EMORY UNIVERSITY | University Technology Services

IT Briefing

6/16/11

Agenda

• Exchange 2010 Update	• Jay Flanagan / Felicia Bianchi
• Amcom Upgrade Project	• Felicia Bianchi
• IT Community Training	• Alan White
• Google Search Upgrade	• Lee Clontz
• Blackboard OPUS Integration	• José Rodriguez / Julia Leon
• Service-now Release Update	• Danon Vaughn
• Emory Mobile Phase II	• Scott Swann
• ECIT Classroom Update	• Wayne Morse
• Vidyo HD Videoconferencing	• Brenda Rockswald
• Security Update	• Brad Judy

EMORY UNIVERSITY | University Technology Services

Exchange 2010 Project

Jay Flanagan
Felicia Bianchi

We're Finished!

Exchange 2010

EMORY UNIVERSITY | University Technology Services

- Some Quick Updates
  - Over 35,000+ accounts on 2010
  - More usable OWA interface
    - Shared Calendars
    - Full OWA clients for Firefox and Safari
  - Reduced Archiving Interruption
    - 4 years versus 13 months
  - Operational DR/BC capacity
    - Tested and working

Exchange 2010

- Operational Issues
  - Issues with HP Storage
    - Update
  - Move/Install mail relays at White Street
  - Load Balancer Project
    - Help support DR/BC
  - John's Creek Hospital user moves
  - St. Joseph's Hospital user moves

Questions

EMORY UNIVERSITY | University Technology Services

Amcom Upgrade Project

Felicia Bianchi

Amcom Upgrade Project

- Is AMCOM a Top 10 Project?
- What does this mean?

Photo Credit: image by Sam Churchill from http://www.flickr.com/photos/samchurchill/4182826573/

What is AMCOM?

- SimonWeb
- e.Notify
- On Call calendar
- Paging

Amcom Upgrade Project

Dates:

- Testing Timeline
  - Round one: June
  - Round two: July
- Load Testing: August
- Training Starts August 1
- Cutover tests: June, July and August
- Go live: 6 am September 8

Smart Web - Key Benefits & Features

- Easy to Navigate Interface (GUI)
- Improved automation for OnCall calendar administration
- Physician Registry and Locator
- Single Sign On security using your EU or EHC credentials

e.Notify

- Key Features & Benefits
  - Activate Events in as few as two keystrokes
  - Monitor events in real time by clicking on the event name
  - Monitor and validate the responses to events
  - Dynamic Message Groups

Amcom Upgrade Project

EMORY UNIVERSITY | University Technology Services

- **Smart Speech**
  - Directory Enablement added to speech offering speech enabled directory transfers
- **VRU**
  - Personal Configuration Options and Personal Greeting Recordings added to enable paging status options.

Amcom Mobile Connect - Benefits

Active acknowledgement of message and free-form text response

Full audit trail of delivery and read receipts

Separates critical messages from less important emails and SMS messages

Messages Delivery from

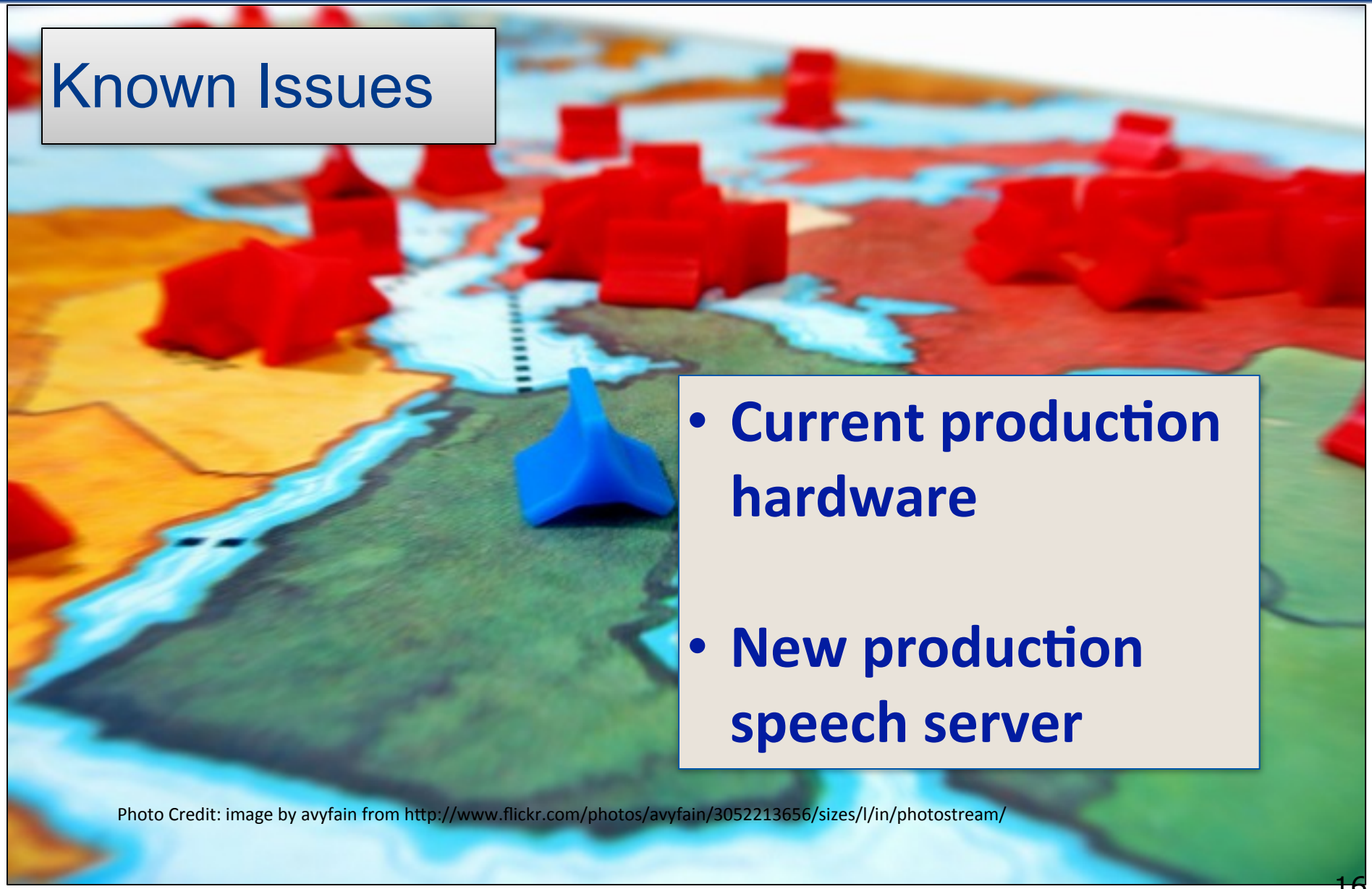
- Amcom Systems
- Emergency notification
- Speech recognition
- 3rd Party message and alerting system

Amcom SOFTWARE

Amcom Upgrade Project

EMORY UNIVERSITY | University Technology Services

Known Issues



- **Current production hardware**
- **New production speech server**

Photo Credit: image by avyfain from http://www.flickr.com/photos/avyfain/3052213656/sizes/l/in/photostream/

Amcom Upgrade Project

EMORY UNIVERSITY | University Technology Services

EMORY UNIVERSITY | University Technology Services

IT Community Training

Alan White

Community Training

EMORY UNIVERSITY | University Technology Services

UTS Infrastructure

Offer training to local support via several formats

Working Team

- Architecture and Security
- Messaging

This fiscal year

- Offer at least two classroom classes, and at least three on-line videos/screencasts

Survey to local-l on April 6th

Rate interest in several topics and formats

Most Interested in:

- Overview of the Emory Network (90%)
- Commonly asked Network Questions (75%)
- 5 Easy Network Troubleshooting Tips (75%)
- Overview of SSL Certificates (65%)

Survey to local-l - Topics

Least Interested in:

- Email Searching – EAS vs Exchange (29%)
- Using an RSA Token (34%)
- Binary/Hexadecimal Primer (29%)

Survey to local-l - Formats

- Online Article (100%)
- Classroom (90%)
- Video (80%)
- E-book (77%)
- Screencast (70%)
- Audiocast (43%)

Planned Topics and Format

- Overview of the Emory Network (Classroom)
- Overview of SSL Certificates (screencast and online article)
- Blackberry Config / Sync (screencast)
- Sharing an Exchange Calendar (online article)

Questions

EMORY UNIVERSITY | University Technology Services

Google Search Upgrade

Lee Clontz

Google Search Upgrade

EMORY UNIVERSITY | University Technology Services

Search.emory.edu

- Our own locally hosted search devices
- First established four years ago
- Features
  - Custom front-ends
  - Control over results
  - Control over spidering
  - Search metrics
  - Distributed administration
  - Individual collections
  - Currently index about 270k

Upgrade Coming

Current Hardware

- Moved from the "Big Iron" Google Search Appliance to the Google Mini
  - Performance has been underwhelming
  - Significant cost savings, but functionality limited
  - Support contract is up, so moving back to…

Google Search Upgrade

GSA v. 6.10

- New Google boxes will offer:

Vastly improved performance	Improved OneBox support
Single unit with hot backup instead of two individual minis	Distributed administration
Support for spidering of databases, file servers	Improved template customization options
Automatic “related queries”	Metadata priority
Search as-you-type	“Social” search
Alerts	Dynamic navigation (filtering)
Much higher document count (500,000 documents)	

Google Search Upgrade

EMORY UNIVERSITY | University Technology Services

When?

- New boxes have arrived
- Starting change management process
- Aiming for July 1
- Will schedule Lunch and Learn

Questions

EMORY UNIVERSITY | University Technology Services

Blackboard OPUS Integration

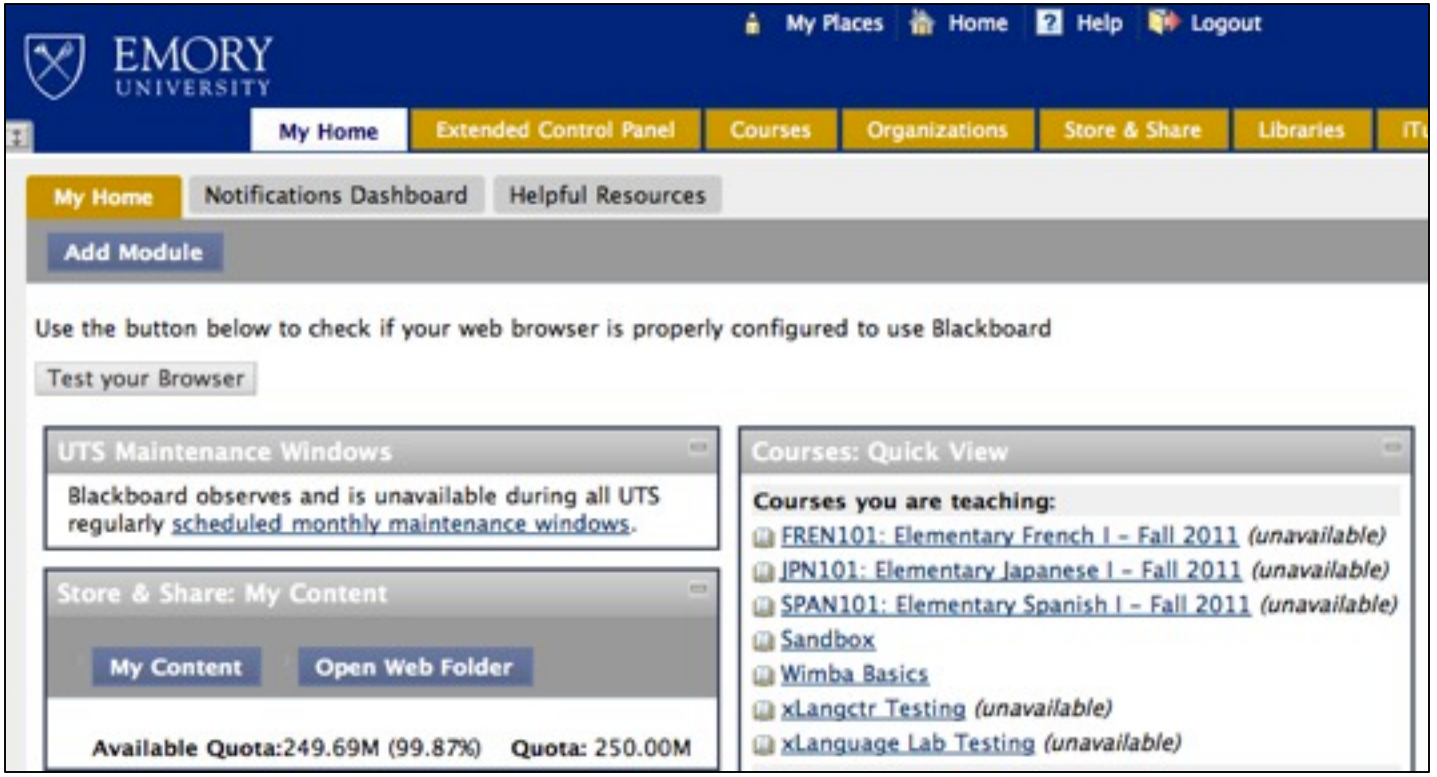
José C. Rodriguez
Julia Leon

Bb-OPUS Integration

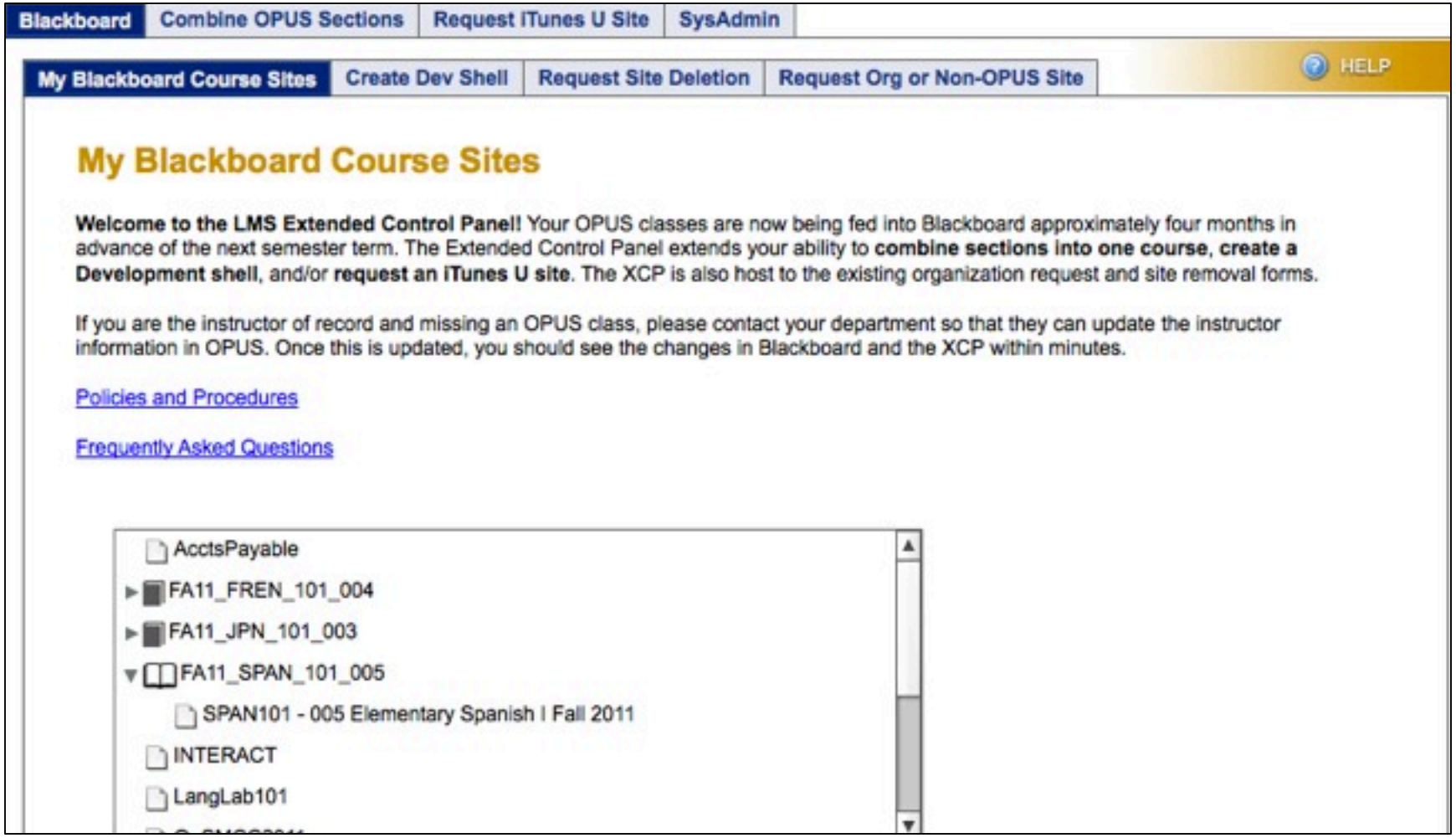
EMORY UNIVERSITY | University Technology Services

Outcomes

- All OPUS courses now in Blackboard
- All Blackboard courses populated with enrollment
- Extended Control Panel tool



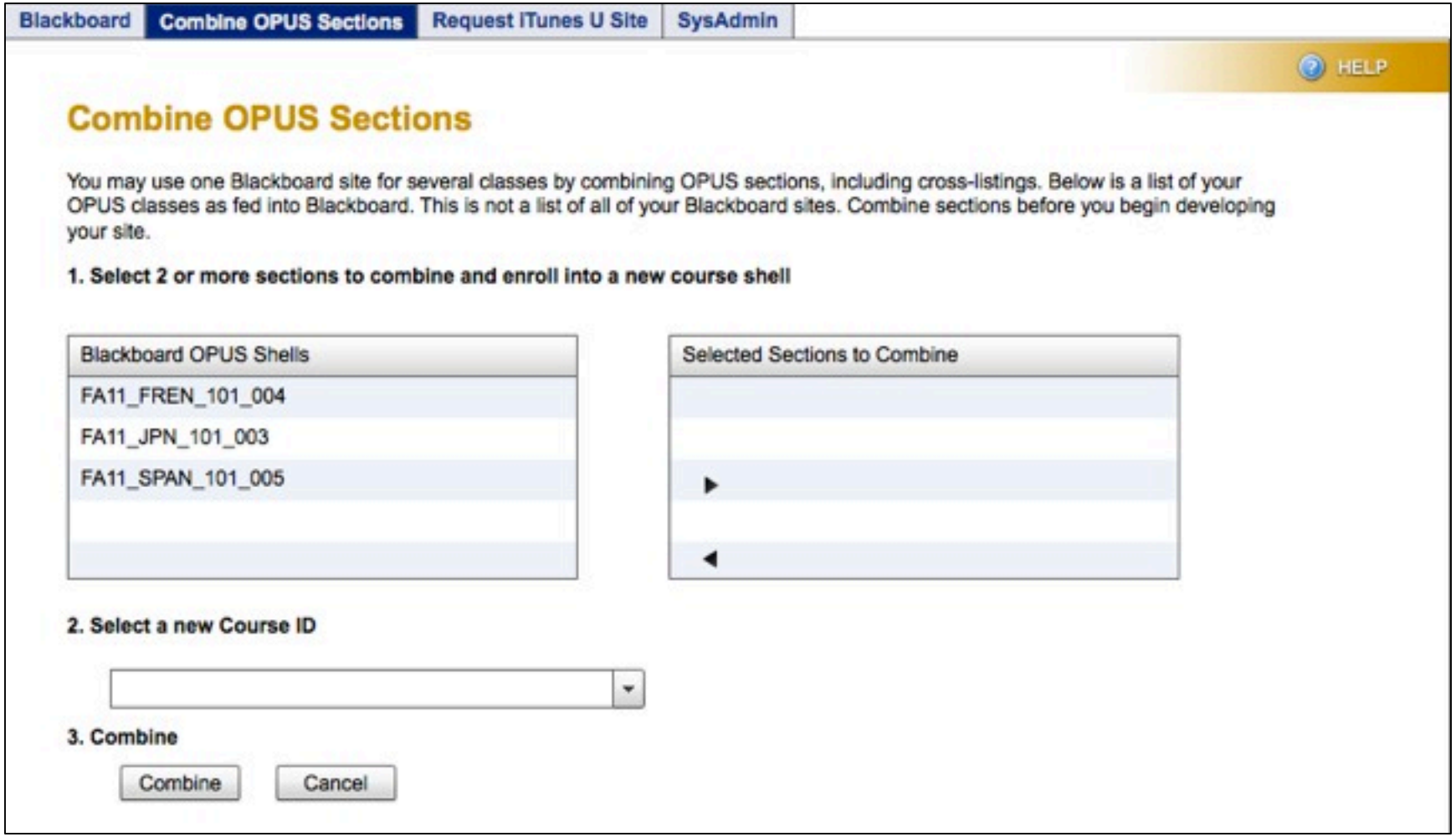
Extended Control Panel



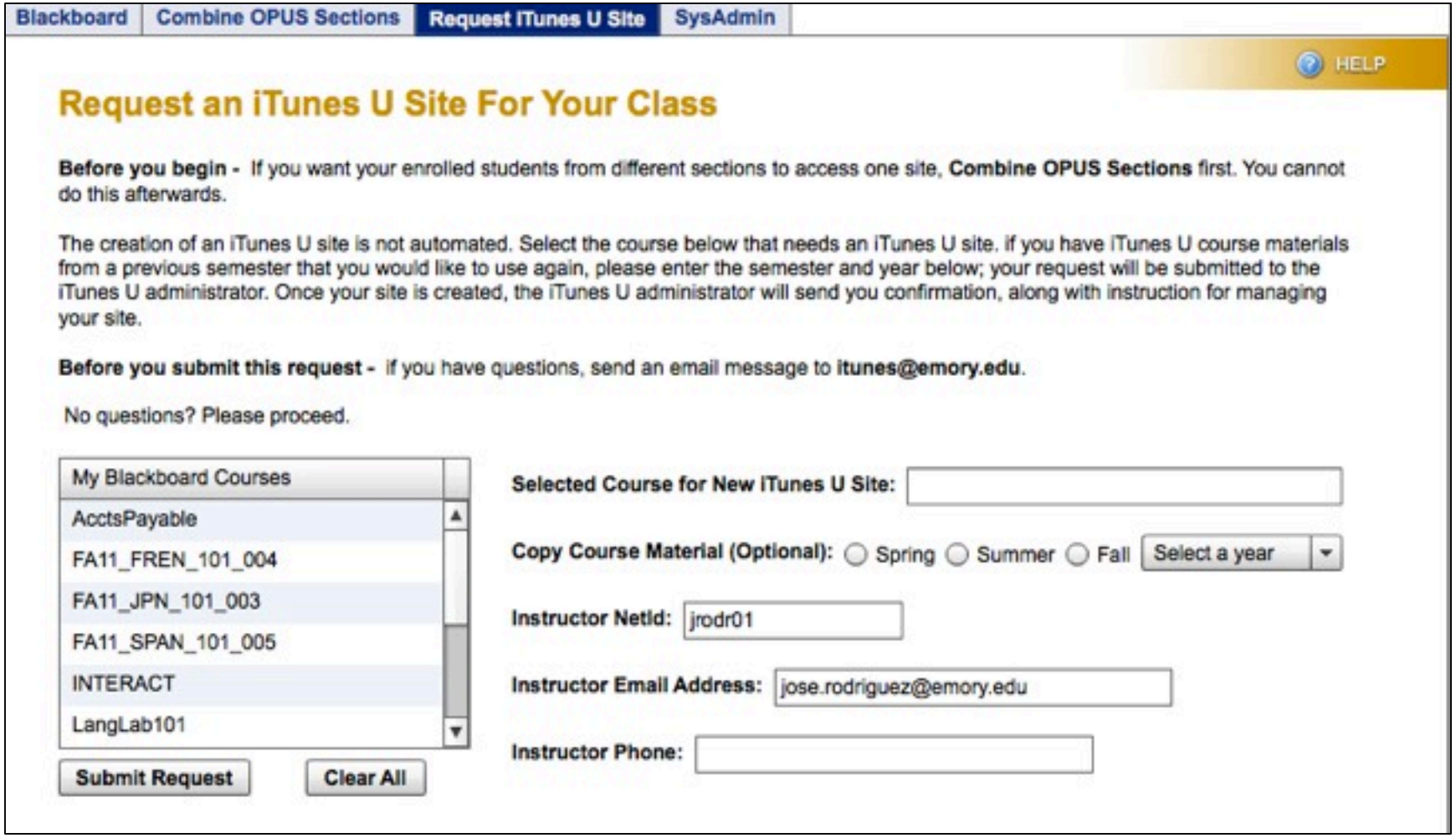
Bb-OPUS Integration

EMORY UNIVERSITY | University Technology Services

Extended Control Panel (cont.)



Extended Control Panel (cont.)

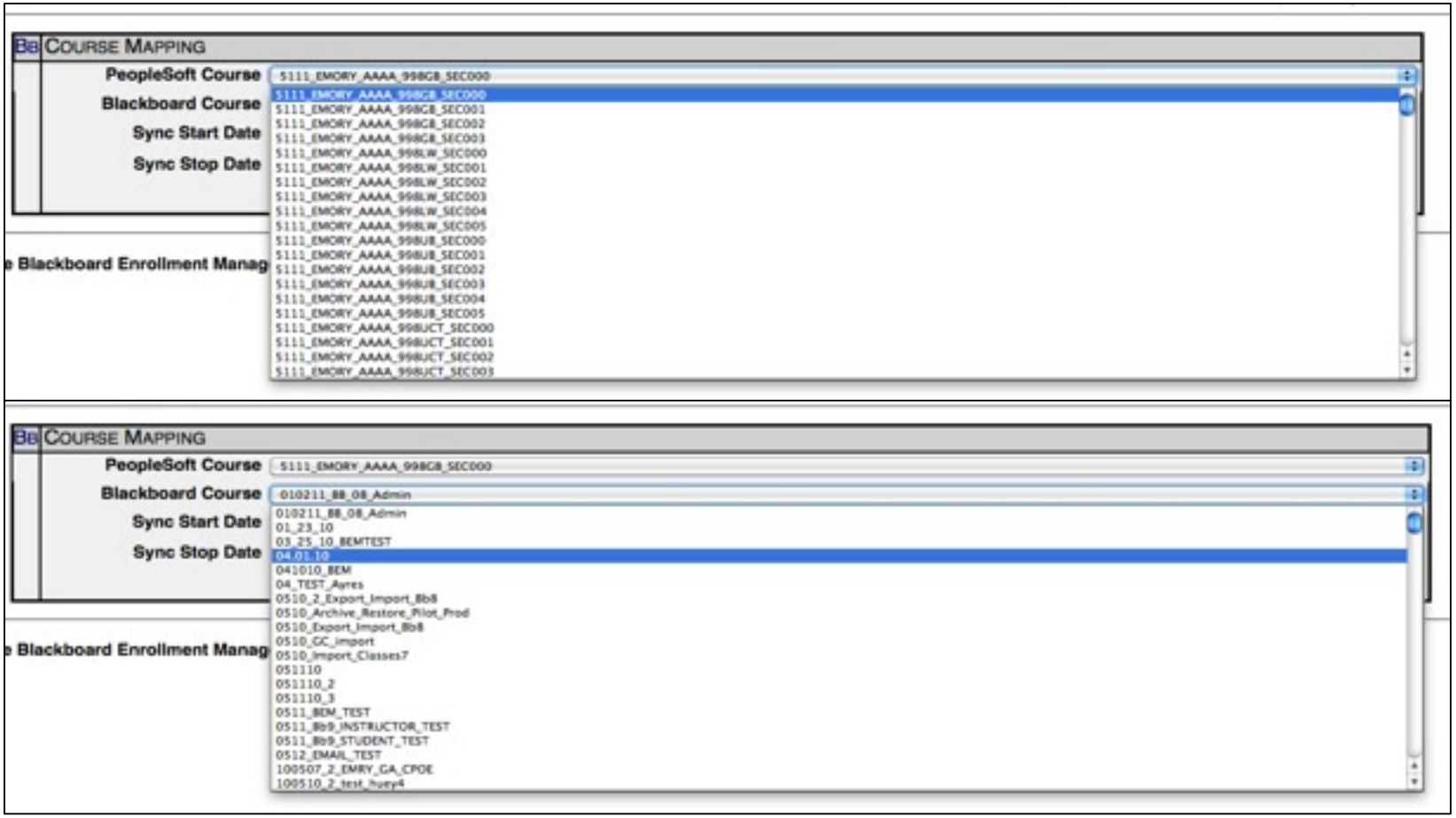


Benefits

- Faculty no longer request courses or enrollment
- Faculty have a tool with additional controls
- Blackboard admins no longer map courses manually
- Course changes appear in near real-time

Faculty Services Work

BEFORE: 1200 courses mapped manually each semester



Faculty Services Work

AFTER: Re-aligning customer focus

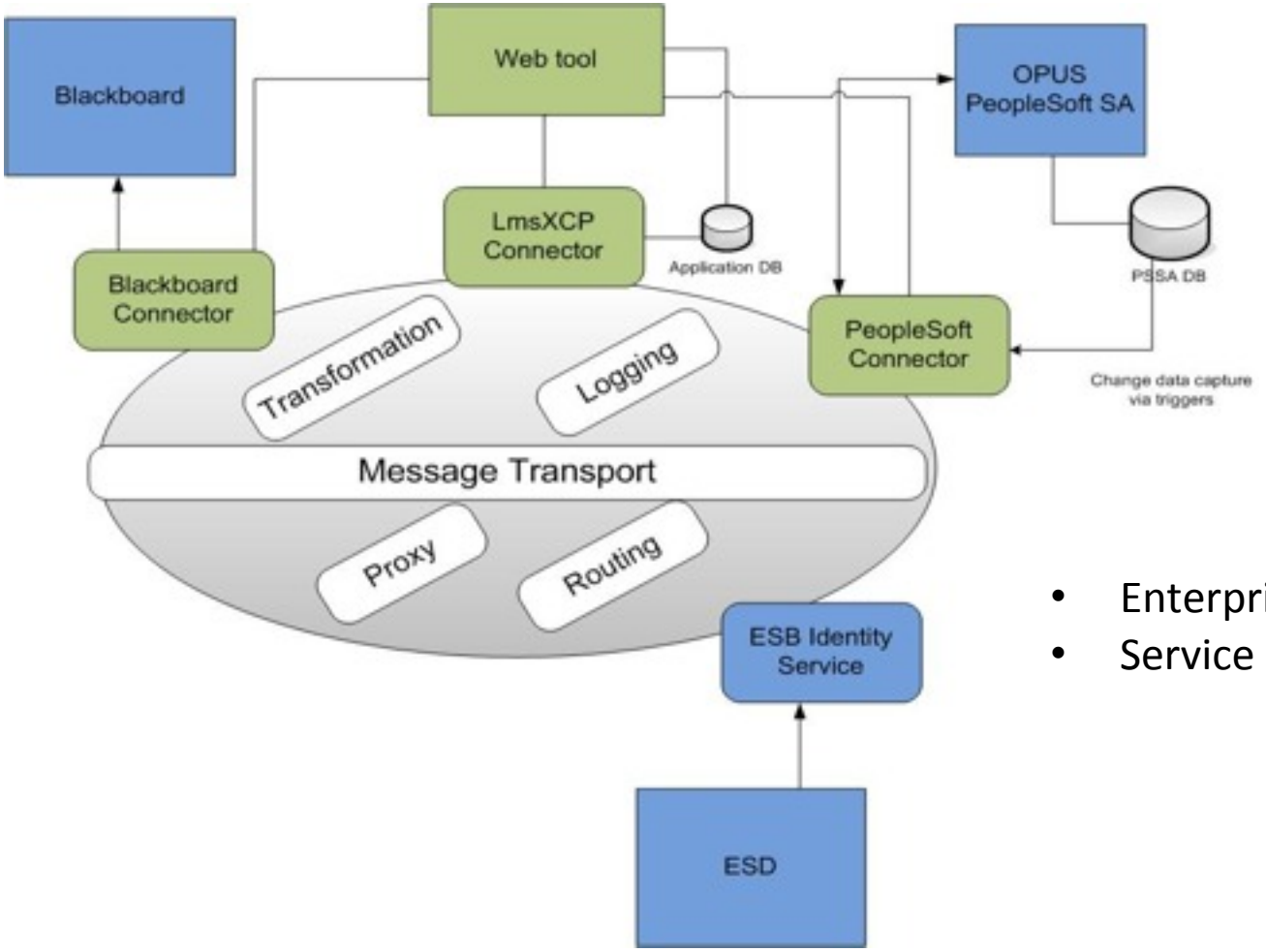
- From just-in-time support to increased training
- Supplementing Bb knowledge articles with video
- Increasing technical baseline for faculty

Bb-OPUS Integration

Project was successful

- On time
- Required features
- High quality
- 5,525 course sites
- 47,000 enrollments

ESB is reliable and extendable



- Enterprise Service Bus (ESB)
- Service Oriented Architecture (SOA)

Bb-OPUS Integration

Agile software development

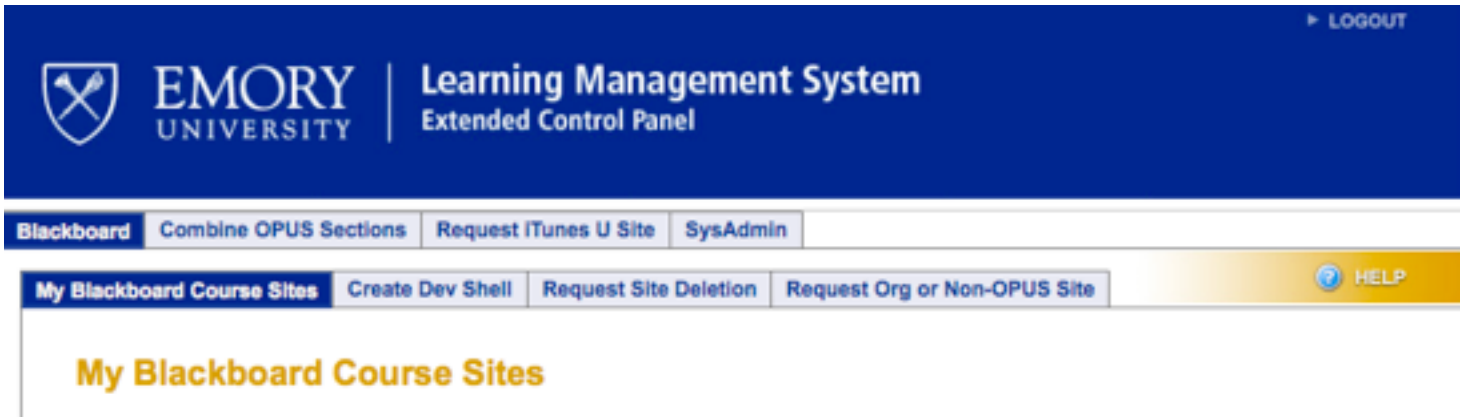
- Transparent reporting
- Daily team meetings
- Project manager
- Product owner

Bb-OPUS Integration

EMORY UNIVERSITY | University Technology Services

LMS X CP roadmap

- Uncombine
- Disable
- iTunes U in real time
- Development site in real time
- Other LMS's?



Questions

EMORY UNIVERSITY | University Technology Services

Service-now Release Update

Danon Vaughn

SMCC Overview

- Ensure identified best practices positively impact the delivery of Emory IT related services
- Leverage the current organization abilities, industry trends, available technologies and IT Infrastructure Library (ITIL®) framework
- Review, prioritize and approve product backlog provided by IT Service Management Office (ITSMO) for development sprints
- Approve future Service-now module implementations recommended by ITSMO
- Ensure cross-functional involvement and process adherence
- Identify, distill, and represent recommended practices to the Steering Body

Incident Management Update

- 5 Incident-related backlog items scheduled for implementation on June 25th
- The list of all backlog items completed in Sprint 1 is located at smcc.emory.edu\

Sample Sprint 1 backlog item

Number	Feature Request Number	Description	Current Functionality	Improved Functionality
1	FEAT000079	Modify the incident notification emails	Current notifications subjects not specific and content of email limited	New notifications have specific subject info and contains more ticket details in the email notification

Service-now Update

EMORY UNIVERSITY | University Technology Services

Feature Example:

Current Functionality

From: IT Service Management System [mailto:emory@service-now.com]
Sent: Thursday, June 09, 2011 7:43 AM
To: Britton, Enid
Subject: Incident INC01427869 has been assigned to you

Dear Enid Britton,

This message is from the Emory University ITSM system powered by Service-now.com. An incident has been submitted and assigned to you.

User: Chris Alexander
Incident Summary: Service-now - Integration with Service Now to auto-create tickets based on web input

View the incident here: INC01427869

Ref:MSG516034

Improved Functionality

From: IT Service Management System [mailto:emory@service-now.com]
Sent: Tuesday, June 14, 2011 4:12 PM
To: Britton, Enid
Subject: ASSIGNED: Incident INC00166506 has been assigned to you

Dear Enid Britton,

An incident has been submitted and assigned to UTS: ITSMO.

Customer / Contact Information: Chris Alexander 4047278333,

VIP Status: false
Priority: 4 - Low
Incident Summary: UTS wiki / Jabber / BES missing from CI Services catalog
Location: North Decatur Building

Last Activity: 2011-03-10 10:30 AM EST - Luciano Dalla Venezia (Work notes)
There is a separate Service Catalog

View the incident or service request here: INC00166506

Ref:MSG339132

Service-now Update

EMORY UNIVERSITY | University Technology Services

Impact to Me

- Possible Outlook rule modifications
  - **Subject:** RESOLVED
    PENDING
    GROUP ASSIGNED, etc
- New “Task Complete” notifications
- Improved email notifications

Impact to My Customer

- Improved email notifications
  - Email Salutation differentiates between contact and customer

Service-now Update

EMORY UNIVERSITY | University Technology Services

Knowledge Management

One backlog item implemented to visibly denote “PUBLIC” for articles created for use by all users or “ITIL” for articles created for use by IT users only.

Current Functionality Example

- Communications & Messaging > Software > How to Restart CTI for AmCom Phone Server
  - **Article:** KB00494 **Published:** 2011-01-26 **Last modified:** 2011-01-26
  - **Assignment Group:** UTS: Messaging- Tier 3 **Knowledge Champion Group:** JFLANAG **Updated By:** JFLANAG

Improved Functionality Example

Change Management

- 5 Change-related backlog items scheduled for implementation on June 25th
- List of all backlog items completed in Sprint 1 is located at smcc.emory.edu\

Sample Sprint 1 backlog item

Number	Feature Request Number	Description	Current Functionality	Improved Functionality
4	FEAT000279	Exclude cancelled/ denied changes from calendar	Changes that are cancelled and/or denied appear on the change calendar and clutter it	The change calendar has been modified to exclude changes that have been cancelled and/or denied from appearing on the change calendar

Service-now Update

EMORY UNIVERSITY | University Technology Services

Feature Example:

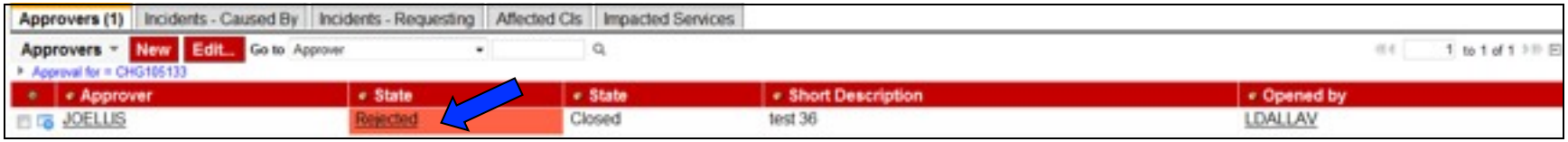
- Feature Number: FEAT000283
- Description: Build Change rejection workflow
- Current Functionality: When a change is rejected, there is no workflow and the change is frozen in the state it was in when rejected
- Improved Functionality: When a change is rejected, the *state* of the change is updated to "**Completed**", the *completion date* is set to the **date/time that the change was rejected**, the *completion code* is set to "**Denied**" and the *Rejection Comments* field becomes **required** for the user to enter the reason the change was rejected

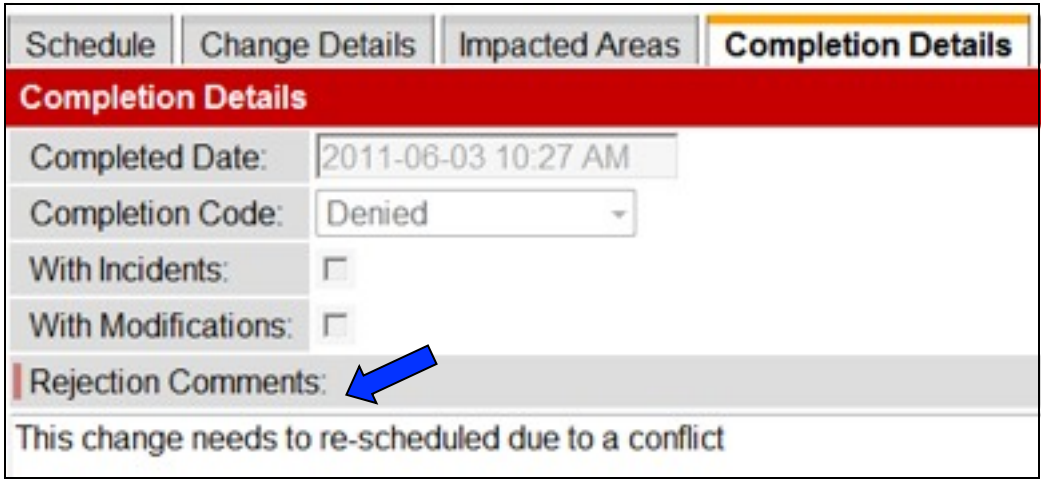
Service-now Update

EMORY UNIVERSITY | University Technology Services

Impact to Change Approvers

- With the addition of Change Management rejection workflow, rejection comments are required when rejecting a change
  - When you reject the change, the State will automatically be set to “Completed”, the Completion code will be set to “Denied”, the completion Date/time will be set to “Current Date/Time”, and the rejection reason is required





Service Level Agreement Update

SLA Functionality carried over from original Release requirements

- SLA functionality will be implemented to track both Response and Resolution times
  - Response and Resolution targets are defined according to our three service levels of Gold, Platinum, and Titanium
  - Specific SLA targets are calculated based on Priority and Assignment Group (hours)
  - SLAs will be applied to record type Incident only (not Service Requests)
- SLA clock pausing (“Pending” status) will be available
- SLA email notifications will be triggered when the SLA is at risk for breaching and when the SLA has been breached

Service-now Update

EMORY UNIVERSITY | University Technology Services

SLA Implementation

- Development and unit testing phases are complete
- Tool functionality will be implemented as a “Pilot” to solicit feedback and to ensure design functionality
- SLA functionality will be considered “In Production” on September 1, by which time the following will be provided:
  - Release notes with screenshots
  - Guidelines around implementing Service Level accountability
    - Specific SLA accountability expectations for individuals and teams
    - SLA accountability for UTS will be in effect September 1
  - Targeted training materials
  - Reports

Service-now Update

EMORY UNIVERSITY | University Technology Services

Contact us:

- Please email us at smcc@emory.edu

Service-now Update

Emory Mobile - Phase II

Scott Swann

Emory Mobile - Phase II

EMORY UNIVERSITY | University Technology Services

Emory Mobile - Phase II

EMORY UNIVERSITY | University Technology Services

New Applications

- Transit
- Tours
- iTunes U
- Get Help (icon will be titled “Emergency”)
- Alerts
- Alumni (under consideration for this phase)
- Courses

Questions

ECIT 217 as Connection for Teaching and Collaboration

Wayne H. Morse Jr.

ECIT Classroom Update

EMORY UNIVERSITY | University Technology Services

Emory's Center for Interactive Teaching (ECIT)

- Click to ECIT is first point of contact for faculty wanting to incorporate learning technologies as part of teaching
- Support the use of educational technologies and collaboration tools including videoconferencing

ECIT Classroom Update

EMORY UNIVERSITY | University Technology Services

ECIT Classroom 217

- Videoconferencing as part of ECIT resources
  - nine years of supporting videoconferencing in this space
  - primarily began supporting teaching languages
  - class sizes growing larger
  - requests for use becoming more varied (classes, research, collaboration)

ECIT Classroom Update

EMORY UNIVERSITY | University Technology Services

Challenges facing ECIT 217

- Support for classes such as Global Classroom, Creek, Religion, Chemistry, Medicine, Carter Center
- More people involved in the classes/discussions
- Connectivity to multiple types of systems (Tandberg H.323, ooVoo, Adobe Connect, Elluminate, Vidyo)

ECIT Classroom Update

EMORY UNIVERSITY | University Technology Services

Addition of HD allows:

- High resolution (e.g. in Chemistry and Medicine) images and molecules
- We have moved beyond basic connectivity to refining and tailoring high-quality connections (increasing the quality of service)

ECIT Classroom Update

EMORY UNIVERSITY | University Technology Services

Increasing flexibility

- Add interactivity with Smart Screen
- Connectivity of USB cameras and microphones
- Tables and chairs are flexible to support group activities

ECIT Classroom Update

EMORY UNIVERSITY | University Technology Services

Videoconferencing across Emory Enterprise

- Partnering with Sandra Franklin in the Health Sciences Library to bring HD to their facility

- Portable videoconferencing system to the Health

ECIT Classroom Update

EMORY UNIVERSITY | University Technology Services

Accessing Resources

- Requesting ECIT resources - ecit@emory.edu
- ecit.emory.edu/classrooms
- IT Service Catalog - videoconferencing

ECIT Classroom Update

EMORY UNIVERSITY | University Technology Services

EMORY UNIVERSITY | University Technology Services

Vidyo HD Videoconferencing

Brenda Rockswold

Vidyo Videoconferencing

Vidyo: As a New Service

- What is it?
  - A desktop videoconferencing tool that will enhance our current videoconferencing services
  - A cross-platform, full 2-way audio/video (Mac, PC, Linux)
  - Low latency, real time video solution with telepresence quality (720p@30fps or 1080p@15fps)
  - Leverages H.264 Scalable Video Coding (SVC)

Vidyo Videoconferencing

EMORY UNIVERSITY | University Technology Services

Adding Vidyo

- Why are we adding this?
  - Need for a desktop solution that integrates with our standard room systems (Tandberg/Cisco)
  - Need a higher quality image than solutions like Skype offer
  - Allows for multi-site connections without using a bridge
  - Provides firewall traversal between networks

Vidyo on Emory's Campus

- When will we be adding?
  - In the ordering process now
  - Hope to have ready for customers by Fall semester
  - Will look to offer demos or open-house sessions once the system is installed and operational

Vidyo Videoconferencing

EMORY UNIVERSITY | University Technology Services

Accessing Vidyo

- How can you use it?
  - Available to all faculty and staff of Emory and its affiliates
  - Requestable client (So that we can appropriately size the backend and meet fluctuations in demand,1000 initial client downloads)
  - Video Services team along with ECIT are always available to determine the best tool to meet customers collaboration or videoconferencing needs
  - Contact the Video Services team for client license and more information – videoservices@emory.edu

Questions

Security Update

Brad Judy

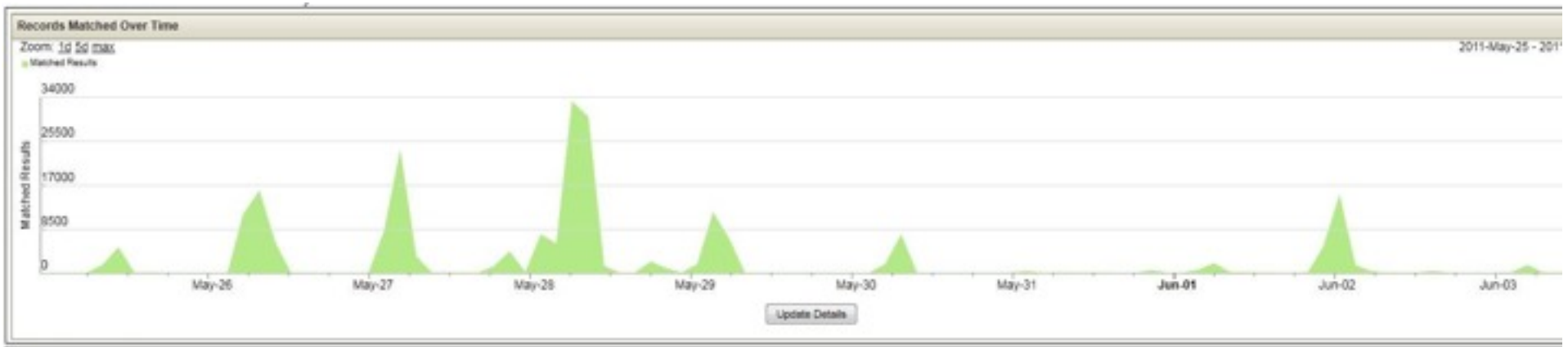
Data backups

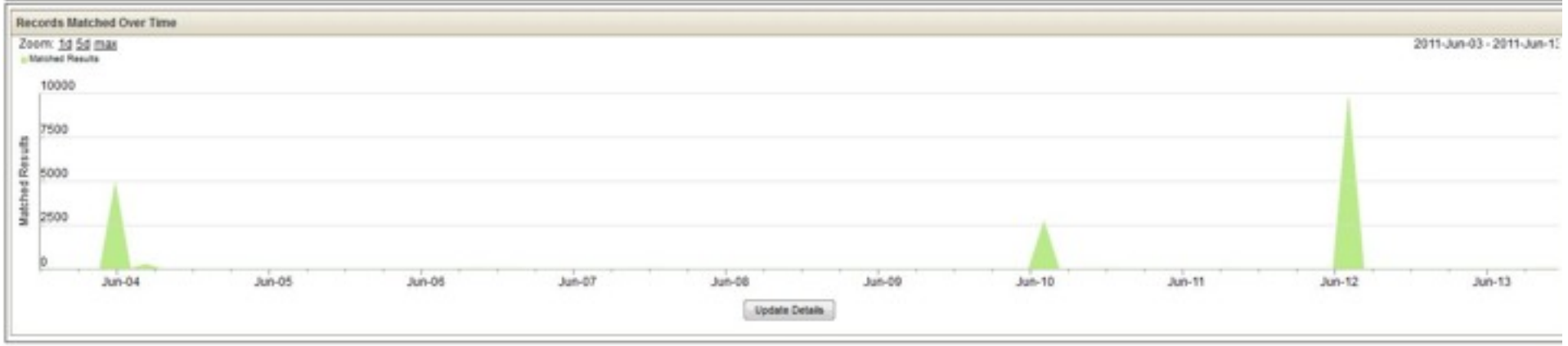
- Back up your data
- Secure backups of sensitive information
- Don’t back up sensitive information to “the cloud”
  - Emphasis on asking local IT support for guidance

One spammer's story

One spammer's story

EMORY UNIVERSITY | University Technology Services

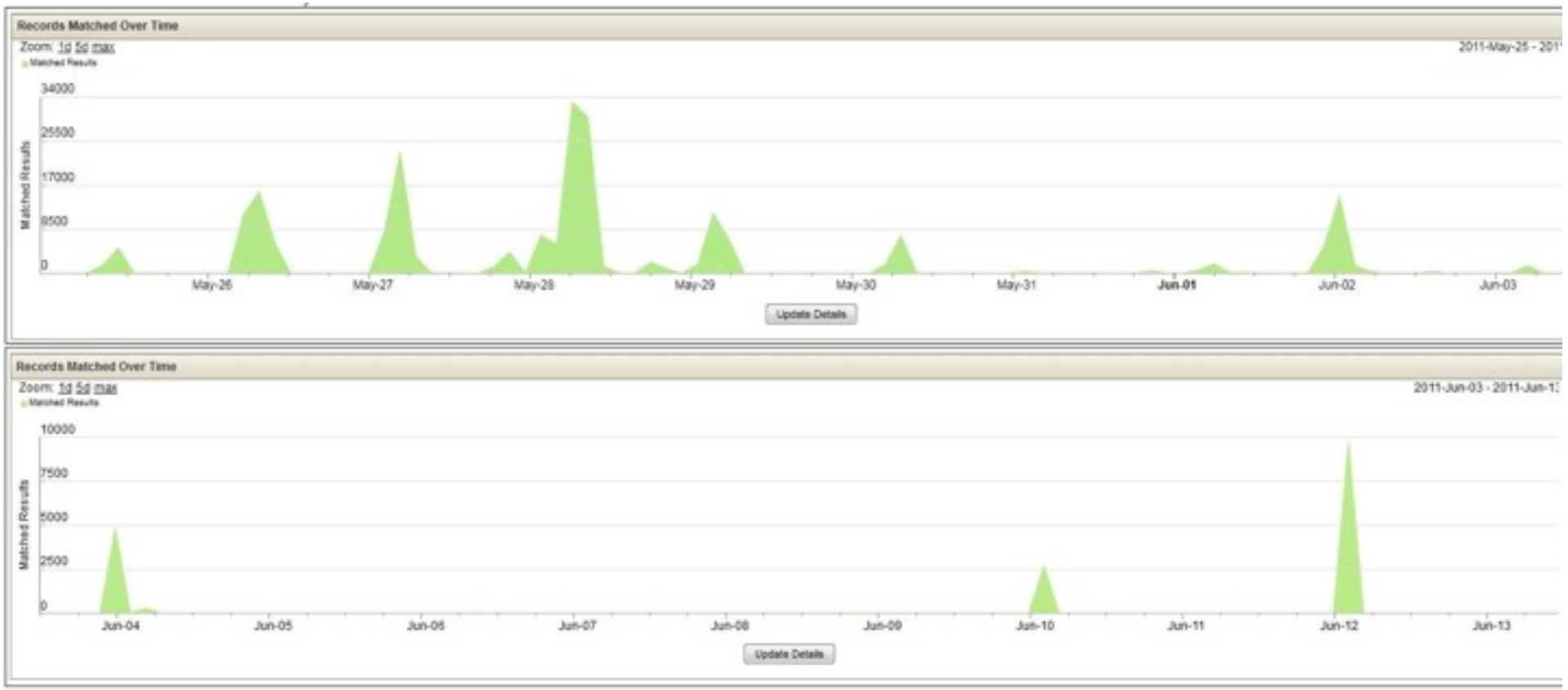




One spammer's story

EMORY UNIVERSITY | University Technology Services

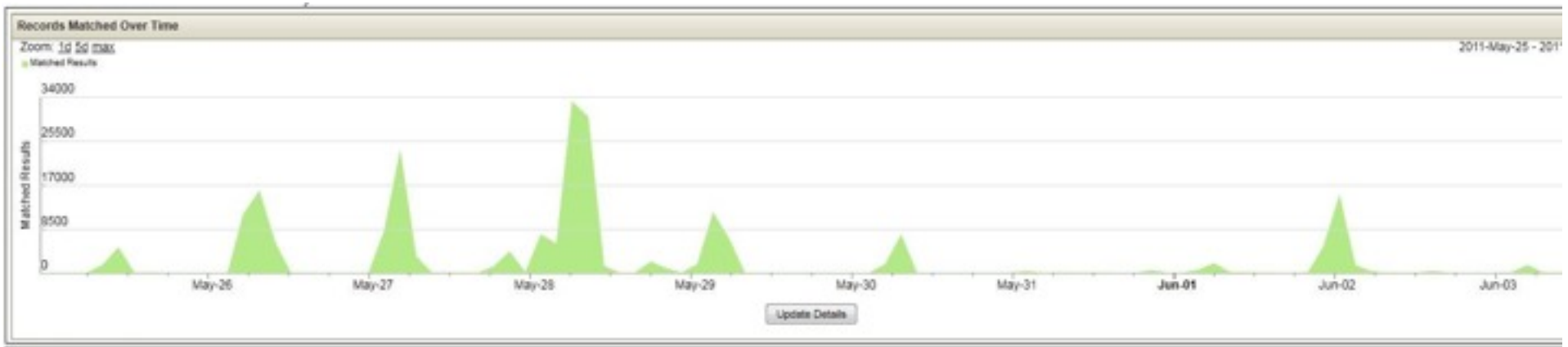
- 54 compromised accounts (phished)

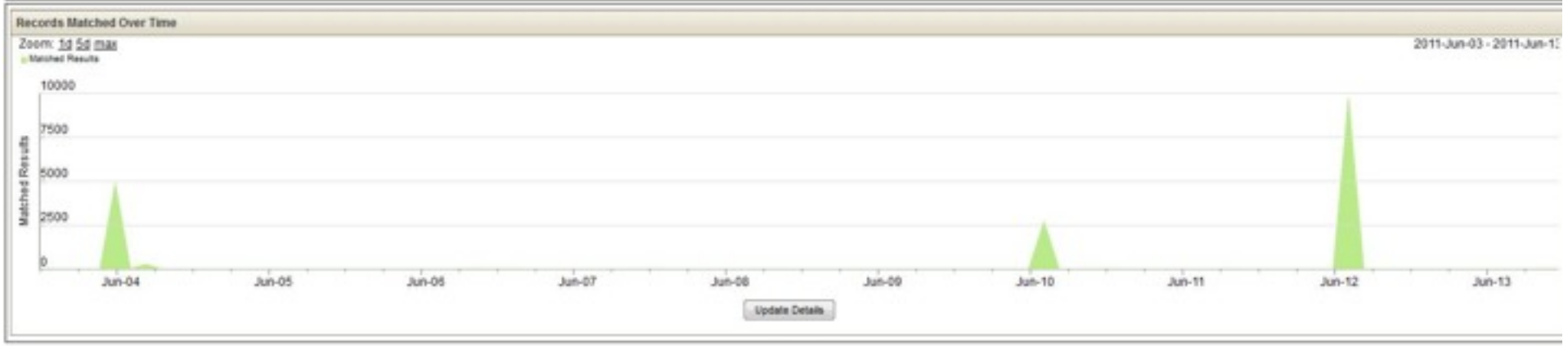


One spammer's story

EMORY UNIVERSITY | University Technology Services

- 54 compromised accounts (phished)
- 27 million spam recipients





Security Update

EMORY UNIVERSITY | University Technology Services

Thank you for coming!