Agenda

- SMCC – Config Mgmt
- SMCC – Incident Mgmt
- Exchange / Eagle Update
- Phone Ownership
- Security Update

- Luciano Dalla Venezia
- Tiffany Kady
- Jay Flanagan/Felicia Bianchi
- Graydon Kirk
- Brad Judy
SMCC Update

Configuration Management

• Discovery
  – Tested Discovery on 5 Windows and 5 Unix Servers
  – Performance is good: Network, Server & Applications

• Full Discovery on Service-now Test instance performed on 9/11
  – Discovered more CI’s than anticipated
  – Generated huge volume of emails to ListServ which interrupted service

• Next Steps
  – Disabled a number of unnecessary probes
  – Test Discovery on 5 Windows and 5 Unix Servers
  – Submit change to re-run full Discovery
Configuration Management

• **Current Activities**
  – Config Testing and bug fixes
  – Developing Training Material
  – Gathering Generic CI’s and relationships
  – Integration Testing
    • Test the changes to change management
    • Test functionality of Config within Change Management

• **Next Steps**
  – Training
  – Update Change Management Documentation
SMCC Update

Incident Management

• Request Lite:
  – 7 custom developed forms use Request Module
  – All other requests in the Incident Module with “Type”=Request

• Current Activities
  – Routing Rules
  – Self-Service
  – Training
  – Integration Testing
    • Test the Incident Management to Change management
    • Test functionality of Config within Incident Management
    • Test functionality of Knowledge Management within Incident Management
Incident Management

• **Next Steps**
  – Train Service Desk
  – Begin Pilot #1

• **Service-now Incident Management Tool Overview**
  – Tasking
  – On Behalf Of
  – Sticky Notes vs. Special Instructions

• **DEMO**
Questions

smcc@emory.edu
Exchange 2010 Project

Jay Flanagan
Felicia Bianchi
HEY DOUG, DID YOU GET THAT E-MAIL I SENT?

NOT YET, BUT TRY AGAIN... I NEED THAT INFORMATION RIGHT AWAY!
Exchange 2010

• Monthly Updates
  – First set of redundant mailbox servers complete
    • 2 real users on system – James and Greg
    • Jay, Felicia and other Email Team members going next
  – EHC VDT testing in progress
  – Security Review completed and approved
  – ENID updates complete
  – BES testing in final stages
Exchange 2010

• Archiving Update
  – Autonomy and Capax on site
  – Implemented and tested OWA for 2010
  – Working, but a few bugs which are being reviewed by vendor developers
  – Still waiting on client code from Autonomy, hope to have it next week

• Unstubbing
  – Testing has completed – one issue which is being worked on with the vendor
  – Will be unable to unstub everyone in 2007, but will look to do so in 2010.
High level schedule

June/July
- Exchange 2010 Infrastructure & Application Setup
- Archive Service Testing
- Blackberry server testing
- Healthcare Virtual Desktop testing
- Account provisioning for 2010 (ENID)

Aug/Sept
- Avaya MM Upgrade

Oct/Nov
- System Modifications Based on test results

Dec/Jan11
- Move accounts with no Modular Messaging

Feb/Mar
- Move accounts with Modular Messaging

Apr/May
- General move and Project close
Questions
Phone Ownership

Graydon Kirk
UTS PMO Project Manager
Overview

• Project origin and charge

• What is staying the same?

• What is changing?

• Q&A
Project origin

• 3/5/10 Admin Review – Fall 2009

• Included in OIT FY11 budget presentation

• Removed lease rate on 9/10/10
What is staying the same?

- Customers will still place orders and submit trouble tickets
- Same UTS Coordinators will ensure phones are compatible and meet your needs
- Same UTS Technicians will prep, deliver, install and repair phones
- Phones still have 1-year warranty
- Dial tone charges
Customers’ recurring monthly charges

Today

- Dial tone rate: $30.50
- Lease rate: *varies

Tomorrow

- Dial tone rate: $30.50

* Current leases run between $0.85 and $7.65 depending on phone type. Lease rate was cost of phone spread across four years.

This reduction represents $1M annually across the enterprise
Customers now own phones so…

- Incentive to keep phones for 4+ years
- Pay to replace broken phones*
- Plan for/fund future needs
- Soon, an easier user interface for customers to order phones

* Assuming problem is the phone AND warranty expired
What is in it for you?

Substantial cost savings over time with no significant change in support processes
Questions
Phone Ownership

Graydon Kirk
UTS PMO Project Manager
Questions
Thank you for coming!