3/17/11

Agenda

- Hosted Paging
- Eagle Mail Update
- Exchange 2010 Update
- Listserv Upgrade
- University Service Desk
- ColdFusion 9 Upgrade
- VM Pricing Updates
- PCI Compliance Project
- Security Update

- Jay Flanagan
- Jay Flanagan
- Jay Flanagan & Felicia Bianchi
- David Gottschalk
- Sharon P. Gregory
- Gerry Hall
- Steve Siegelman
- Brad Judy
- Brad Judy
Hosted Paging

Jay Flanagan
HAPPY ST. PATRICK’S DAY
Interim Solution

• Move towards Page to Cell
  – Couldn’t be done all at once

• Replace Old System
  – Vendor Hosted System
    • American Messaging
    – More reliability
  – No longer responsible for infrastructure
Pager Swap Out

- Created schedule
- Planned Communication
- Worked closely with EHC
  - Management
  - Communication Team
- Replaced all old pagers with new ones
- Swapped out over 4400+ pagers
- Added 1000+ users to the Page to Cell service
Questions
Eagle Decommm Schedule

- Began pre-copy of approximately 10k EHC users – 3/11/11
- EHC pre-copy completed on 3/18/11
- Begin Eagle moves again the week of 3/21/11
- Flip EHC user (16k) beginning 3/25/11 (Should complete week of 3/28/11)
- Begin Eagle moves again on 3/30/11
- Complete Eagle moves over next few weeks
Eagle Decommission

• **Latest Info:**
  – Approx. 2500 accounts left on Eagle
  – Starting to move all users left on the service
  – Will pick the users in groups and pick a date to move them
  – Will notify the users and Local-L of the group that is moving
  – Will migrate in batches of 300 to 500 depending on mailbox size
  – Starting after the EHC exchange 2010 move
Questions
Exchange 2010 Project

Jay Flanagan
Felicia Bianchi
HAPPY ST. PATRICK’S DAY
Exchange 2010

• Monthly Updates
  – Over 9100+ accounts on 2010
  – Pre-Copied all of EHC (16k accounts) in prep for moves on the 19th and 26th of March
  – Creation of all new Exchange accounts on 2010
    • Completed and working
  – Completing Eagle migrations
    • Update in Eagle Decommission Presentation
  – Moving 2007 users
    • Database size determines who moves
Exchange 2010

• Open Issues
  – Issue with HP Storage
    • Update
High level schedule - March

June/July
- Exchange 2010 Infrastructure & Application Set up
- Archive Service Testing
- Blackberry server testing
- Healthcare Virtual Desktop testing
- Account provisioning for 2010 (ENID)
- Move accounts OIT and Local-L
- Avaya MM Upgrade

Aug/Sept
- Move Eagle Accounts

Oct/Nov
- Load test 3000 accounts

Dec/Jan11
- System Modifications Based on test results

Feb/Mar
- General move

Apr/May
- Project close

June
Questions
Listserv Upgrade

David Gottschalk
Reasons for Project

• Decommissioning of Egenera Frame
• Update outdated Listserv software from version 14.5 to 16.0
• Replace Egenera blade with more versatile and robust VM
• Update Operating System (RHEL) to latest version
New Web Interface

Descriptions
List settings available on this page: List Title | List Description | HTML Description

Keyword

List Title:
Messaging Team Listserv

List Description:
List for the new Messaging Team

Complete List Header

* Messaging Team Listserv
* Loopcheck= NoCRC,NoSpam
* Review= Service
* Confidential= Yes
* Subscription= By_Owner
* Send= Service
* Reply-to= List,Respect
* Notebook= Yes, /home/listserv/lists/MessagingTeam-L_Weekly
* Notify= No
* Errors-To= Owner
* Default-Options= Repro
* Service= Local
* Daily-Threshold= 200
* Owner= jflanag@emory.edu, jay.d.flanagan@emory.edu
* Owner= sslegez@emory.edu
* HH ON (The following lines will only be visible to list owners.)
* *
* Requested by Jay D. Flanagan @ (404)727-4962
* Requested on Mon Nov 3 07:27:16 2008
* From address 170.140.201.189
* *
* HH OFF (The following lines will be visible to anyone.)
* *
* List for the new Messaging Team
*
New Web Interface

List Management Dashboard (MESSAGINGTEAM-L)

Select List:
MESSAGINGTEAM-L Messaging Team Listserv

Search Options
- Show Lists:
- Show Lists Owned By: (Self Only)
- Search

Dashboard for dgottsc@emory.edu

Technical Support
Technical support has been enabled. If you encounter problems with your lists, you can contact the server administrator by clicking on the life buoy icon.

Moderation
There are currently no messages requiring moderation on any lists that you have selected for this report and for which you are listed as a moderator. Follow the "Edit Table" link to select the lists that you want included in this report.

<table>
<thead>
<tr>
<th>List Name</th>
<th>Subscribers</th>
<th>Send</th>
<th>Subscription</th>
<th>Log: Subscribe</th>
<th>Log: Signoff</th>
<th>Log: Post</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMAIL TEAM-L</td>
<td>17</td>
<td>Service [View]</td>
<td>By Owner [Edit]</td>
<td>[+]</td>
<td>[+]</td>
<td>[+]</td>
</tr>
<tr>
<td>[Configure]</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MESSAGINGTEAM-L</td>
<td>11</td>
<td>Service [View]</td>
<td>By Owner [Edit]</td>
<td>[+]</td>
<td>[+]</td>
<td>[+]</td>
</tr>
<tr>
<td>[Configure]</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Cut-over Plan

- 11 pm, Saturday April 9th
- Data pre-copied to minimize downtime
- 1.5-hour downtime
Listserv Preview Meeting

• Monday, March 21st – 1:30 pm – Kennesaw NDB
• Preview of new listserv interface for Local support or heavy listserv users
• Q & A
Questions
University Service Desk

Sharon P. Gregory
Short Descriptions

Ensure Ticket Quality

- Should include CI/Product Name
- Brief description of user’s issue
- Use customer-friendly terms
- Assists with queue management
Resolvable by Tier 1?

“Help Me Help You”

- Create Knowledge Articles
- Identify Training Opportunities
- Reduce the number of tickets routed to Tier 2 for support
- Increase Service Desk FCR
Questions
ColdFusion 9 Upgrade

Gerry Hall
Why?

CF7 is an older version of ColdFusion – NO Adobe support for CF7

Jrun versus JBOSS – JBOSS is more stable and therefore less prone to the issues we currently experience with Jrun

1:1 versus 1:Many – Each site has its own JBOSS web app, with its own independent war file – if your application crashes, no other site or web application
ColdFusion 9 Upgrade

How?

• Currently all CF7 sites have an accompanying CF9 instance already configured in Apache
• Test your site by appending 81 or 444 to the end of the URL – example:
  http://educate.emory.edu:81 or https://educate.emory.edu:444
• When ready to move, submit a Service-now ticket
• We submit a change request and switch the site to CF9
• You test and resolve any issues with our help – if the need arises, we can quickly switch back to CF7
• If you’re not using ColdFusion 9 and would like to be, please call 404-727-7777 or visit help.emory.edu
Known Issues

• PDF generation using the cfdocument tag does not function correctly in our ColdFusion 9 environment.
  our PHP install does support PDF generation – we suggest using DOMPDF to achieve similar functionality in PHP.

• **Not sure if your site is using CF9?** Place the following code in a .cfm file on your site and view it in a web browser:
  if the output starts with 9, you are using ColdFusion 9.

  `<cfoutput>#{SERVER.ColdFusion.ProductVersion}#</cfoutput>`
ColdFusion 9 Upgrade

When?

• No date has been published at this time

• However, once a date is published, ALL sites will be moved to CF9 on that date regardless of whether testing has been completed

• At that point, if something does not work, YOU will be responsible for resolving that issue
Questions
VM Pricing Updates

Steve Siegelman
VM Pricing Updates

Campus Hosted VM Offering

- VM $360/yr($780), billed monthly
  - Base VM – 1 vCPU, 1GB RAM, 25G Storage
    - Additional CPU, no cost. ($200/yr)
    - Additional memory; $25/yr per GB($100/yr); 2GB max lifted.
    - Additional NAS storage; $1.20/yr per GB($1.50/yr) in 25GB increments

- VM Benefits
  - Hardware support & upgrades
  - VMware components: vMotion, HA, DRS
  - Secure datacenter and environmentals
Operating System Options

- Windows 2008
- Windows 2003
- Redhat Linux – RHEL5
- Redhat Linux – RHEL4
- CentOS 4.x
- CentOS 5.x
New Services

System Administration Service

– Standard Offering
  • Running on the UTS standard hardware and OS platforms
    – VM’s
    – HP Blade
    – HP Standalone
    – Windows 2008
    – RHEL 5

– Non-Standard Offering
  • Running on non-standard hardware and OS platforms.
    – None HP hardware
    – Solaris
    – AIX
System Administration Service

- Included
  - Hardware support
  - OS support, configuration, patching…
  - Backups/Restores
  - Monitoring

- Not Included
  - Application installation & support
Updated Service

Trusted Storage – Phase 2

- $2.50GB/yr
- Windows Cluster with SAN Storage
- Encryption at rest – EMC PowerPath with RSA key management.
- Encrypted backups
- All access is audited - Stealth Audit
Questions
PCI Compliance Project

Brad Judy
Project goals

Collect pre-assessment information
Select and engage a 3rd party assessor
Conduct 3rd party assessment
  Technology
  Policies
  Procedures
Receive gap analysis and remediation plan
Project timeline

- Dec 2010 – Charter signed
- Jan-Feb 2011 – vendor RFI
- March 2011 – vendor selected and contract signed
- April-May 2011 – Assessment
- June 2011 – Final report
Questions
Security Update

Brad Judy
• Just did password reset

• Possible next topics:
  – Phishing (in prep for Phish-me)
  – Updated policies (UAP, P2P, ResNet)
  – File storage in cloud (testing ongoing)
554/1500
Questions
Thank you for coming!