



IT Briefing

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

A large, light green four-leaf clover with a black outline. Perched on the upper right leaf is a green leprechaun top hat with a yellow band and a black buckle. The text "HAPPY ST. PATRICK'S DAY" is written across the center of the clover in a bold, dark green, sans-serif font.

HAPPY ST. PATRICK'S DAY

- 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

- 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 Decommission Project

Jay Flanagan



SO LONG EMORY





- 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

- 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

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



Exchange 2010 Project

Jay Flanagan

Felicia Bianchi

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HAPPY ST. PATRICK'S DAY

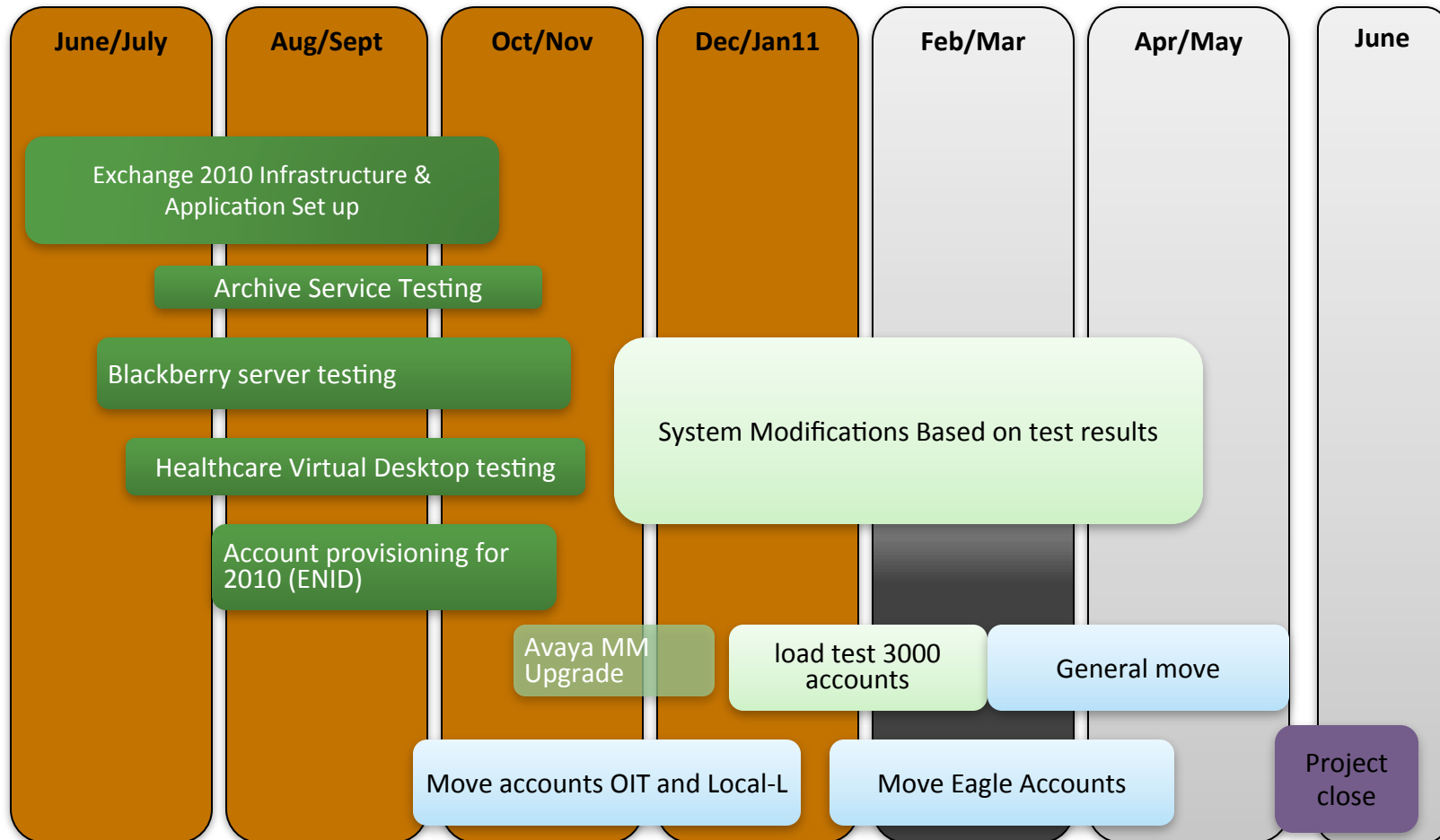
- ## Monthly Updates

- 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



- Open Issues
 - Issue with HP Storage
 - Update

High level schedule - March





Questions



Listserv Upgrade

David Gottschalk



- 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



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Descriptions

Access Control

Distribution

Error Handling

List Maintenance

Security

Subscription

Other

Descriptions

Save

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

[Delete List Description](#)

? HTML Description:

[Delete HTML Description](#)

Complete List Header

[Edit Manually](#)

```
*
* 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= ssiege2@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
*
```

[View](#)

New Web Interface



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Logged in as: dgottsc@emory.edu (Administrator)

Basic Mode | [Edit Page](#)



LISTSERV 16.0



[Server Administration](#) ▾ [List Management](#) ▾ [List Moderation](#) [Subscriber's Corner](#) [Email Lists](#)

[Preferences](#) [Log Out](#)



List Management Dashboard (MESSAGINGTEAM-L)



[MESSAGINGTEAM-L Home](#)

Select List:

MESSAGINGTEAM-L Messaging Team Listserv ▾

[Update](#)

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.

Once you click on this icon, an email message opens. Enter any information describing your problem. Please be as detailed as possible.



Moderation

[Edit Table](#)



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.

[Edit Table](#)

List Name ▲	Subscribers	Send	Subscription	Log: Subscribe	Log: Signoff	Log: Post
EMAILTEAM-L [Configure]	17 [View]	Service [Edit]	By Owner [Edit]	[+]	[+]	[+]
MESSAGINGTEAM-L [Configure]	11 [View]	Service [Edit]	By Owner [Edit]	[+]	[+]	[+]



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



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

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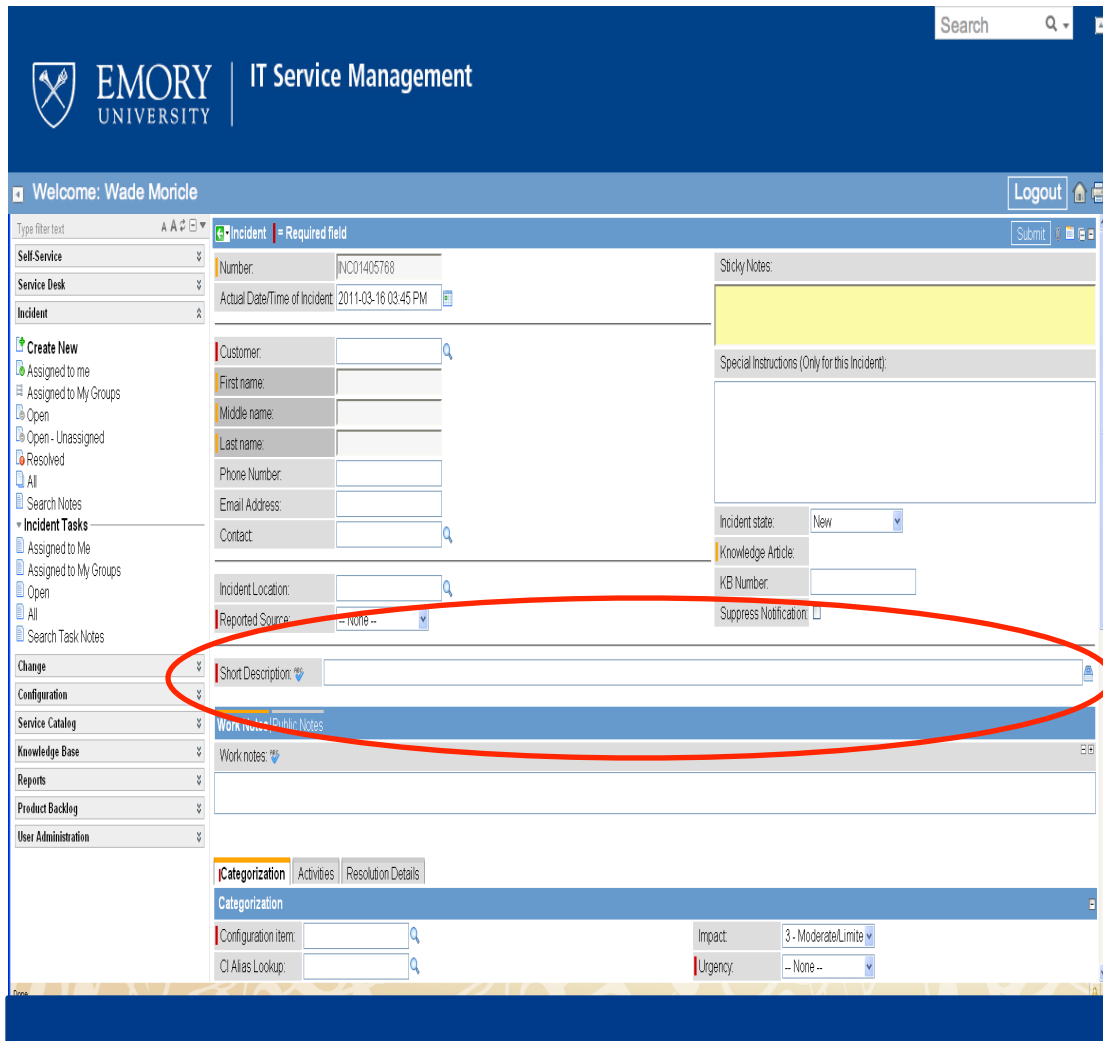
Questions



University Service Desk

Sharon P. Gregory

Ensure Ticket Quality



The screenshot displays the Emory University IT Service Management portal. The header includes the Emory University logo and the text "IT Service Management". Below the header, there is a navigation menu on the left with options like "Self-Service", "Service Desk", "Incident", "Create New", "Assigned to me", "Assigned to My Groups", "Open", "Open - Unassigned", "Resolved", "All", "Search Notes", "Incident Tasks", "Assigned to Me", "Assigned to My Groups", "Open", "All", "Search Task Notes", "Change", "Configuration", "Service Catalog", "Knowledge Base", "Reports", "Product Backlog", and "User Administration". The main content area shows the "Incident" form. The form includes fields for "Number" (INC01405788), "Actual Date/Time of Incident" (2011-03-16 03:45 PM), "Customer" (First name, Middle name, Last name), "Phone Number", "Email Address", "Contact", "Incident Location", "Reported Source" (set to "None"), "Incident state" (set to "New"), "Knowledge Article", "KB Number", and "Suppress Notification" (checkbox). The "Short Description" field is highlighted with a red oval. Below the "Short Description" field, there are sections for "Work notes" and "Public Notes". At the bottom, there is a "Categorization" section with fields for "Configuration Item", "CI Alias Lookup", "Impact" (set to "3 - Moderate/Limited"), and "Urgency" (set to "None").

- Should include CI/
Product Name
- Brief description of
user's issue
- Use customer-friendly
terms
- Assists with queue
management

Resolvable by Tier 1?



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“Help Me Help You”

The screenshot displays the Emory University IT Service Management interface. The top navigation bar includes the Emory University logo, the text 'IT Service Management', and a search bar. Below the navigation bar, a sidebar on the left lists various service categories: Self-Service, Service Desk, Incident, Change, Configuration, Service Catalog, Knowledge Base, Reports, Product Backlog, and User Administration. The main content area is titled 'Incident' and includes a 'Welcome: Wade Moricle' message and a 'Logout' button. The 'Incident' form contains several fields: 'Incident Location', 'Reported Source' (set to '-- None --'), 'KB Number', and 'Suppress Notification'. A 'Short Description' field is also present. Below these fields, there are tabs for 'Work Notes | Public Notes' and 'Work notes'. The 'Resolution Details' tab is active, showing fields for 'Pending Code', 'Incident State to Pending', 'Resolution Code', 'Actual Resolved Date/Time', 'Incident State to Resolved', 'Incident State to Resolved By', 'Resolvable by Tier 1' (which is checked and circled in red), and 'Knowledge'.

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





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

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>
```

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

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Questions



VM Pricing Updates

Steve Siegelman

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

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

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

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Questions



PCI Compliance Project

Brad Judy

Collect pre-assessment information

Select and engage a 3rd party assessor

Conduct 3rd party assessment

Technology

Policies

Procedures

Receive gap analysis and remediation plan

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

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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

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Questions



Thank you for coming!

*Thank
You*