
  - Advanced
    - USB drive encryption, PGP Zip, PGP Virtual drives, PGP keys, PGP shredder
    - At a future date TBD

Next steps for depts

- Have you already paid for licenses?
  - Contact John Connerat, Carole Hirthler and Sandra Harrison if you need licenses
- Attend one of the local support training sessions
- Contact securityteam-l@listserv.emory.edu if you have other questions about PGP

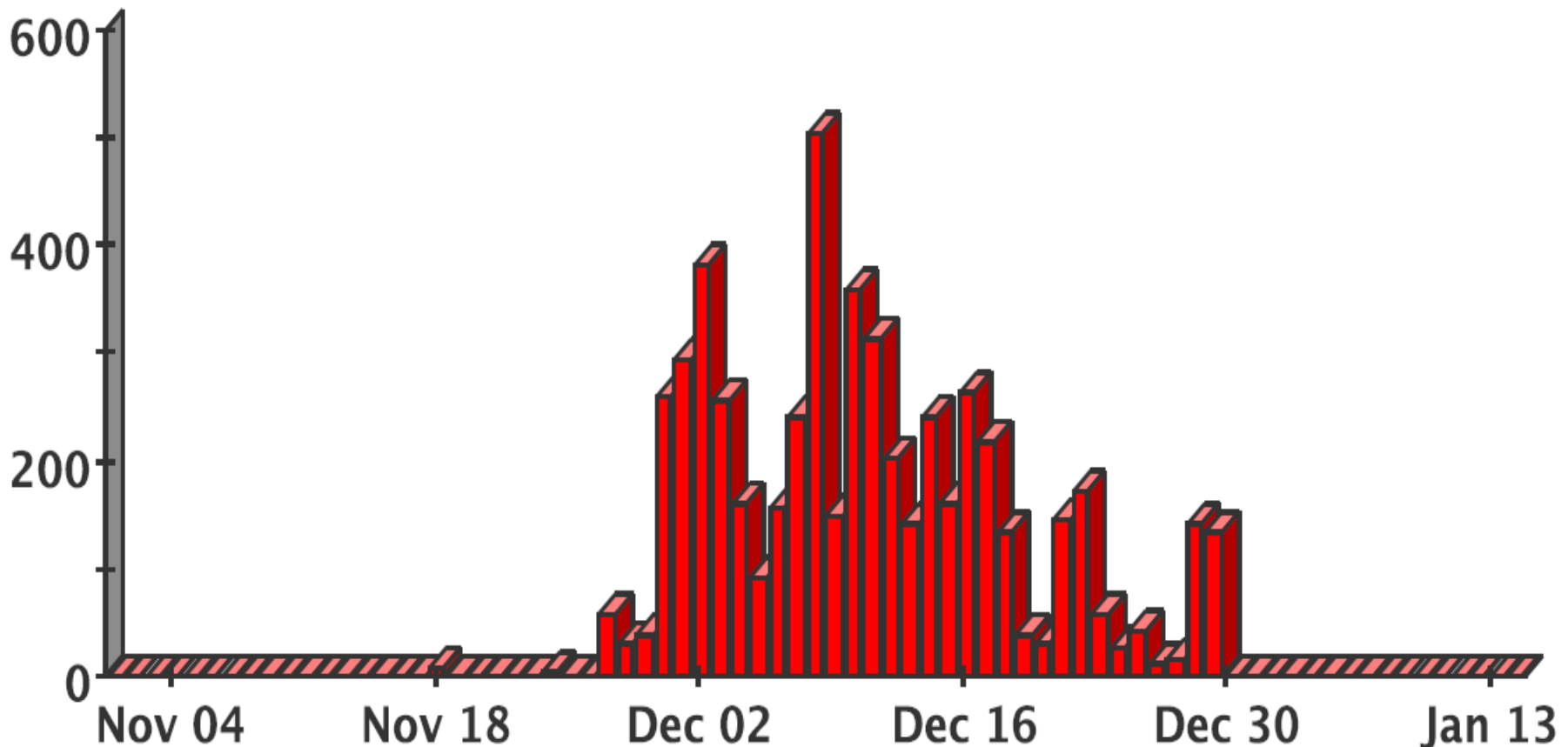# IT Security Update

Brad Judy
Information Security

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Lock your computer

 +

- Malicious PDF files hosted in Russia and linked from websites – attempted downloads by Emory systems (all blocked)