Agenda

- Exchange 2010 Update
- Amcom Upgrade Project
- IT Community Training
- Google Search Upgrade
- Blackboard OPUS Integration
- Service-now Release Update
- Emory Mobile Phase II
- ECIT Classroom Update
- Vidyo HD Videoconferencing
- Security Update

- Jay Flanagan / Felicia Bianchi
- Felicia Bianchi
- Alan White
- Lee Clontz
- José Rodriguez / Julia Leon
- Danon Vaughn
- Scott Swann
- Wayne Morse
- Brenda Rockswald
- Brad Judy
We’re Finished!
• **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
• 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
Amcom Upgrade Project

Felicia Bianchi
• 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
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

- **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 Upgrade Project

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
Known Issues

- Current production hardware
- New production speech server
Questions
IT Community Training

Alan White
Community Training

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-I 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-I - Topics

Least Interested in:
- Email Searching – EAS vs Exchange (29%)
- Using an RSA Token (34%)
- Binary/Hexadecimal Primer (29%)
Survey to local-I - 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
Google Search Upgrade

Lee Clontz
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:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vastly improved performance</td>
<td>Improved OneBox support</td>
</tr>
<tr>
<td>Single unit with hot backup instead of two</td>
<td>Distributed administration</td>
</tr>
<tr>
<td>individual minis</td>
<td></td>
</tr>
<tr>
<td>Support for spidering of databases/file</td>
<td>Improved template</td>
</tr>
<tr>
<td>servers</td>
<td>customisation options</td>
</tr>
<tr>
<td>Automatic “related queries”</td>
<td>Metadata priority</td>
</tr>
<tr>
<td>Search as-you-type</td>
<td>“Social” search</td>
</tr>
<tr>
<td>Alerts</td>
<td>Dynamic navigation (filtering)</td>
</tr>
<tr>
<td>Much higher document count (500,000 documents)</td>
<td></td>
</tr>
</tbody>
</table>
Google Search Upgrade

When?

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

José C. Rodriguez
Julia Leon
Outcomes

- All OPUS courses now in Blackboard
- All Blackboard courses populated with enrollment
- Extended Control Panel tool
Welcome to the LMS Extended Control Panel! Your OPUS classes are now being fed into Blackboard approximately four months in advance of the next semester term. The Extended Control Panel extends your ability to combine sections into one course, create a Development shell, and/or request an iTunes U site. The XCP is also host to the existing organization request and site removal forms.

If you are the instructor of record and missing an OPUS class, please contact your department so that they can update the instructor information in OPUS. Once this is updated, you should see the changes in Blackboard and the XCP within minutes.

Policies and Procedures
Frequently Asked Questions

- AcctsPayable
- FA11_FREN_101_004
- FA11_JPN_101_003
- FA11_SPAN_101_005
- SPAN101 - 005 Elementary Spanish I Fall 2011
- INTERACT
- LangLab101
- ELL101
Bb-OPUS Integration

Extended Control Panel (cont.)

Combine OPUS Sections

You may use one Blackboard site for several classes by combining OPUS sections, including cross-listings. Below is a list of your OPUS classes as fed into Blackboard. This is not a list of all of your Blackboard sites. Combine sections before you begin developing your site.

1. Select 2 or more sections to combine and enroll into a new course shell

<table>
<thead>
<tr>
<th>Blackboard OPUS Shells</th>
<th>Selected Sections to Combine</th>
</tr>
</thead>
<tbody>
<tr>
<td>FA11_FREN_101_004</td>
<td></td>
</tr>
<tr>
<td>FA11_JPN_101_003</td>
<td></td>
</tr>
<tr>
<td>FA11_SPAN_101_005</td>
<td></td>
</tr>
</tbody>
</table>

2. Select a new Course ID

3. Combine

Combine  Cancel
Request an iTunes U Site For Your Class

Before you begin - If you want your enrolled students from different sections to access one site, Combine OPUS Sections first. You cannot do this afterwards.

The creation of an iTunes U site is not automated. Select the course below that needs an iTunes U site. If you have iTunes U course materials from a previous semester that you would like to use again, please enter the semester and year below; your request will be submitted to the iTunes U administrator. Once your site is created, the iTunes U administrator will send you confirmation, along with instruction for managing your site.

Before you submit this request - If you have questions, send an email message to itunes@emory.edu.

No questions? Please proceed.

My Blackboard Courses
AcctsPayable
FA11_FREN_101_004
FA11_JPN_101_003
FA11_SPAN_101_005
INTERACT
LangLab101

Selected Course for New iTunes U Site:

Copy Course Material (Optional): ● Spring ○ Summer ○ Fall

Instructor Netid: jrodr01

Instructor Email Address: jose.rodriguez@emory.edu

Instructor Phone:
Bb-OPUS Integration

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
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

LMS X CP roadmap

• Uncombine
• Disable
• iTunes U in real time
• Development site in real time
• Other LMS’s?
Questions
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

<table>
<thead>
<tr>
<th>Number</th>
<th>Feature Request Number</th>
<th>Description</th>
<th>Current Functionality</th>
<th>Improved Functionality</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>FEAT000079</td>
<td>Modify the incident notification emails</td>
<td>Current notifications subjects not specific and content of email limited</td>
<td>New notifications have specific subject info and contains more ticket details in the email notification</td>
</tr>
</tbody>
</table>
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
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
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**

- **Network Management** > **Access** > RSA Access Issue
- **Article:** KB00216  **Published:** 2011-01-12  **Last modified:** 2011-01-12  **Visible To:** itil,knowledge
- **Assignment Group:** UTS: Messaging- Tier 3  **Knowledge Champion Group:** JFLANAG

- **Desktop Management** > **Software** > Mac Laptop Powerpoint 2011
- **Article:** KB00662  **Published:** 2011-04-06  **Last modified:** 2011-04-06  **Visible To:** public
- **Assignment Group:** UTS Knowledge Champions  **Knowledge Champion Group:** CMINIHA
Service-now Update

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\n
Sample Sprint 1 backlog item

<table>
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<tr>
<th>Number</th>
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<th>Description</th>
<th>Current Functionality</th>
<th>Improved Functionality</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>FEAT000279</td>
<td>Exclude cancelled/denied changes from calendar</td>
<td>Changes that are</td>
<td>The change calendar has been modified to exclude changes that have been cancelled and/or</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>cancelled and/or</td>
<td>denied from appearing on the change calendar</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>denied appear on the</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>change calendar and</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>clutter it</td>
<td></td>
</tr>
</tbody>
</table>
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
**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

![Image of Change Management rejection workflow](image-url)
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
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
Contact us:

- Please email us at smcc@emory.edu
Questions
Emory Mobile - Phase II

Scott Swann
Emory Mobile - Phase II

Get Emory Mobile
m.emory.edu
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.
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

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)
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)
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)
Increasing flexibility

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

- Requesting ECIT resources - ecit@emory.edu
- ecit.emory.edu/classrooms
- IT Service Catalog - videoconferencing
Questions
Vidyo HD Videoconferencing

Brenda Rockswold
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)
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
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
One spammer’s story

• 54 compromised accounts (phished)
One spammer’s story

- 54 compromised accounts (phished)
- 27 million spam recipients
Thank you for coming!