0/21/10

Agenda

- Exchange Update
- Service-now Overview
- Service-now Demo
- Service-now Pilot Testimonials
- Remedy Decommissioning
- Service-now Expectations
- Service Desk Update
- Security Update

- James Reed/Felicia Bianchi
- John Ellis/John Wilson
- Tiffany Kady/Robin Horton
- José Rodriguez/Robert Mathador
- John Wilson
- John Ellis
- Sharon Gregory
- Brad Judy
Exchange 2010 Update

James Reed
Felicia Bianchi
Exchange 2010 Update

Exchange Technical Support – Kenya. They do not mess around.
Exchange 2010 Update

• Monthly Updates
  – Over 30 accounts on 2010 - Targeting all of OIT next week
  – Deployment Issues:
    • BES – initial issues resolved
    • BitLocker
    • Distributed List management
    • Entourage / Outlook 2011 client issues – OWA is the workaround
Exchange 2010 Update

• **EHCOWA**

• Updated OWA login page deployed

• Redirect scheduled for Nov 7
  - URL will redirect to OWA.Emory.Edu
  - ActiveSync functionality is unknown
    • Please start making changes and point all clients to owa.emory.edu
    • Instructions on wiki.service.emory.edu
      - Public documents -> Exchange 2010 Mail box move pages
      - [https://wiki.service.emory.edu/display/public/Nov.+7%2C+2010+Required+Configuration+for+ActiveSync+devices+using+Exchange](https://wiki.service.emory.edu/display/public/Nov.+7%2C+2010+Required+Configuration+for+ActiveSync+devices+using+Exchange)

• researching issues where some devices are unable to connect to owa.emory.edu - will post updates soon
Exchange 2010 Update

• Archiving Update
  – Stub removal testing in 2010
  – Working, but a few bugs which are being reviewed by vendor developers

• Avaya
  – Beta testing starts 10/25
  – First test will be Outlook 2007 with Windows 7
Exchange 2010 Update

• Will you be an early adopter?
  – Issues:
    • Avaya- cannot move or change Modular Messaging settings but still get the voice mail
    • Archiving – not quite ready for prime time
    • Cannot manage dist. lists if account is in 2010 and list is in 2007 – Workarounds coming soon
    • Entourage / Outlook 2011 shared folder/calendar issues
    • BES – working on resolving all issues; looks to may be resolved, but risk of some BB delivery delays
High level schedule - October

June/July
- Exchange 2010 Infrastructure & Application Set up
- 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
- Move accounts with no Modular Messaging
- Move accounts with Modular Messaging

Dec/Jan11

Feb/Mar

Apr/May
- General move and Project close
Questions
It’s not about the tool

John Ellis
It IS about the tool!
Service-Now Overview

John Wilson
Service Owner

- A role that is accountable for the delivery of a specific IT service
  - Provides service within agreed service levels
  - Provides technical resources
  - Works closely with Process Owner(s) to implement change
  - Works to continually improve service
  - Provide value
The beginning of a new era for Service Management at Emory!

<table>
<thead>
<tr>
<th>Remedy</th>
<th>Service-now</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client w/ Web Access</td>
<td>Web-Based</td>
</tr>
<tr>
<td>Emory Hosted</td>
<td>Vendor Hosted</td>
</tr>
<tr>
<td>Supported by Business Systems</td>
<td>Supported by Business Systems</td>
</tr>
<tr>
<td>UTS-Centric</td>
<td>Enterprise Involvement</td>
</tr>
<tr>
<td>Organic Oversight</td>
<td>Enterprise Oversight</td>
</tr>
<tr>
<td>Challenging to use (reporting)</td>
<td>Intuitive, easy to use</td>
</tr>
<tr>
<td>Incident Management - Centric</td>
<td>Integrated SM Tool</td>
</tr>
<tr>
<td>No Spell Check</td>
<td>Yes, Spell Check!!!</td>
</tr>
</tbody>
</table>
Service-now Demo

Tiffany Kady
Robin Horton
Incident Management Demo (Tiffany)

- Self-Service
- Opt-Out Organizations
- Incident vs. Request
- Linking A Duplicate Ticket
Incident Management Demo Demo (Robin)

• CI Alias Look-ups
• Template Creation
• Subscribing To Major Incident Notification
• Email Functionality
Questions
Service Now Pilot 1:
UTS Faculty Services
José C. Rodriguez
2-week Pilot Period: Sept 27 – Oct 8

- Listserv incidents for Blackboard and iTunes U
  Customer email routed to Service Now, ticket generated

- Pilot 1 Members:
  Leah Chuchran, Tricia Goddard, Kathy Hayes,
  Huey Mai, and Shannon O’Daniel (ATS: Faculty Services)
  Sandra Butler (Enterprise Applications)

- Bug reporting

- Assistance from PMO, IM, and Service-now Developers
Lessons Learned

• *Ch…ch…ch…ch…changes*

• Reviewed Categorization Structure PDF
  Verbally running through incident scenarios for our Configuration Items to test Tier 1, 2, 3 category selections

• Incidents and Requests – “separate but equal”

• Stayed focused on helping the customer
Service Now Pilot 1

Reporting

My saved reports

Incident
- CI=Blackboard Incidents by Assignment (to date)
- CI=iTunes U Incidents by Assignment (to date)
- CI=Learnlink Incidents by Assignment (to date)
- FS Incident Breakdown (created today)
- FS Incident Breakdown (to date)
- FS Incidents by Assignment (to date)
- FS Incidents by CI (created today)
- FS Incidents by CI (to date)
- FS Incidents by Department (to date)
- FS Incidents by Department and CI (to date)
- FS Incidents by Record Type (Source: Email) (to date)
- FS Incidents by Record Type (Source: Mobile) (to date)
- FS Incidents by Record Type (Source: Phone) (to date)
- FS Incidents by Record Type (Source: Self-Service)
- FS Incidents by Record Type (Source: Walk-in) (to date)
- FS Incidents by Resolve Time (to date)
- FS Incidents Category1=Applic Mgmt and by Category
- FS Incidents Category1=Communicating and by Category
- FS Incidents Category1=Server Mgmt and by Category
- FS Incidents that made SLA (to date)

FS Incidents by Assignment (to date)
Questions
Service Now Pilot 2: School of Medicine

Robert Mathador
Questions
Remedy Decommission

John Wilson
Review

https://wiki.service.emory.edu/pages/viewpage.action?pageId=19728283
Questions
Service-now Go-Live Expectations

John Ellis
Expectations

• Expect to hear more – so watch your email and check the SMCC Blackboard site!

• Details of the go-live support plan are being finalized.

• Here’s an outline:
Support Outline

• 1\textsuperscript{st} tier support: still go to your tier 1, e.g., the UTS Service Desk, RSPH Helpdesk, etc. We are adding resources to augment the UTS Service Desk

• Get to know the Incident Manager for your group.

• For IT Staff: utilize IM-IN@listserv-emory.edu as a support mechanism for general question/answers
Questions
University Service Desk

Sharon P. Gregory
FY10 Call/Ticket Handling
## FY10 Top 10 Products

### Top 10 Service Desk Submitted Tickets

<table>
<thead>
<tr>
<th>Product</th>
<th>% of Total Incidents</th>
<th># Incidents</th>
<th>FCR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other (Desktop/Service Desk)</td>
<td>10.80%</td>
<td>2643</td>
<td>73%</td>
</tr>
<tr>
<td>OPUS</td>
<td>8.31%</td>
<td>2035</td>
<td>95%</td>
</tr>
<tr>
<td>Modular Messaging</td>
<td>6.98%</td>
<td>1708</td>
<td>27%</td>
</tr>
<tr>
<td>Password Resets</td>
<td>4.58%</td>
<td>1122</td>
<td>97%</td>
</tr>
<tr>
<td>Wrong Number</td>
<td>4.45%</td>
<td>1088</td>
<td>100%</td>
</tr>
<tr>
<td>LearnLink</td>
<td>3.90%</td>
<td>955</td>
<td>56%</td>
</tr>
<tr>
<td>PeopleSoft</td>
<td>3.07%</td>
<td>751</td>
<td>79%</td>
</tr>
<tr>
<td>Emory Network Identity (ENID)</td>
<td>2.85%</td>
<td>697</td>
<td>94%</td>
</tr>
<tr>
<td>IRB</td>
<td>2.82%</td>
<td>691</td>
<td>55%</td>
</tr>
<tr>
<td>Phone Inquiry</td>
<td>2.11%</td>
<td>516</td>
<td>96%</td>
</tr>
</tbody>
</table>
FY10 Improvement Factors

- **Visibility**
  - Team participation in Focus Groups
  - Team participation in training/meetings
  - Newsletter Articles
  - Presenting stats to Coordination Team & IT Briefing

- **Collaboration**
  - Training in collaboration with other Support Groups
  - Working Groups (Change, Knowledge, Incident, DeskNet, One IT – Help Desk)
  - Bi-weekly Team Meetings; Team Events

- **Improved Quality of Service**
  - Standard Operating Procedures
  - New Product & Cross Training
  - Established Ticket Guidelines
  - Improved IT Alert Process
  - Performance Goal Accountability – Improved Ticket Logging & FCR

- **Improved Data Quality**
  - Established KPI’s
  - Automated Reporting
  - Changes to the Phone Tree for improved call tracking
  - Weekly/Monthly Team & Analyst Productivity Reporting
Questions
Security Update

Brad Judy
Internet downloads just sent

USB drives next month
Security event management
Security event management

- How many log events collected per day?
Security event management

• How many log events collected per day?

• 300 million (average of ~3,500 per second)
Questions
Thank you for coming!