



# IT Briefing

2/18/2010



## Agenda

- IdM Roadmap: Update
- Border Network Redesign
- SMCC Update
- Service-now Demo
- DB Server Refresh Update
- Wolf Retirement
- General Security Update
- John Ellis
- Jimmy Kincaid
- Tiffany Kady
- Luc Dalla Venezia
- Mark Parten
- Tom Armour
- Brad Judy

## Coordination

- Wade Moricle
  - New Marketing & Communications Specialist
  - Starts Monday February 22<sup>nd</sup>
- Decline all IT Briefing invites on your calendar from Nancy Reed or Karen Jenkins
- Send email to: [wade.moricle@emory.edu](mailto:wade.moricle@emory.edu) to be added to the new ongoing IT Briefing Exchange invitation



# IdM Roadmap: Update

John Ellis

## Landmarks ahead

- 2/19/2010: Exchange auto-provisioning
  - For brand new employees -- “new” employees with existing accounts will continue to be processed manually.
  - Email Name auto-assigned (first.mi.last<#>, e.g., [john.o.ellis@emory.edu](mailto:john.o.ellis@emory.edu)).
- 2/22/2010: acm.service.emory.edu retirement
- 3/1/2010: password.service.emory.edu retirement
- 3/13/2010: ENID version upgrade



## Continued ...

- IdM Roadmap feedback? Please send to:  
[idmfeedback-l@listserv.emory.edu](mailto:idmfeedback-l@listserv.emory.edu)



Questions



# Border Network Redesign

Jimmy Kincaid





# Questions



# Service Management Competency Center Update & Demo

**Tiffany Kady**

**Luciano Dalla Venezia**

## Agenda

- Communication
- Categorization
- Change Management Demo within Service-now Dev

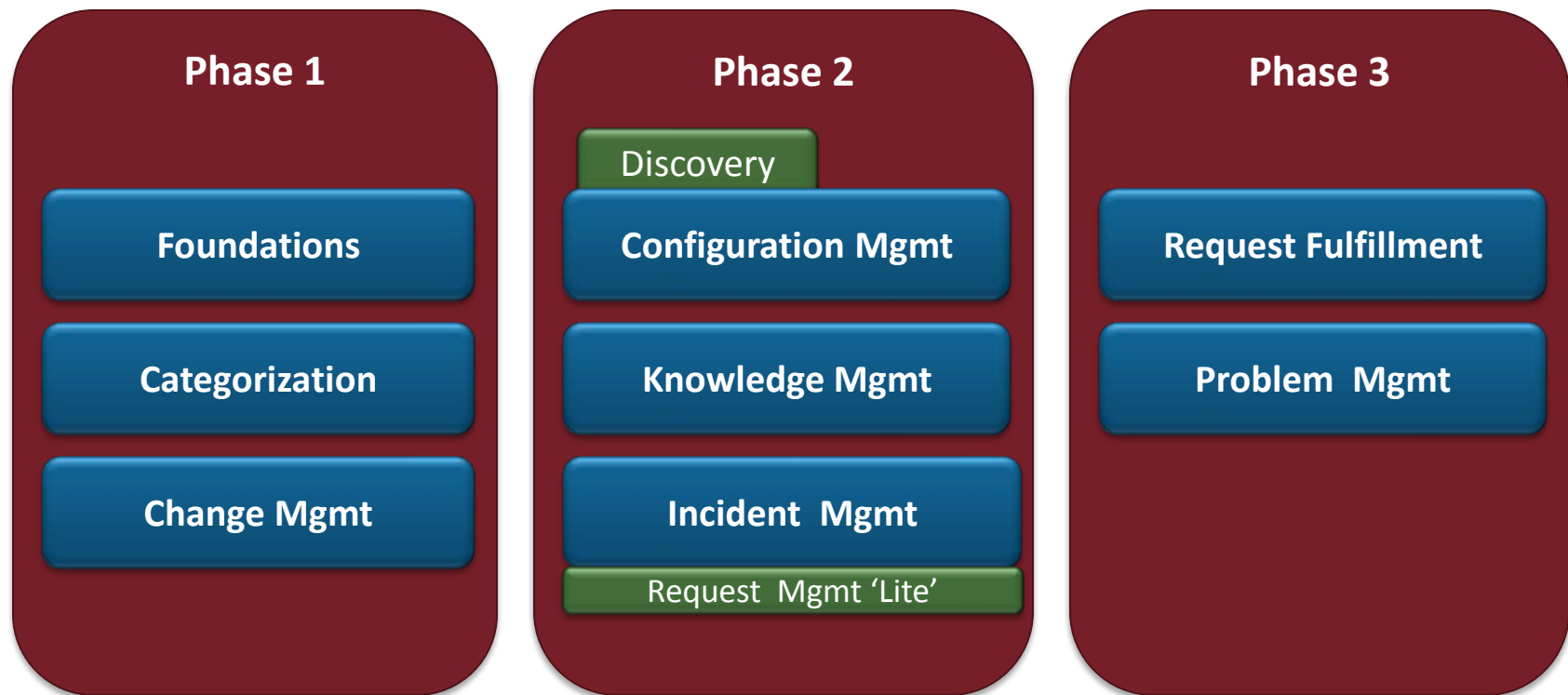
## Contact us:

- To obtain stored and shared information about the Service-now project visit:
  - [Blackboard.emory.edu](https://blackboard.emory.edu)
  - *My Organization\Service Management Competency Center*

## Contact us:

- To participate in a Focus Groups please let us know:
  - Incident Management
  - Knowledge Management
  - Configuration Mgmt
- Please email us at [smcc@emory.edu](mailto:smcc@emory.edu)

## February 2010: Service-Now, Phased Approach



## Categorization Update

- **Goals:**
  - Consistent Structure across all processes
  - Common Terminology across all IT departments
  - Intuitive
  - Scalable
  - *Supports* reporting
  - *Facilitates* routing
  - Best Practice

## Categorization Update

- Purpose of Categorization
  - To provide a full accounting of incidents, service requests, and changes for volume and reporting
  - To identify, analyze, and explain patterns and trends
  - To measure how effective and efficient our processes are
  - To support continual service improvement



## Categorization Update

### ➤ Why categorize?

- To provide a basis and eventually support
  - Automate routing efficiently
  - Match incidents to Problems and Known Errors
  - Priority, Escalation, Notification
  - Auto-population (Scripts/Templates)
  - Report on Services impacted (internal/external)
  - Identification of change approvers
  - Support SLA
  - Provide feedback for knowledge article creation and training opportunities

## Categorization Update

- Completed Activities:
  - Compiled Use Cases for Incident, Change, and Request
  - Gathered results for both linked vs. unlinked structures

## Categorization Update

- The Results:
  - Linked Matrix will be used within Service-now
    - More consistency in the linked responses
    - Less room for vagueness
    - More flexibility
    - Enables option of expanding reporting and routing capabilities
    - Adaptable structure for more complex organizations
    - Increases efficiency for logging tickets
    - Overall, most participants preferred the linked structure vs the unlinked structure

## Categorization Update

### ➤ Example Use Case Scenario:

How would you categorize the following Incident?

❖ Users monitor is flickering

Tier 1
Application Management
Communications & Messaging
Database Management
Desktop Management
Facilities Management
Knowledge Management
Network Management
Print Management
Security Management
Server Management
Service Desk
Service Management
Telephony Management

Tier 2
Hardware
Images
OS/Firmware
Software

Tier 3
Configure
Consult
Error Message
Failure
Install
Maintenance
Modify
Purchase
Remove
Repair
Restart
Restore
Sync
Test

## Categorization Update

- Visit our Blackboard site ([blackboard.emory.edu](https://blackboard.emory.edu)) :
  - Detailed presentation on the approach taken by the Working Group for Categorization
  - Try out more “Use Case Scenarios”

## Change Management Update

- Testing kicked-off on 02/05/2010
  - There is an iterative process to test and address findings between the testers and the system admins
  - Testing will be completed on 02/26/2010
- Training will take place from 02/24/2010 → 03/09/2010
- Go-Live is scheduled for 03/10/2010



Questions

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



## Change Demonstration





# UTS Server Migration

Mark Parten

## Why are we doing it

- Reduce power consumption
- Reduce heat generation
- Lower maintenance costs
- Get rid of older, less efficient, equipment
- Get rid of failing equipment
- Upgrade to newer OS/Database version

## What does it mean to you?

- More reliable, efficient database resources
- Unused accounts will be locked on 2/19
- DBAs will assist you in moving your data
- You will need to test your applications
- Our cutover deadline is 3/31

Complete the required information in the Wiki table at:

<https://wiki.service.emory.edu/display/public/UTS+Database+Server+Migration>

## Who can you contact

- [It-ads-dba@listserv.cc.emory.edu](mailto:It-ads-dba@listserv.cc.emory.edu)
- UTS Service Desk (7-7777)
- [keith.foster@emory.edu](mailto:keith.foster@emory.edu)
- [paul.petersen@emory.edu](mailto:paul.petersen@emory.edu)
- [achin4@emory.edu](mailto:achin4@emory.edu)
- [mparten@emory.edu](mailto:mparten@emory.edu)
- [eehrenh@emory.edu](mailto:eehrenh@emory.edu)



Questions



# Symantec Endpoint Protection 11

Tom Armour

## Current Status

- As of 2-16-2010 we have 8,561 devices in SEP
- Almost 2 ½ times the 3,500 we had in November
- Breakdown By Operating System

Operating System	Number of Computers	Percentage
Windows XP Professional	4751	55.5%
Windows XP Home Edition	561	6.5%
Windows Vista	1879	22%
Windows 7	940	11%
Other	430	5%

## Current Status

- Breakdown by Group

Group	Number Of Computers	Percentage
Emory_common	5204	60.8%
Emory College	1019	11.9%
SOM	566	6.6%
UTS	642	7.5%
Other	1130	13.2%



## Note the minimum requirements for SEP 11

- 32-bit systems: 1Ghz Pentium 3 CPU  
XP 256 MB RAM  
(1 GB recommended)
- Vista, 7, 1Ghz Pentium 3 CPU  
Server 2003, 1 GB RAM minimum  
Server 2008 (2-4 GB recommended)
- 64-bit systems: 2Ghz 64bit CPU
  - ALL 1 GB RAM minimum  
(2-4 GB recommended)

## Plans for Symantec AV 10

- SAV 10 (Wolf-vm) As of 2-16-2010 we have 8,285 devices, down 15% from the 9,800 in November
- Retiring Symantec Antivirus 10 Server (Wolf-vm)
- **Our goal is to have everyone off this server by Aug 31, 2010**
- We will be installing a new Server with a different name for those requiring legacy support.



# Questions



# Security Update

Brad Judy

## Postini settings change

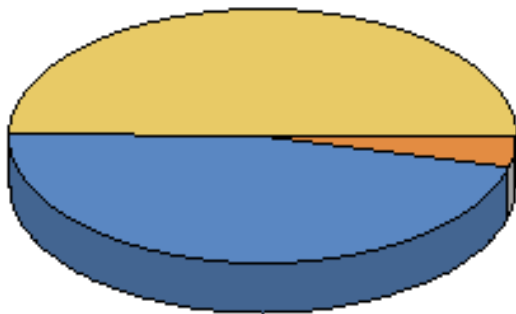
- Feb 23<sup>rd</sup>
- Apply existing default of “Very Aggressive” to all users
- Notice to Local-L today, all university late today, again on the 22<sup>nd</sup>



# 2010 SEP stats



- 141,774 hits since Jan 1
- 2,222 unique computers (~7,500 total)



Event Source as Histogram

Event Source	Number	%	
Scheduled scan	70720	49.9	
Auto-Protect scan	65195	46	
Manual Scan	5422	3.8	



# Questions