



# IT Briefing

12/16/10



## Agenda

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



# Exchange 2010 Project

Jay Flanagan

Felicia Bianchi



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

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phone: 216.371.8600 / email: [ft@funnytimes.com](mailto:ft@funnytimes.com)

## Monthly Updates

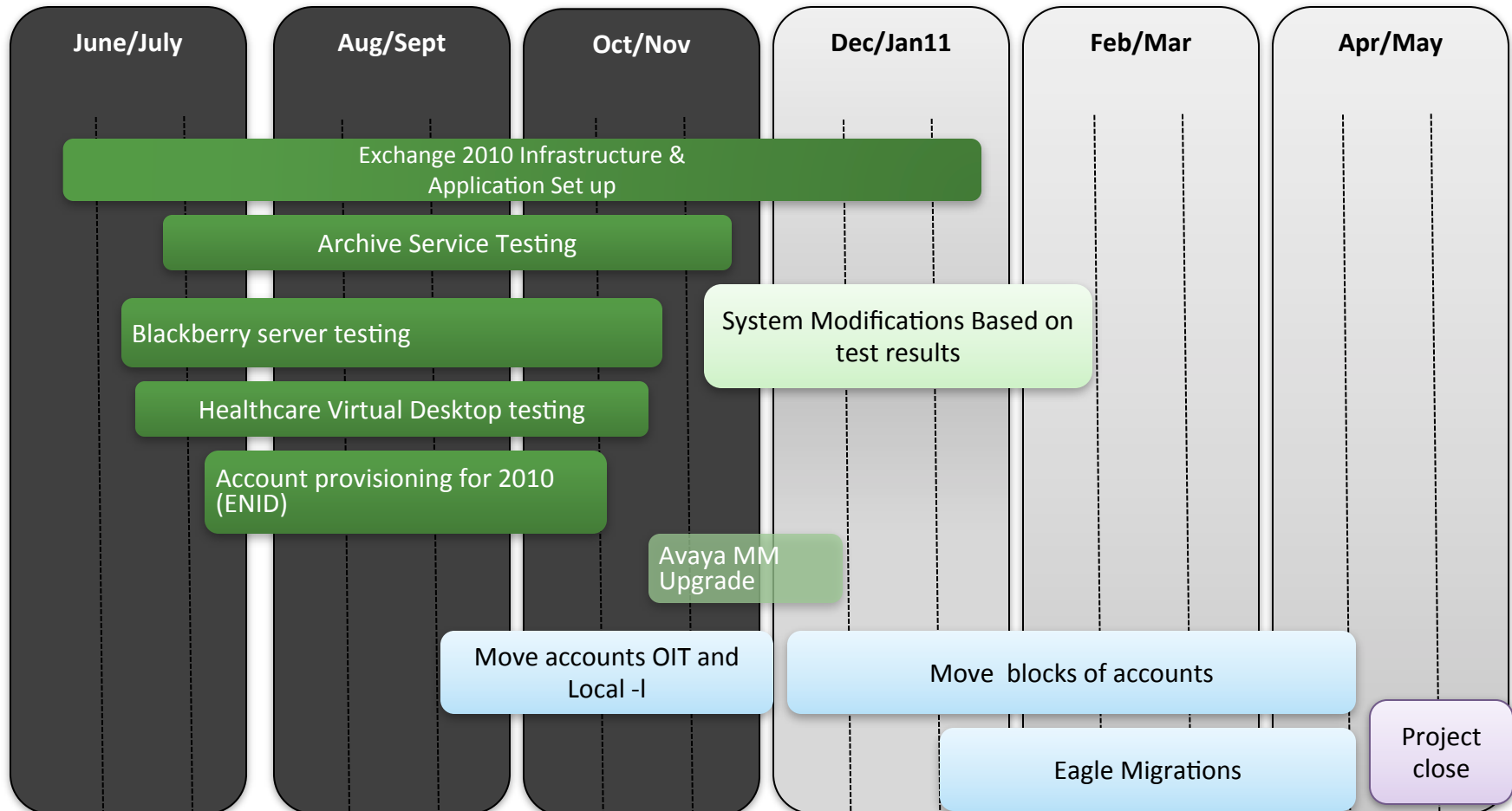
- Over 800 accounts on 2010
- All of UTS / OIT moved including EHC IS
- Other groups
  - Theology
  - Pathology
- Need to Move all Local Support - NOW
- In January:
  - GBS
  - Oxford

## Open Issues

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

- **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



# OIT Shopping Cart & Billing Portal

Jerry Mathis  
UTS Coordinator  
Services





- 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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HOMEABOUT USSERVICE CATALOGGET HELPHIT NEWS

Get Help

IT Service Request

IT Support Request

EHC-IS Request

Governance Project Request

Home » Get Help » IT Service Request

**IT Service Request**

Use the links below to request OIT services. If you need assistance or would like to speak to a representative to discuss your needs, please call 404-727-7777.

- Information Technology Support Request**  
Submit an incident or request for work.
- EHC: Pager Requests**  
Call 8-HELP (404-778-4357) for assistance with pager requests.
- Long Distance Authorization Code & Calling Card Requests**  
Request an authorization code or deactivate an existing one, or request a calling card.
- Phone, Data and other OIT Billable Requests**  
Submit a new request or change of service for phone, data, wireless, or to view the status of an existing request.
- Student Communication Service Requests**  
Information on how to request additional data and/or voice line, long distance authorization code or HBO service; pricing is included on form.

**go virtual**  
SERVER VIRTUALIZATION

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# OIT Shopping Cart



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The screenshot displays the Emory University IT Service Management portal. The header includes the Emory University logo, the text "IT Service Management", and a search bar. Below the header, a welcome message for Mary J Kinney is visible, along with a "Logout" button. The main content area is titled "Service Request Catalog (dollar signs indicate a billable service)". It features a left-hand navigation menu with sections for "Self-Service" (Google, Homepage, Service Request Catalog, Knowledge), "Incidents" (Incidents, My Requests, Requested Items), "My Profile", "Service Desk", and "Incident" (Create New, Assigned to me, Assigned to My Groups, Open, Open - Unassigned, Resolved, All, Incident Tasks, Change). The main catalog area is organized into several categories, each with a list of services. Some services are marked with a dollar sign (\$), indicating they are billable. The categories and their services are: Domain Name Services (DNS and Static IP: Create Request), Enterprise Email (Automated Exchange Forwarding: Configuration Request, BlackBerry Enterprise Server: Activation Request, BlackBerry Enterprise Server: Deactivation Request, Premium Exchange: Account Request), Enterprise Storage (Trusted Storage: Provision Request), Internet / Data Network (Network: Activate Existing Jack, Network: Deactivate Data Jack, Network: Install and Activate Data Jack), Network Account (Sponsored: Account Request), Server Virtualization (Virtual Server: Add, Virtual Server: Decommission, Virtual Server: Modify, Virtual Server: Re-image), Student Community (iTunesU: Public Collection Request, LearnLink: Account Request), Student Computer Support (Clean Room: Equipment Check-in), Telephone Service (Call Center: Agent Login ID Request, Call Center: Menu/Phone Tree Request, Call Center: Reporting Request, Phone: Add Feature Request, Phone: Change Existing Service, Phone: Disconnect Existing Service, Phone: Move Existing Service, Phone: New Service Request), Wireless / EmoryUnplugged (Wireless: Access Point Request (802.11b/g - Emory Healthcare only), Wireless: Access Point Request (802.11n)), and For all other requests (Generic Service Request). Two orange arrows point from the "Service Request Catalog" link in the left navigation menu to the "Service Request Catalog" header and the "Telephone Service" category.

EMORY UNIVERSITY | IT Service Management

Welcome: Mary J Kinney Logout

Type filter text

Service Request Catalog (dollar signs indicate a billable service)

**Self-Service**

- Google
- Homepage
- Service Request Catalog
- Knowledge

**Incidents**

- Incidents
- My Requests
- Requested Items

**My Profile**

**Service Desk**

**Incident**

- Create New
- Assigned to me
- Assigned to My Groups
- Open
- Open - Unassigned
- Resolved
- All
- Incident Tasks
- Change

**Domain Name Services**

- DNS and Static IP: Create Request

**Enterprise Email**

- Automated Exchange Forwarding: Configuration Request
- BlackBerry Enterprise Server: Activation Request
- BlackBerry Enterprise Server: Deactivation Request
- Premium Exchange: Account Request

**Enterprise Storage**

- Trusted Storage: Provision Request

**Internet / Data Network**

- Network: Activate Existing Jack
- Network: Deactivate Data Jack
- Network: Install and Activate Data Jack

**Network Account**

- Sponsored: Account Request

**Server Virtualization**

- Virtual Server: Add
- Virtual Server: Decommission
- Virtual Server: Modify
- Virtual Server: Re-image

**Student Community**

- iTunesU: Public Collection Request
- LearnLink: Account Request

**Student Computer Support**

- Clean Room: Equipment Check-in

**Telephone Service**

- Call Center: Agent Login ID Request
- Call Center: Menu/Phone Tree Request
- Call Center: Reporting Request
- Phone: Add Feature Request
- Phone: Change Existing Service
- Phone: Disconnect Existing Service
- Phone: Move Existing Service
- Phone: New Service Request

**Wireless / EmoryUnplugged**

- Wireless: Access Point Request (802.11b/g - Emory Healthcare only)
- Wireless: Access Point Request (802.11n)

**For all other requests**

- Generic Service Request



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# OIT Shopping Cart



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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  
Total Recurring: \$0.00  
Total One Time: \$0.00

VIEW CART

NEW CART

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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OIT Shopping Cart  
and Billing Portal

Shopping Cart  
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## 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: 1  
Total Recurring: \$30.50  
Total One Time: \$116.00

VIEW CART

NEW CART

## Analog/Single-Line

	Qty	Products	Recurring Amount	One Time Amount
BlackBerry Support				
Data Network Connections *	1	Install 6211 Analog Phone (Jack Available)	\$30.50	\$116.00
Menus, Call Center & Agents *	ADD	 <p>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. <input type="checkbox"/> Select Sub-Items</p>		
Phone - Add, Change, Move *	1	Install 6211 Analog Phone (Wiring Needed)	\$30.50	\$311.00
ADD New Phone/Service *	ADD	 <p>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. <input type="checkbox"/> Select Sub-Items</p>		
Avaya SVP Switch *	1	Install Analog Phone w/Caller ID (Jack Available)	\$30.50	\$165.00
Analog/Single-Line	ADD	 <p>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. <input type="checkbox"/> Select Sub-Items</p>		
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				



A large, bold, orange question mark is centered on the slide, partially overlapping the word "Questions".

Questions



# Service-now Update

Farah Remtulla





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

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

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

'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,





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





And Al with his 'kerchief, and Marshall and his cap,  
Pondered settling down for a long winter's nap,

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,





The thought of cloning all the environments before we grow

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,





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



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;







As dry leaves that before the wild hurricane fly,



As dry leaves that before the wild hurricane fly,

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

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,





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

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

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

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,







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



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

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

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,

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





# Questions



# University Mainframe Decommissioning

Graydon Kirk, UTS PMO



- 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](http://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](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](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](mailto:nmears@emory.edu)
  - Graydon Kirk at [gkirk@emory.edu](mailto:gkirk@emory.edu) or,
  - David Miller at [david.miller@emory.edu](mailto:david.miller@emory.edu).

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



# Information Security Update

Brad Judy

## General HIPAA message

Annual message covering required HIPAA awareness elements





## New IPS feature

- 3.5 million hits in the last month



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 question mark's stem.

Questions



# Thank you for coming!

*Thank  
You*