EMORY UNIVERSITY | University Technology Services

# IT Briefing

12/16/10

# Agenda

| | |
|---|---|
| • Exchange 2010 Update | • Jay Flanagan/Felicia Bianchi |
| • OIT Shopping Cart Update | • Jerry Mathis |
| • Service-now Update | • Farah Remtulla |
| • Mainframe Decommissioning | • Graydon Kirk |
| • Security Update | • Brad Judy |

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# Exchange 2010 Project

Jay Flanagan
Felicia Bianchi

# Exchange 2010

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"I was close to a breakthrough when the grant money ran out."

Reprinted from Funny Times / PO Box 18530 / Cleveland Hts. OH 44118
phone: 216.371.8600 / email: ft@funnytimes.com

# Monthly Updates

- Over 800 accounts on 2010
- All of UTS / OIT moved including EHC IS
- Other groups
  - Theology
  - Pathology
- Need to Move all Local Support - NOW
- In January:
  - GBS
  - Oxford

# Open Issues

- Archiving
  - EAS OWA – No toolbar as of yet
    - Vendor is working with Microsoft
  - Unstubbing in 2010

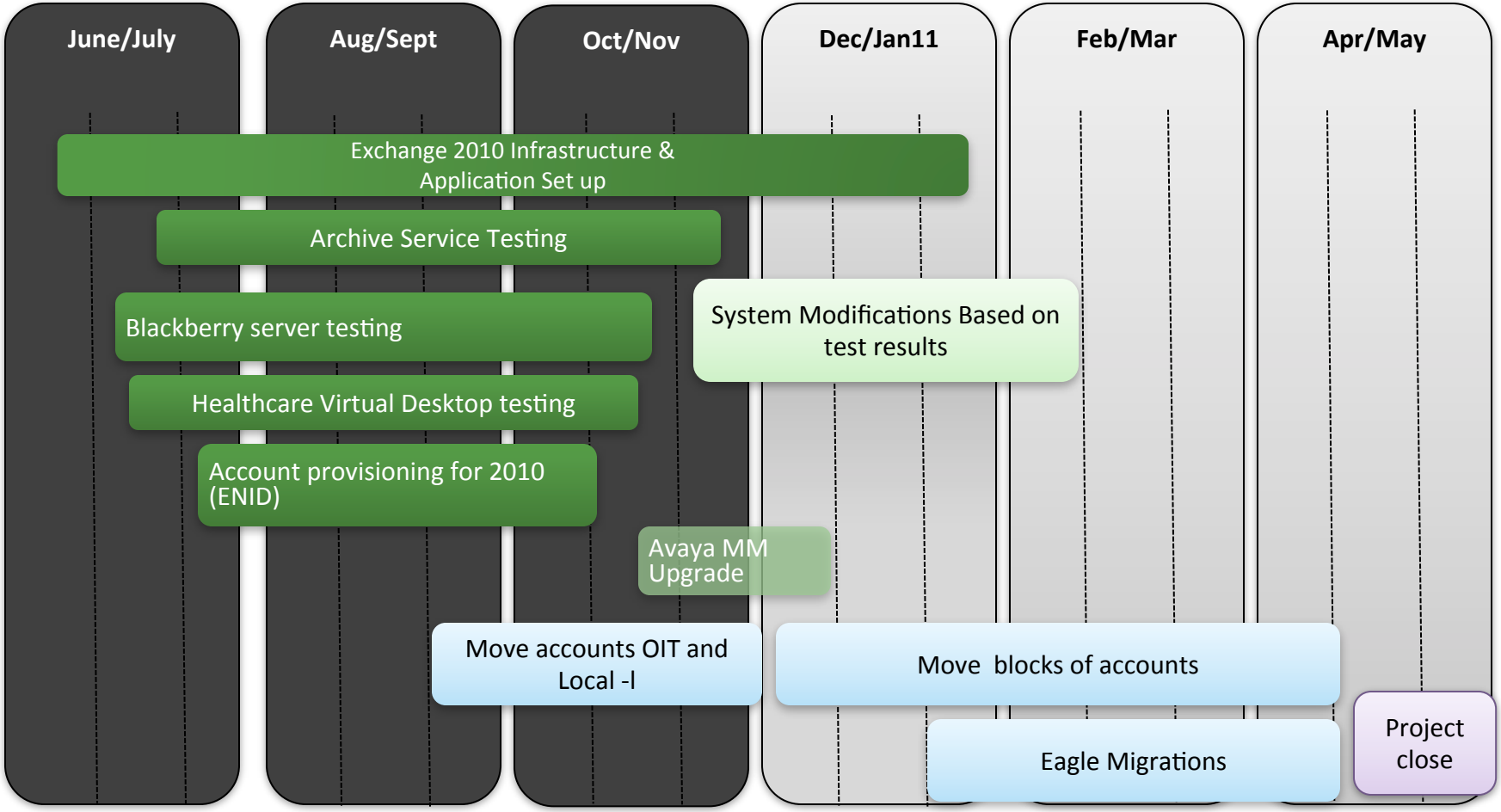
- Avaya
  - Complete and working

# Mailbox Move



- Process
  - Pre-copy data
  - Flip takes a minute
  - All of LS should be on 2010
    - Contact us ASAP to move
- 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 - December



Questions

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# OIT Shopping Cart & Billing Portal

Jerry Mathis
UTS Coordinator
Services

# OIT Shopping Cart

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- Enables Customers to Order Products & Services in the Service Catalog via Web
- Improved and Enhanced Customer Experience
- Customers see charges as they order
- Elimination of Lotus Notes for UTS Service Requests

# OIT Shopping Cart

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# OIT Shopping Cart

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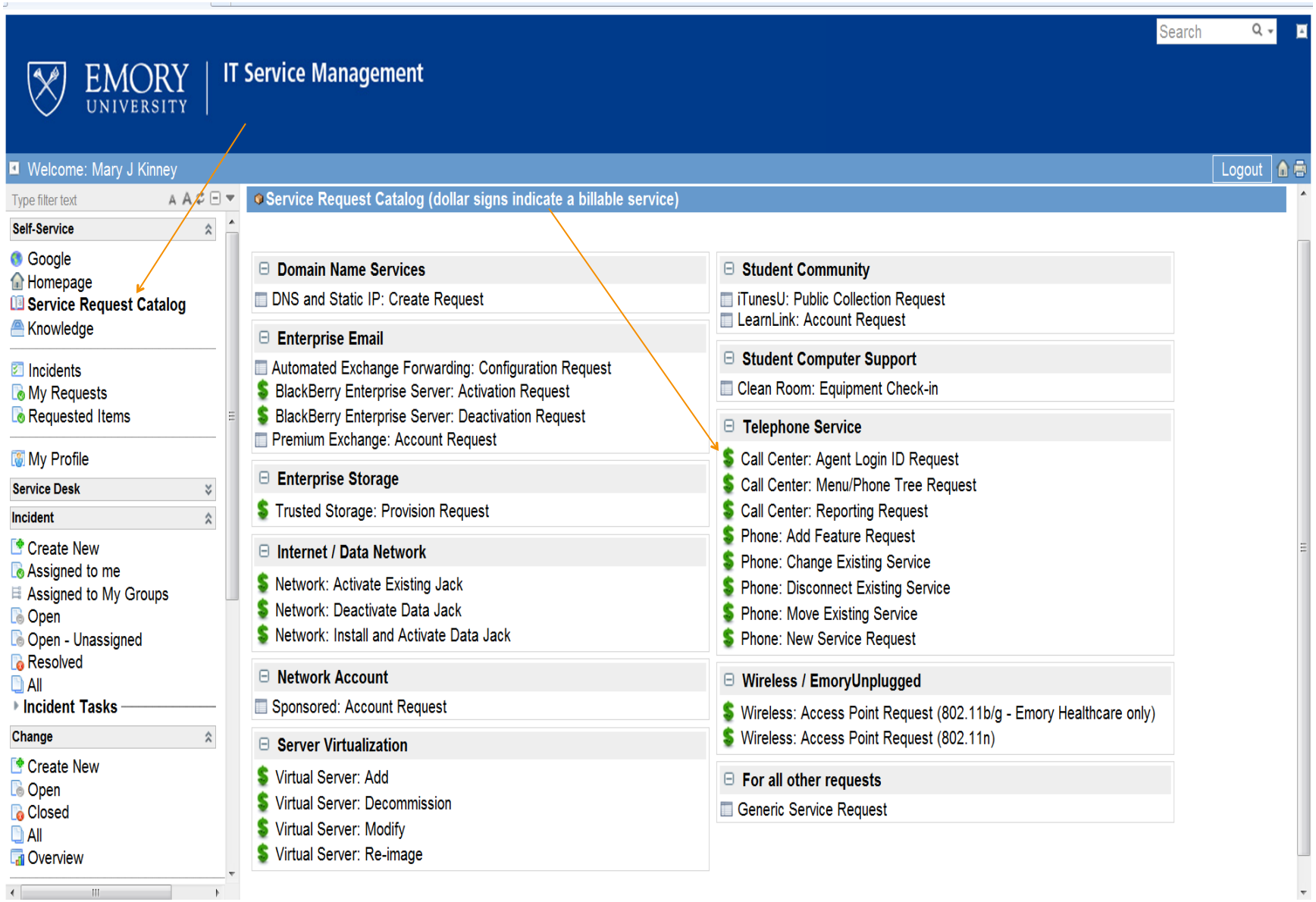

# OIT Shopping Cart

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# OIT Shopping Cart

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EMORY UNIVERSITY EMORY HEALTHCARE | OIT Shopping Cart and Billing Portal

Shopping Cart
OIT Internal SC Requests
Review Steps Processing

**Helpful Tips**

- Only one SmartKey can be used per Shopping Cart.
- Phone items are categorized by telephone system (Avaya or Nortel). To determine which system you are using, dial 7-0900 from your on-campus phone.
- Pop-Ups will need to be allowed for this site.

| | | |
|---|---|---|
| **Items in Cart:** | 0 | VIEW CART |
| **Total Recurring:** | $0.00 | NEW CART |
| **Total One Time:** | $0.00 | |

| |
|---|
| BlackBerry Support |
| Data Network Connections * |
| Menus, Call Center & Agents * |
| Phone - Add, Change, Move * |
| Phone - Disconnect |
| Phone - Other (EC500, Voicemail ...) * |
| Trusted Storage |
| Virtual Server (VM) |
| Wireless Data (EmoryUnplugged) * |

* sub categories exist

NOTE: Once you have completed shopping, VIEW CART and proceed with CHECKOUT.

# OIT Shopping Cart

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**Helpful Tips**

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- Pop-Ups will need to be allowed for this site.

| | | |
|---|---|---|
| Items in Cart: | 1 | VIEW CART |
| Total Recurring: | $30.50 | NEW CART |
| Total One Time: | $116.00 | |

## Analog/Single-Line

- BlackBerry Support
- Data Network Connections *
- Menus, Call Center & Agents *
- Phone - Add, Change, Move *
  - ADD New Phone/Service *
    - Avaya SVP Switch *
      - Analog/Single-Line
      - Fax, Modem, Alarm . . .
      - IP (VoIP)/Multi-Line
    - Nortel Switch *
  - CHANGE Existing Phone Set *
  - INSTALL Customer Owned Phone *
  - MOVE Existing Service *
- Phone - Disconnect
- Phone - Other (EC500, Voicemail ...) *
- Trusted Storage

| Qty | Products | Recurring Amount | One Time Amount |
|---|---|---|---|
| 1 ADD | **Install 6211 Analog Phone (Jack Available)** | $30.50 | $116.00 |
| | You must have an existing Voice Jack for this item. BEFORE ADDING, Choose VOICEMAIL option in Sub-Items. *As of 9/1/2010, customers are responsible for purchase of their phone set. See Sub-Items for ONE-TIME Charge details, including the set. ⊞ Select Sub-Items | | |
| 1 ADD | **Install 6211 Analog Phone (Wiring Needed)** | $30.50 | $311.00 |
| | Install wiring for new Voice Jack and activate extension. BEFORE ADDING, Choose VOICEMAIL option in Sub-Items. *As of 9/1/2010, customers are responsible for purchase of their phone set. See Sub-Items for ONE-TIME Charge details, including the set. ⊞ Select Sub-Items | | |
| 1 ADD | **Install Analog Phone w/Caller ID (Jack Available)** | $30.50 | $165.00 |
| | You must have an existing Voice Jack for this item. BEFORE ADDING, Choose VOICEMAIL option in Sub-Items. *As of 9/1/2010, customers are responsible for purchase of their phone set. See Sub-Items for ONE-TIME Charge details, including the set. ⊞ Select Sub-Items | | |

# OIT Shopping Cart

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# Service-now Update

Farah Remtulla

# Service-now

# Service-now



'Twas the month after the big rollout of Service-now,

# Service-now



'Twas the month after the big rollout of Service-now,

Not an IM Working Group member was stirring, they simply said ‘wow’;

# Service-now



'Twas the month after the big rollout of Service-now,

Not an IM Working Group member was stirring, they simply said ‘wow’;

The quick reference guides were hung by cubicles with care,

# Service-now

# Service-now



And Al with his 'kerchief, and Marshall and his cap,

# Service-now



And Al with his 'kerchief, and Marshall and his cap,

Pondered settling down for a long winter's nap,

# Service-now



And Al with his 'kerchief, and Marshall and his cap,

Pondered settling down for a long winter's nap,

When in the ITSMO queue there arose such a clatter,

# Service-now

# Service-now



The thought of cloning all the environments before we grow

# Service-now



The thought of cloning all the environments before we grow

Gave the luster of hope to decrease the MTTR of SN Incidents and Service Requests for which resolution has seemed slow,

# Service-now

# Service-now



We’re still working on the data dictionary, and we know it’s kind of lame,

# Service-now



We're still working on the data dictionary, and we know it's kind of lame,

But we still whistle, and shout, and call you by name;

# Service-now

# Service-now



As dry leaves that before the wild hurricane fly,

# Service-now



As dry leaves that before the wild hurricane fly,

When they meet with an obstacle, mount to the sky,

# Service-now



As dry leaves that before the wild hurricane fly,

When they meet with an obstacle, mount to the sky,

So deep into the system the developers they flew,

# Service-now

# Service-now



As new SMCC recharges, we will be turning them around,

# Service-now



As new SMCC recharges, we will be turning them around,

Down a release cycle these features will come with a bound.

# Service-now



As new SMCC recharges, we will be turning them around,

Down a release cycle these features will come with a bound.

Alas, don’t fret, be nice to the Service Owner,

# Service-now

# Service-now



His eyes -- how they twinkle! his dimples how merry!

# Service-now



His eyes -- how they twinkle! his dimples how merry!

His cheeks are like roses, his nose like a cherry!

# Service-now



His eyes -- how they twinkle! his dimples how merry!

His cheeks are like roses, his nose like a cherry!

He may not speak so many words, but has gone straight to work,

# Service-now



*“Seasons Greetings to all, and to all a good-night."*

Questions

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# University Mainframe Decommissioning

Graydon Kirk, UTS PMO

# Decommissioning Overview

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- What? The University portion of the mainframe is being discontinued/decommissioned.
- Why?
  - Usage is Diminishing
  - Compass is On-line & FAS Data is Becoming Dated
  - University Savings Moving From the Mainframe
- When?
  - COB, Wednesday, December 29, 2010
  - **Consider ALL Applications Pulled Directly from the Mainframe As Gone FOREVER**

# Web Available Financial Resources

- Historical data is still available via the Emory Finance website (www.finance.emory.edu) at the following locations:
  - AMO 90/91 reports for the years 2003-2009 are available through the **Reporting** tab of the Finance website. Go to **Reporting > AMO 90/91 Historical Reports** or click the following link: https://www.finance.emory.edu/home/reports/AMO_reports/index.html
- On the Emory Finance home page in the **Finance Shortcuts** box, click **FY09 and Prior Data** or use this link:
  - https://www.finance.emory.edu/home/historical_data/index.html to see links to account review, payment inquiry data, and other historical data.
- Also in the **Finance Shortcuts** box on the Emory Finance home page, you can go directly to account review data by clicking the Account Review link.

# Controller's Additional Resources

- The Emory Data Warehouse is remaining intact!!
- FAS File Conversions Were Done For Fiscal Year-Ends, 1990 – 2009; PDF, Text & Transaction History Files + Reports: AM090/091, AM062, AM094 & AM095. For FYE 1986 – 1989, the above reports are available.
- Microfiche Are Available for Every Month 1987, 1990 – 2000. There are some missing months for FY88 & 89.

# Accounts Payable Additional Resources

- Fiscal Year-Ends  2000 – 2009
  - Voucher, Vendor & Check Register Files Converted
- Calendar Year-Ends 1999 – 2008
  - Voucher, Vendor & Check Register Files Converted

# Communications Contacts

- If you have questions about the Accounting data available or the mainframe decommissioning, please contact:
  - Controller's Office: Nancy Mears at nmears@emory.edu
  - Graydon Kirk at gkirk@emory.edu or,
  - David Miller at david.miller@emory.edu.

# Decommissioning Overview

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# Information Security Update

Brad Judy

# General HIPAA message

Annual message covering required HIPAA awareness elements

# Reputation-based alerts



## New IPS feature

- 3.5 million hits in the last month

Questions

# Thank you for coming!