IT Briefing

8/19/10

Agenda

- SMCC Updates
- SMCC – Incident Preview
- Exchange / Eagle Update
- One IT

- Joel Thomas
- Tiffany Kady
- Jay Flanagan/Felicia Bianchi
- Rich Mendola

Service Management Competency Center (SMCC)

Joel Thomas

Tiffany Kady

SMCC Update

Agenda

– Communications

– Roadmap

– Phase II Project Updates

- Request-Lite

- Configuration Management
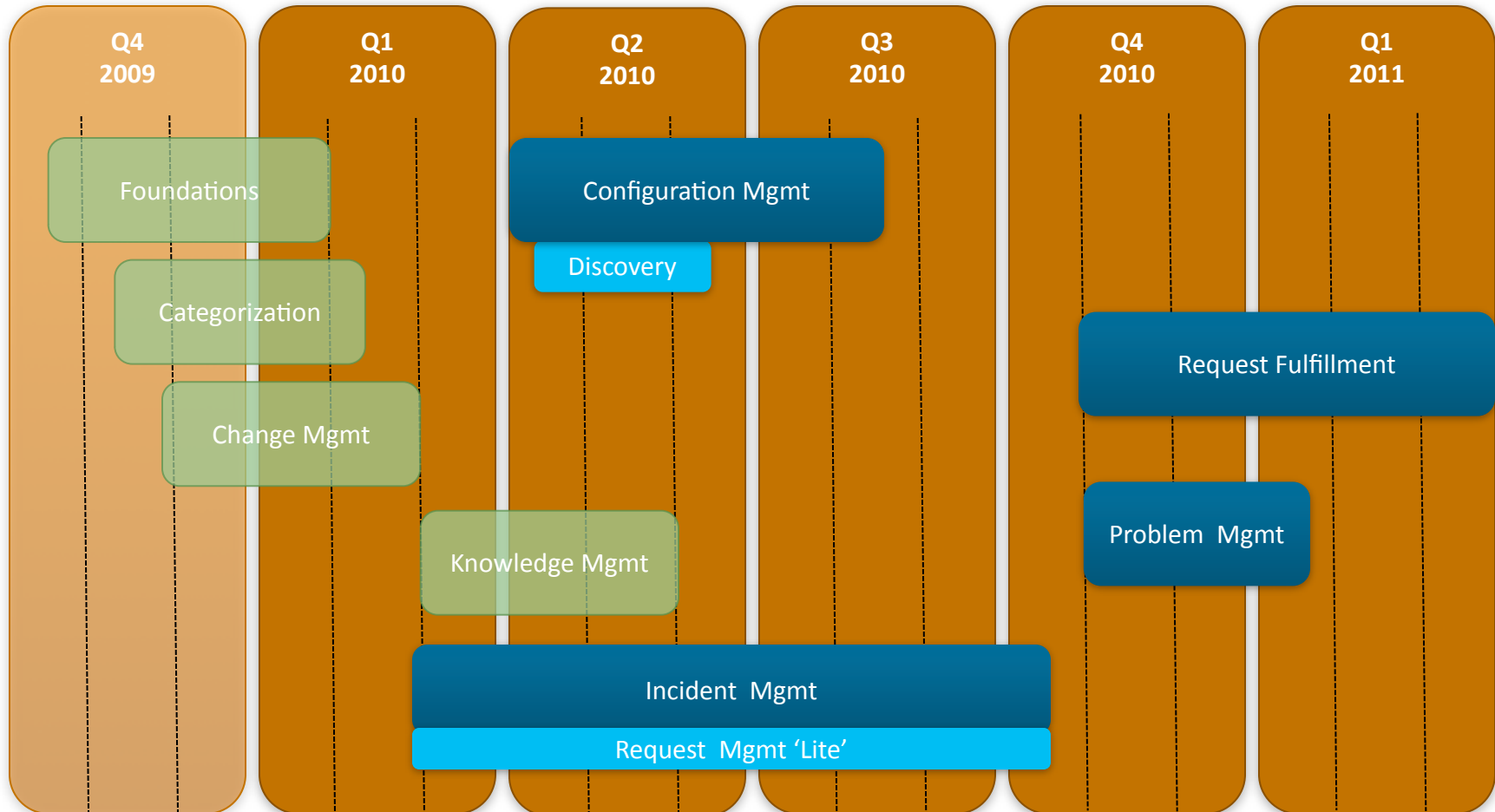
- Incident Management

Communications Update

SMCC Update

Communications

- Website smcc.emory.edu is LIVE: August 4, 2010

- SMCC News Bulletin to Local-L: July 29, 2010

- SMCC Blackboard site

- Road-Shows 98% complete. Still scheduling.

SMCC Update

Road Map Update

SMCC Update

IT Service Management: Road Map – August 2010

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

Foundations

Categorization

Change Mgmt

Configuration Mgmt

Discovery

Request Fulfillment

Knowledge Mgmt

Problem Mgmt

Incident Mgmt

Request Mgmt 'Lite'

8

Request-Lite Update

SMCC Update

Why Request-Lite ?

- It's either ***BROKE*** or ***I NEED IT***

- Request-Lite Scope is only to duplicate existing functionality within Remedy.

- No enhancements until Request Fulfillment goes live.

Forms currently in Remedy that will be available in Service-now	
• Premium Exchange • Clean Room • iTunes U • Sponsored Account	• DNS • Internet • Security • Learn Link

Configuration Management Update

Configuration Management

- Project scope change approved:
  - Include the analysis of Remedy Product names to cater for routing and queue management

- Facilitated two Focus Groups:
  - UTS Coordination Team: August 10th, 2010
  - Local-L: August 12th, 2010

- Development underway: 50% of the functional requirements completed

SMCC Update

Configuration Management

- ART (Architecture Review Team) Review scheduled for Service-now Discovery: August 19th, 2010

- Configuration Management Documentation:
  - Blackboard: *Service Management Competency Center → Configuration Management*

Incident Management Update

Incident Management

- Completed Agile Development Cycle for Phase I

  - Interface, Notifications, Surveys, Reporting, People Data, Integration to KM articles, Hierarchy of People/Support Groups, Service-Desk module

- Begin Agile Development Cycle for Phase II

  - Assignment (Support) Groups, Interface, IT-Alert, Roles and Responsibilities, Routing Rules, Self-Service Website, Mobile View, Clean Room forms

Incident Management

- Participation Agreement

  ✓ **IN**

  Carter Center, CCI, Emory Card, Emory College, HR-IT, OIT-Architecture, OIT-Security, OIT-Research & Health Sciences, Oxford, SOM, RSPH, University Library, UTS, Winship, Yerkes, Campus Life, Business School, Theology, DAR, SON

  X **Out**

  Emory Health Care, OIT-Finance, Law School, Office of Research Administration IT

SMCC Update

Incident Management

- Training

    - 153 People Currently Trained on Incident Management Process, Categorization, and Tool Training

    - Sign-up for Training at: http://smcc.emory.edu/training/training_form.php

- Sneak Peek of the Tool (Quick Highlight Overview)

    - Interface

    - SLM Dashboard

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Questions

smcc@emory.edu

The IT Recommendations Report and the "One IT Initiative"

Rich Mendola

August 19, 2010

EMORY UNIVERSITY

EMORY | ROBERT W. WOODRUFF HEALTH SCIENCES CENTER

EMORY HEALTHCARE

Agenda

- Background

- Guiding Principles

- Organizational Alignment

- IT Governance

- Assessment phase

- Summary

Background

- Several of the chairs and center directors sent a letter to President Wagner expressing their concerns with the discontinuities in the IT support structures at Emory

- As a response to that letter, I was asked by President Wagner to work with the group, along with the EVPs, Tom Lawley and John Fox, on crafting a set of recommendations that would address the group's concerns

Guiding Principles

- All members of the Emory Community should be able to obtain high quality, customer focused IT services anywhere within the IT organizational structure.

- Matching the right service with a customer request should be the responsibility of the IT organization and every effort should be made to make this process as seamless as possible.

- Information Technology should be governed through a consistent, transparent and representative process that aligns with Emory's missions and allows for the prioritization of initiatives that cut across missions.

- The Information Technology functions at Emory should report to a single Corporate CIO and should foster an aspiration of being a "uni-versity" rather than a "multi-versity."

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EMORY HEALTHCARE

Guiding Principles

- Service offerings will improve if they are assessed by what works best for the customer instead of in the context of what part of the IT organization "owns" the services due to history, location within the University or EHC organization, or funding source.

- From a funding standpoint, every effort should be made to maximize the effectiveness of Emory's existing IT spend so that savings can be reinvested, and in a context of complete transparency showing all sources and uses of funds. Further investments in IT will need to be done in the context of limited discretionary resources and will require the reallocation of funds from other activities.

Organizational Alignment

- In order to promote a more seamless delivery of IT services, to acknowledge an emphasis on incorporating the research and education missions into the work of the EHC-IS organization, and to clarify the accountabilities to the VP of IT and enterprise CIO, the EHC CIO will now also carry the *additional* title of "Deputy CIO," with more specific accountability to Emory's academic mission in the VP of IT's Office of Information Technology (OIT).
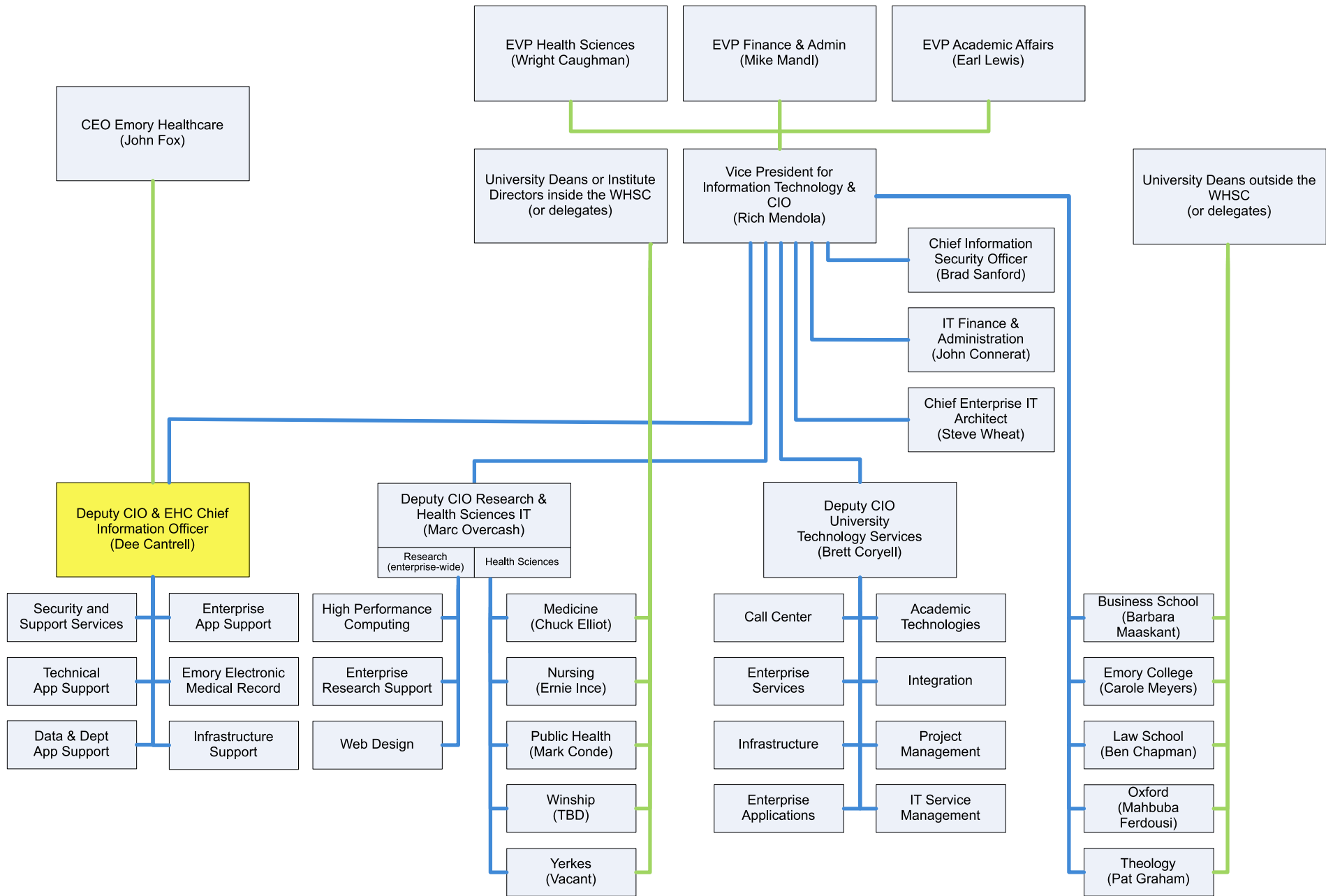
CEO Emory Healthcare (John Fox)

EVP Health Sciences (Wright Caughman)

EVP Finance & Admin (Mike Mandl)

EVP Academic Affairs (Earl Lewis)

University Deans or Institute Directors inside the WHSC (or delegates)

Vice President for Information Technology & CIO (Rich Mendola)

University Deans outside the WHSC (or delegates)

Chief Information Security Officer (Brad Sanford)

IT Finance & Administration (John Connerat)

Chief Enterprise IT Architect (Steve Wheat)

Deputy CIO & EHC Chief Information Officer (Dee Cantrell)

Deputy CIO Research & Health Sciences IT (Marc Overcash)
- Research (enterprise-wide)
- Health Sciences

Deputy CIO University Technology Services (Brett Coryell)

Security and Support Services
Enterprise App Support
Technical App Support
Emory Electronic Medical Record
Data & Dept App Support
Infrastructure Support

High Performance Computing
Enterprise Research Support
Web Design

Medicine (Chuck Elliot)
Nursing (Ernie Ince)
Public Health (Mark Conde)
Winship (TBD)
Yerkes (Vacant)

Call Center
Academic Technologies
Enterprise Services
Integration
Infrastructure
Project Management
Enterprise Applications
IT Service Management

Business School (Barbara Maaskant)
Emory College (Carole Meyers)
Law School (Ben Chapman)
Oxford (Mahbuba Ferdousi)
Theology (Pat Graham)

IT Governance Process Changes

- All business cases will be documented with the same form, for the sake of consistency. The common form will have explicit questions on whether any given project might have impacts on more than one mission and how the suggested initiative will be configured to maximize the value to those missions.

- All business cases will also be evaluated against a documented, unified IT architecture, operational plan, and common project schedule. This will avoid the introduction of duplicative systems and those that are at odds with our common IT architecture, IT operational plans, or staffing models in any of the IT divisions.

- Business cases will be available on the web for review by Emory faculty or staff who were involved in any part of the IT governance process, thus adding an element of transparency to the identified priorities in IT.
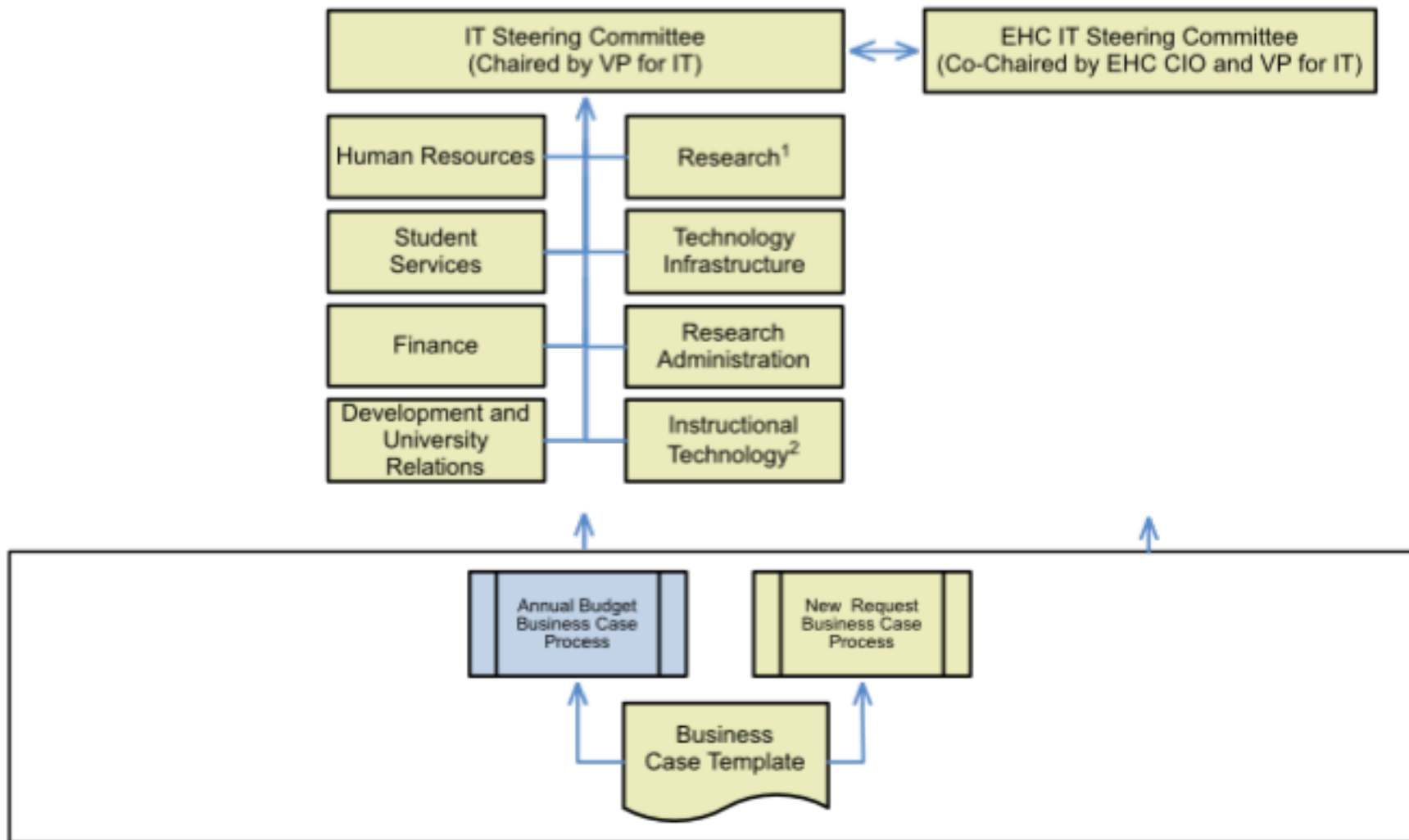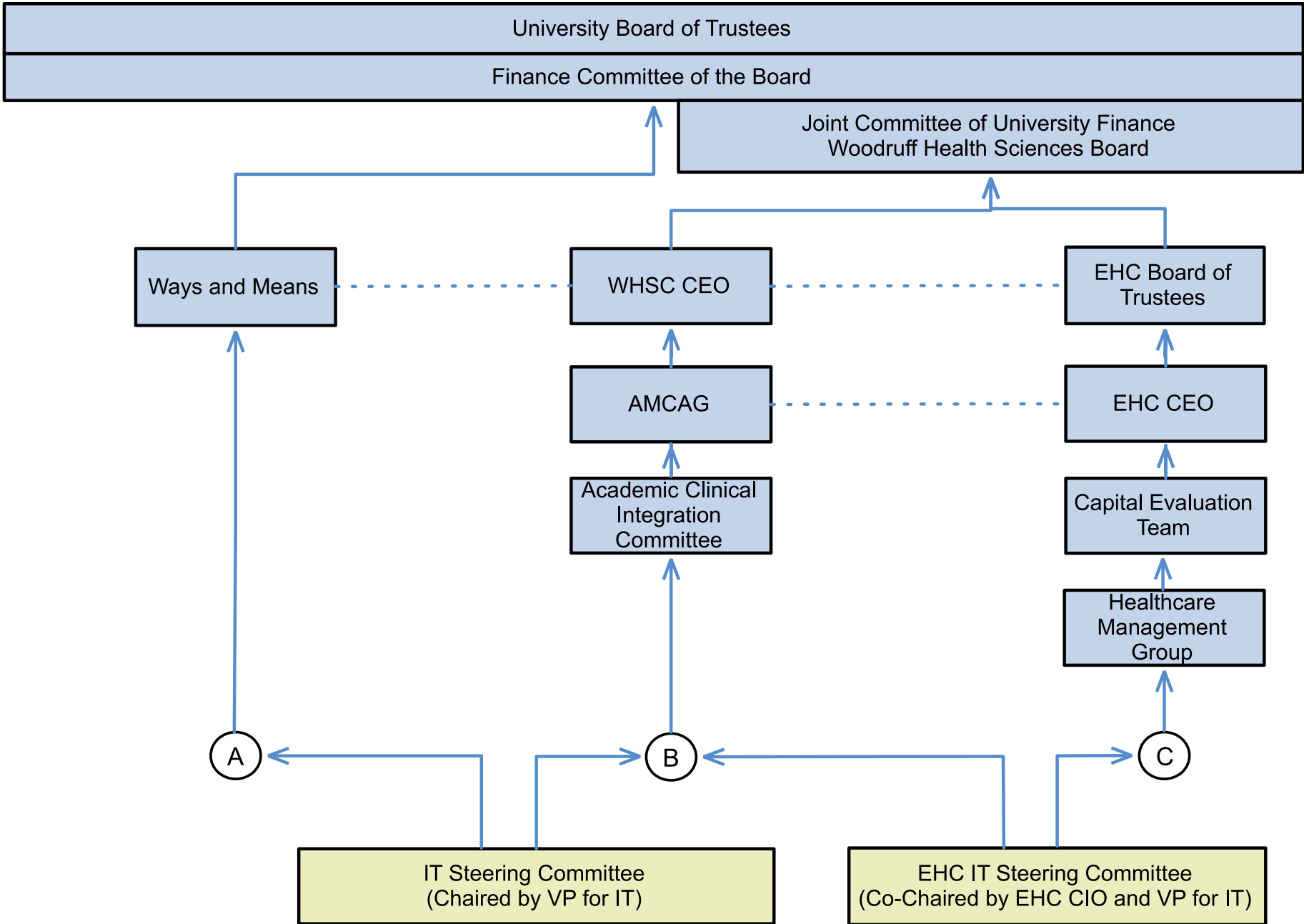
Notes:

[1] The research subcommittee also reports to the ACTSI and CCI steering committees

[2] The Instructional Technology subcommittee receives and provides input into Library governance structures

Executive governance, funding bodies and processes

IT-specific governance, funding bodies and processes

Assessment Phase

- President Wagner has approved the report and we have now started our six month assessment phase, focused on:
  - Identifying customer-facing service improvements
  - Reviewing internal IT process improvements that will reduce duplication and create efficiencies that can be reinvested
  - Documenting the IT spend in SOM departments
  - Preparing documentation for the FY12 budget cycle

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IT Planning Retreat (July 12)

- Identified focal areas and working groups
  - Identity Management (simplify access; single sign-on)
  - Collaboration (document sharing, wikis, Sharepoint)
  - Help Desk
  - Desktop Management
  - Data Management
  - Network Zone Simplification
  - Architecture/Security Reviews
  - Data Integration
- Agreement that multi-channel communication plan must be a priority

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Summary

- The organizational and governance changes outlined in the IT Recommendations report will better align IT with the multiple-mission nature of the institution and will improve the stewardship of our IT expenditures

- Combined with an appropriate level of investment, IT will be poised to realize its full potential
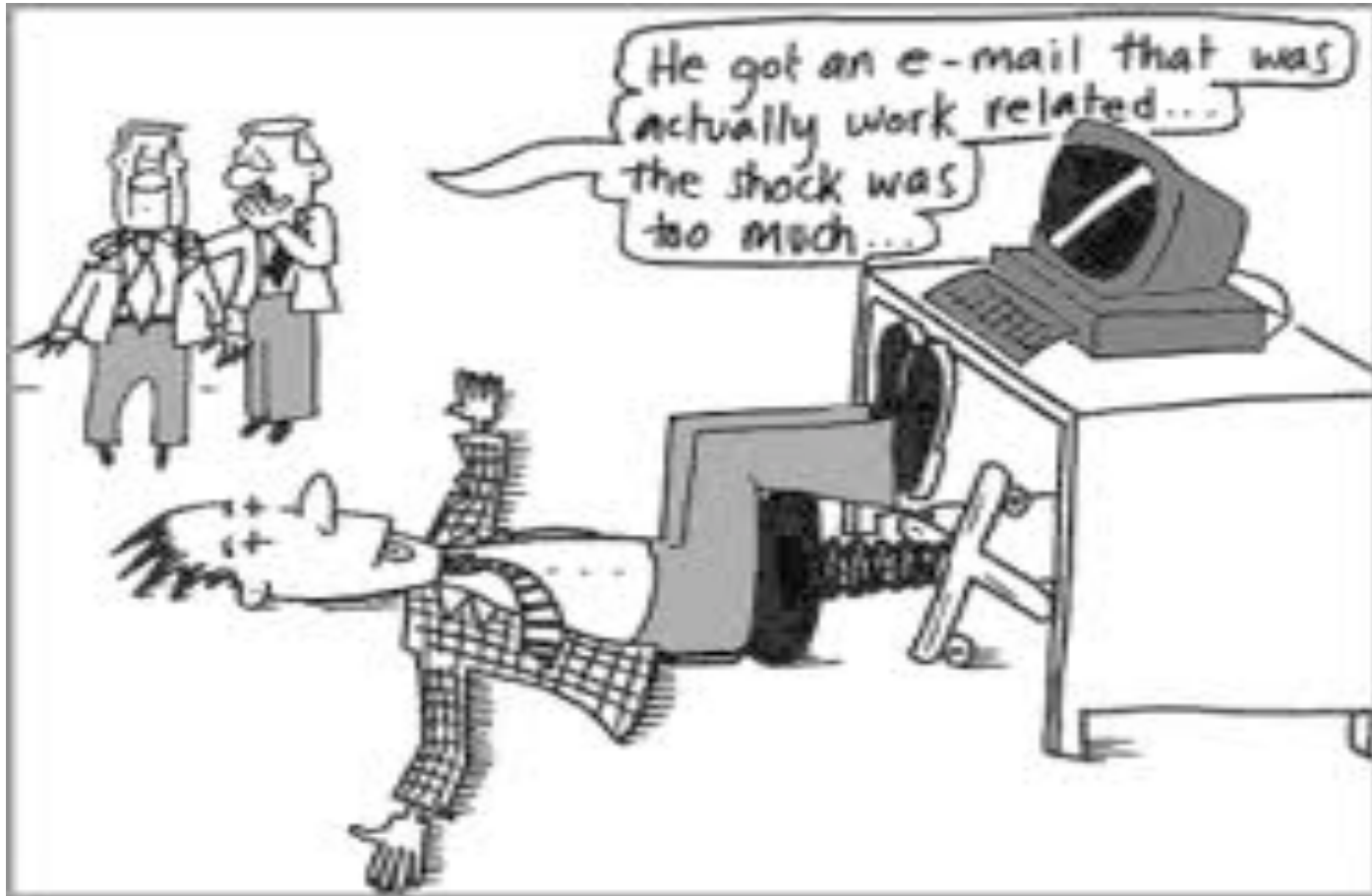
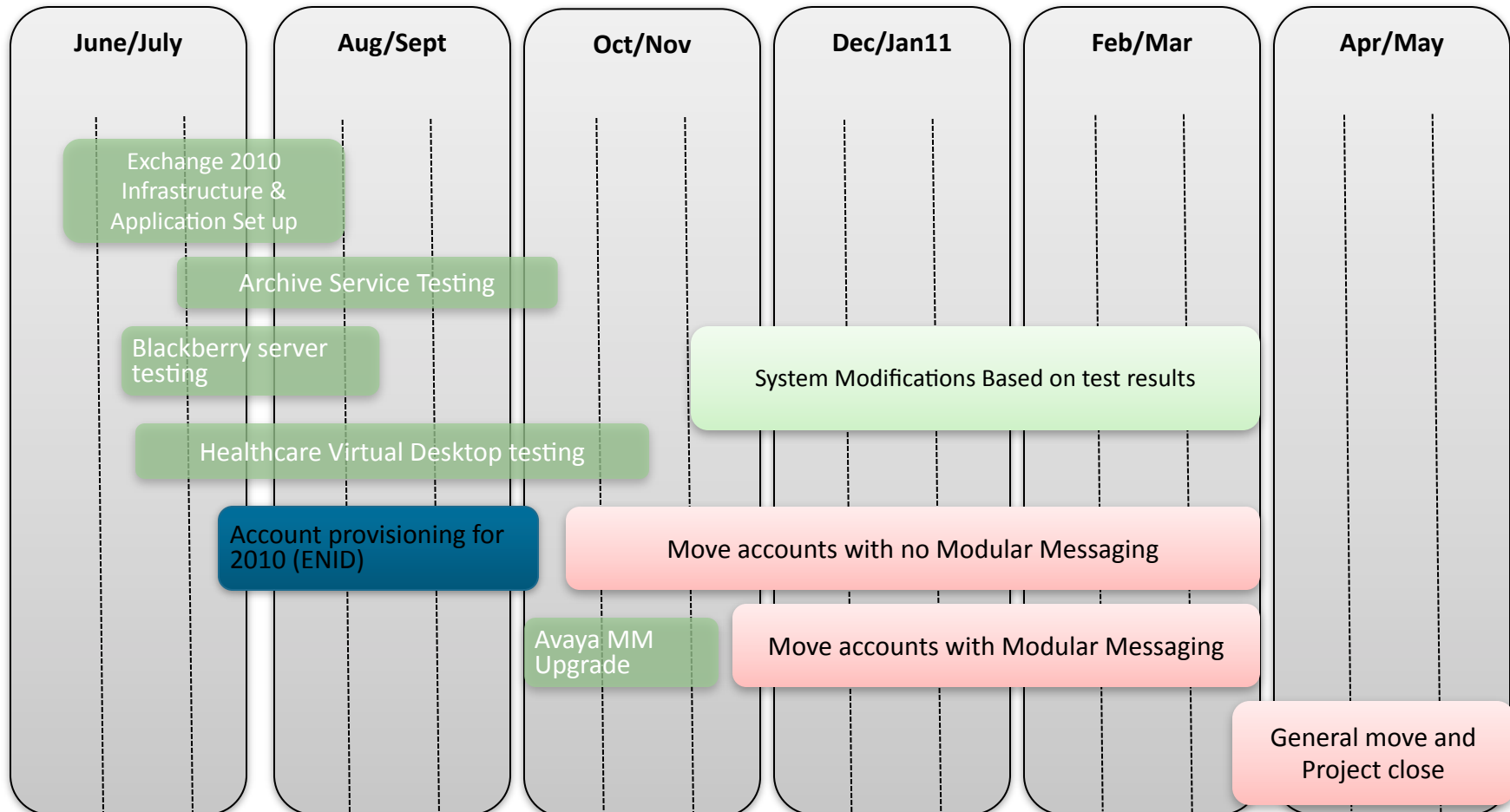# Exchange 2010 Project

Jay Flanagan
Felicia Bianchi

Monthly Updates

- CAS VIP Upgrade Detail Q&A Meeting
  - Reviewed issues and discussed
- ENID Code Update part one Aug. 14
- EAS Update
- Volunteers
  - Need your names
- Eagle users – may be as early as October

Exchange 2010

High level schedule

June/July	Aug/Sept	Oct/Nov	Dec/Jan11	Feb/Mar	Apr/May

Exchange 2010 Infrastructure & Application Set up

Archive Service Testing

Blackberry server testing

Healthcare Virtual Desktop testing

System Modifications Based on test results

Account provisioning for 2010 (ENID)

Move accounts with no Modular Messaging

Avaya MM Upgrade

Move accounts with Modular Messaging

General move and Project close

Questions

Eagle Mail Decommission

Or I am finally going to the big roost in the sky…...

Jay Flanagan

Eagle is Dead, Long Live Eagle

Eagle Mail Decommission

Project Update

- Deleted initial accounts that could be deleted – over 20k+ accounts since last November
  - Regular delete processes
  - Review and deletion of forwarding users
  - Lack of use

Eagle Mail Decommission

Project Update

- Meeting with schools and departments
- Migrated over 500+ accounts to Exchange and deleted the corresponding Eagle accounts

Accounts Still in Eagle

- Current total is 10,552
- An estimated 3000+ accounts to be deleted during the fall delete process
- Leaving approximately '7,552' left

?

Questions

External
Authenticated
SMTP

Ext. Authenticated SMTP

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External Authenticated SMTP (SSL/TLS encrypted)

EXTERNAL

Internet SMTP Clients

Internal

On-Campus Mail Systems
(Exchange, Learnlink, Eagle, etc)

F5 Load Balancer

SSL/TLS
Authenticated SMTP
Traffic
SSL – port 465
TLS – port 587

smtp.service.emory.edu

Emory Email
Traffic

On Campus
SMTP Clients

Non-Emory
Email Traffic

Internet

External

Internal

External SMTP
Traffic to be
shutdown

SMTP TLS/SSL
email traffic

Internal SMTP Traffic

External SMTP Traffic

45

Ext. Authenticated SMTP

- **How does it work?**
  - Can be accessed both internally and externally
  - Allows users who are roaming to send email regardless of physical location
  - Users can send mail as long as they authenticate with their NetID and Password
  - Once authenticated they can send encrypted mail via the SSL (port 465) or the TLS (port 587) via smtp.service.emory.edu

Ext. Authenticated SMTP

- **Why shut this service down?**
  - It is important to note that this service is only being shut down for users accessing from the Internet.
  - To prevent this service from being compromised by hackers as it is exposed directly to the Internet and presents a risk.
  - Phishers have used this service from the Internet to send out large amounts of spam.
  - Our email reputation is hurt on the Internet, and disrupts service for all of Emory (we are often blacklisted by major email domains, Gmail, Hotmail, etc.)

Ext. Authenticated SMTP

- **What are alternatives?**
  - Non-IMAP Exchange User's are not affected
  - Users will be able to still access this service from Emory's networks, and if they are connected to the VPN.
  - Users who are using this service can alternatively use their ISP's relay
    - Contact ISP to determine relay
    - Reconfigure mail client to use provided relay
  - Some email providers allow authenticated SMTP from anywhere
    - Sign up for account
    - Determine relay server address
    - Reconfigure mail client to use provided relay

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Questions

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Thank you for