IT Briefing

10/21/10

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 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
    - 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
  - Testing the Outlook 2010 EAS Plug-in for 32 and 64-bit Outlook.

- 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
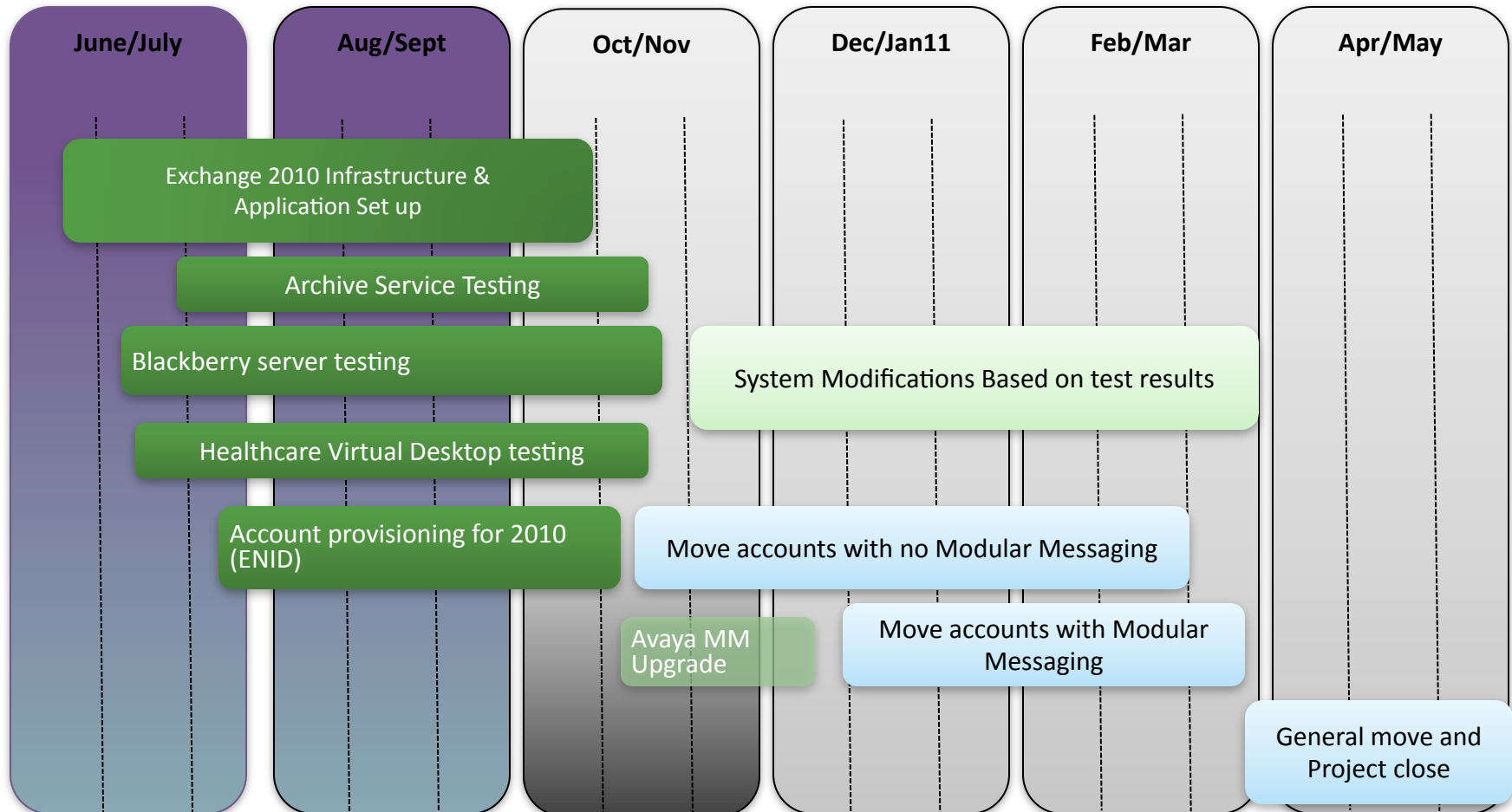
Questions

It's not about the tool

John Ellis

ITIL V3 Lifecycle

Service Strategy (4)
• Demand Management

Service Design (7)
• Service Catalog Management

Service Transition (7)
• Transition Planning & Support

Service Operation (5)
• Event Management

Continual Service Improvement (3)
• Service Measurement

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

Service-now

Service Owner

The beginning of a new era for Service Management at Emory!

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

Service-now Demo

Tiffany Kady

Robin Horton

Service-now Demo

Incident Management Demo (Tiffany)

- Self-Service
- Opt-Out Organizations
- Incident vs. Request
- Linking A Duplicate Ticket

Service-now Demo

Incident Management 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

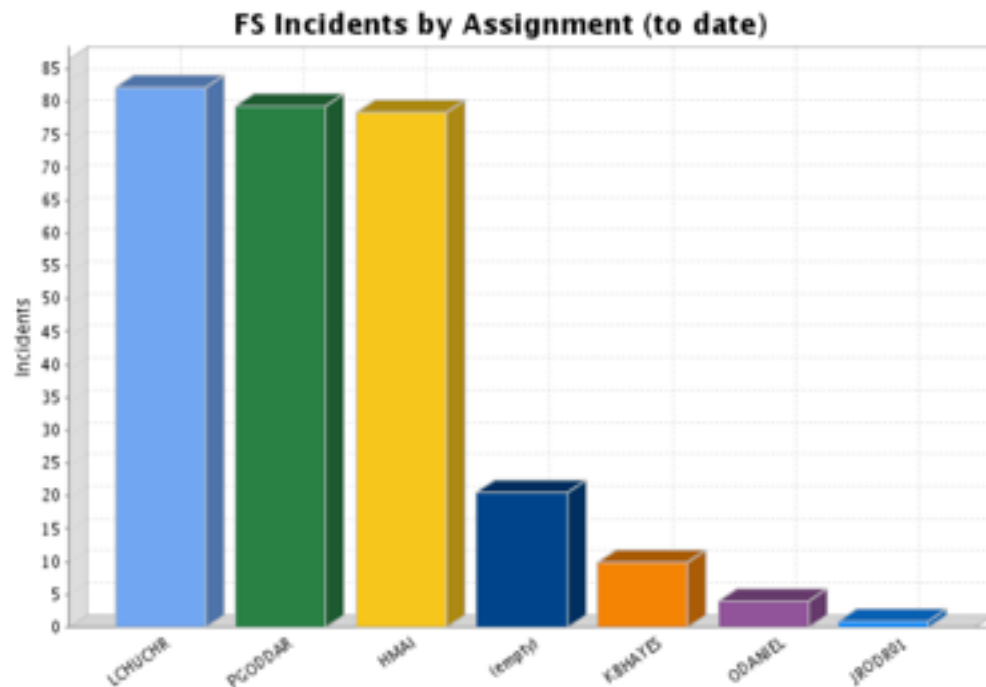- Assistance from PMO, IM, and Service-now Developers

Service Now Pilot 1

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

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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 da
- FS Incidents by Record Type (Source: Mobile) (to d
- FS Incidents by Record Type (Source: Phone) (to d
- FS Incidents by Record Type (Source: Self-Service
- FS Incidents by Record Type (Source: Walk-in) (to
- FS Incidents by Resolve Time (to date)
- FS Incidents Category1=Applic Mgmt and by Categ
- FS Incidents Category1=CommunicMsging and by (
- FS Incidents Category1=ServerMgmt and by Categ
- FS Incidents that made SLA (to date)

FS Incidents by Assignment (to date)

(bar chart with vertical axis "Incidents" ranging 0–85, and horizontal categories: LCHUCHR, PGODDAR, HMAI, (empty), KBHAYES, ODANIEL, JRODR01)

Questions

Questions

Remedy Decommission

John Wilson

Remedy Decommission

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:

Service-now Go-Live

Support Outline

- 1st 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

Monthly Call Handling Comparison

Top 10 Service Desk Submitted Tickets
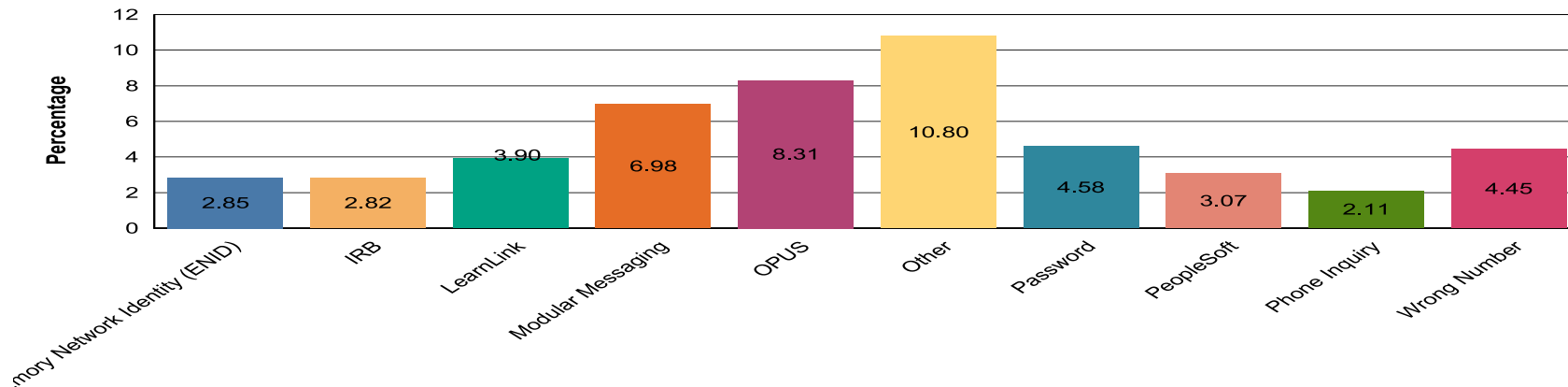
Product	% of Total Incidents	# Incidents	FCR
Other (Desktop/Service Desk)	10.80%	2643	73%
OPUS	8.31%	2035	95%
Modular Messaging	6.98%	1708	27%
Password Resets	4.58%	1122	97%
Wrong Number	4.45%	1088	100%
LearnLink	3.90%	955	56%
PeopleSoft	3.07%	751	79%
Emory Network Identity (ENID)	2.85%	697	94%
IRB	2.82%	691	55%
Phone Inquiry	2.11%	516	96%

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

Awareness

Internet downloads just sent

USB drives next month

Security event management

SEM

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!