



IT Briefing

11/18/10



Agenda

- Exchange/Eagle/Hosted
Paging Update
- Semantic Endpoint Migration
- Service-now Update
- Security Update
- Jay Flanagan/Felicia Bianchi
- John Wilson
- Farah Remtulla
- Brad Judy



Exchange 2010 Project

Jay Flanagan

Felicia Bianchi



“We need to attract young engineers to take the place of upcoming retirees. My grandkids keep talking about something called a We(?), their facebook pages and following tweets. As near as I can tell, we need to figure out who ‘we’ are, get that book, and start bird watching.”

- ## Monthly Updates

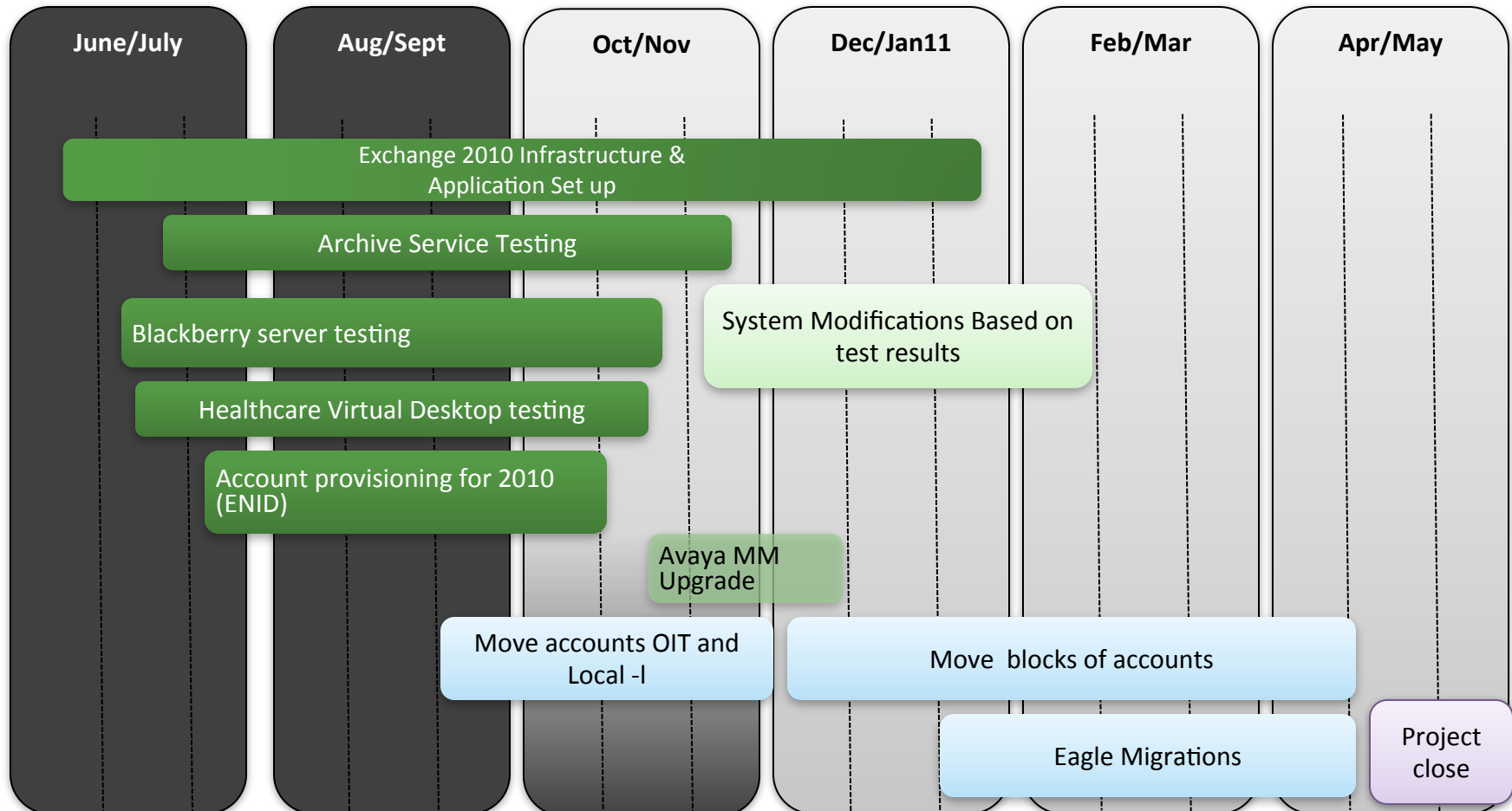
- Over 500 accounts on 2010
- All of UTS / OIT moved (*EHC IS is being prepped right now)
- After Thanksgiving break will move some larger groups
- Continue to move selected Local-I and other key people
- EHCOWA redirect on 11/7 had no issues

- Open Issues

- Avaya – cannot move or change Modular Messaging settings but still get the voice mail
 - Testing the Beta Avaya update
- Archiving – Old client works with Outlook 2007.
- MAC (shared folder/calendar access)
- EAS OWA – No toolbar as of yet
- Unstubbing in 2010

- **Process**
 - Pre-copy data
 - Flip takes a minute (who wants to go now? 😊)
- **General experience**
 - No major issues
 - May need to close outlook / force client to re-autodiscover
- **New OWA**
 - More features (eg. shared calendars!) and compatibility with Firefox/Safari

High level schedule - November





Questions



Eagle Decomm Project

Jay Flanagan



- Latest Info:
 - There are 8200+ accounts still on Eagle
 - We continue to work with schools and departments to prepare for moving users
 - Over 1200+ students will be disabled/deleted next month (accounts are already going to Learnlink)
 - Communicating with another 800+ grad students about their accounts
 - Rest of users will begin moving in late December / early January

- Why the delay?
 - Exchange 2007 built for 24,000 users
 - Currently over 30,000 on system
 - Project team will move users in blocks from 2007 to 2010
 - Tracking database free space
 - As more databases become available, space will be freed up to begin moving Eagle users to 2010



Questions



Hosted Paging Project

Jay Flanagan



- Current system is unstable
- Interim solution before moving to Page to Cell
- Customer costs reduced
- Would allow groups to keep pagers if necessary
- Vendor hosts the infrastructure
- Additional transmitters for better coverage

- Hosted Paging Main Web Page:
- <http://it.emory.edu/showdoc.cfm?docid=14049>
- Transition to the new pagers beginning this week
- Wesley Woods and EUOSH are the first to swap
- Complete Schedule can be found at:
- <http://it.emory.edu/showdoc.cfm?docid=14169>
- Schedule will run through middle of January
- Turn off old system and complete project beginning of February



Questions



Symantec Endpoint Protection 11

John Wilson



Migration History

Server Updates

- Jul 2009 Initial install SEP11 mr4mp2
- Oct 2009 Update to SEP11 ru5
- Apr 2010 Update to SEP11 ru6a
- Oct 2010 Update to SEP11 ru6mp1

Symantec AntiVirus 10 Status

- Retiring Symantec Antivirus 10 Server (Wolf-vm)
- Our goal, communicated in February, was to have everyone off this server by Aug 31, 2010
- **Dec 30, 2010** - Turning off all external Internet access to SAV 10 (Wolf-vm)
- **Jan 31, 2011** - Turn off for internal use except for special circumstances with approval.

Communication

- DeskNet
- IT Briefing
- Local-L
- Application Notification:
 - Your virus definitions are currently out of date. Emory is phasing out Symantec Antivirus 10. Please remove this software and install Symantec Endpoint Protection 11 for ongoing updates (http://it.emory.edu/catalog/virus_management/). You may contact the OIT Service Desk at 404-727-7777 or your departmental Local Support on how to update them.
 - If you are no longer affiliated with Emory, please find an alternate antivirus program like Microsoft Security Essentials.



Questions



Incident Management Update

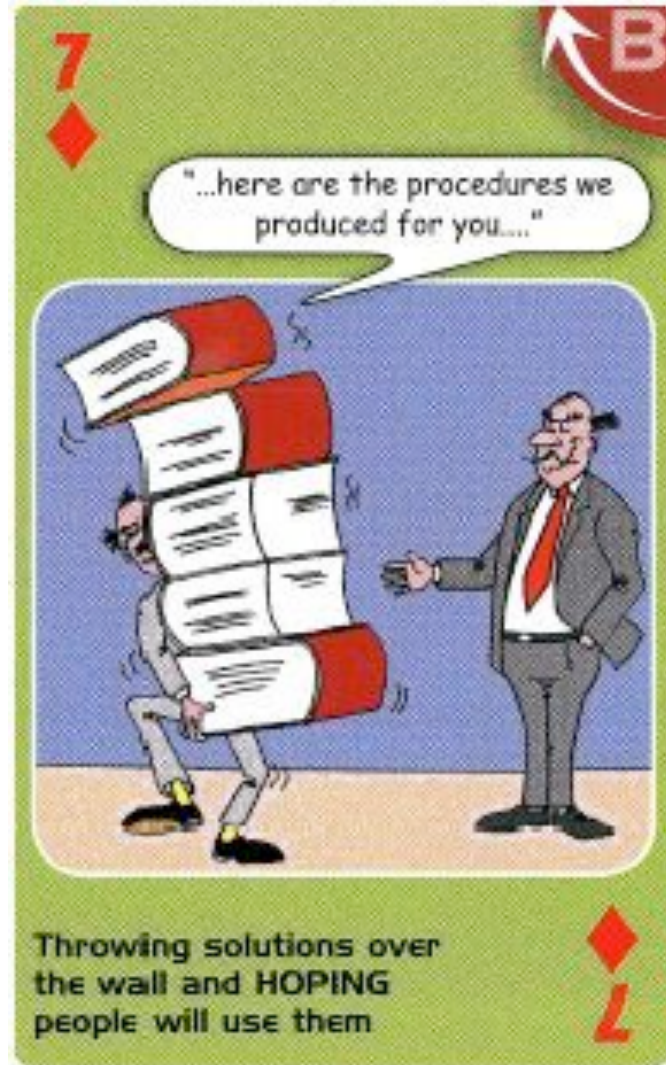
Farah Remtulla

Synopsis



EMORY
UNIVERSITY

University
Technology Services



Incident Management



EMORY
UNIVERSITY

University
Technology Services



- Created 4280 Service Requests
 - Resolved 3451



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- And a partridge in a pear tree?



Questions



Information Security Update

Brad Judy

USB thumbdrives and sensitive info



Dec: TBD

Rogue Wireless



Rogue Wireless

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- How many in ResNet?
- ~10



A large, bold, orange question mark is centered on the slide. The word "Questions" is written in a bold, yellow, sans-serif font, positioned directly in front of the lower half of the question mark.

Questions

Thank you for coming!

*Thank
You*