



IT Briefing

6/16/11

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



Exchange 2010 Project

Jay Flanagan

Felicia Bianchi

We're Finished!



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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

- 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?

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

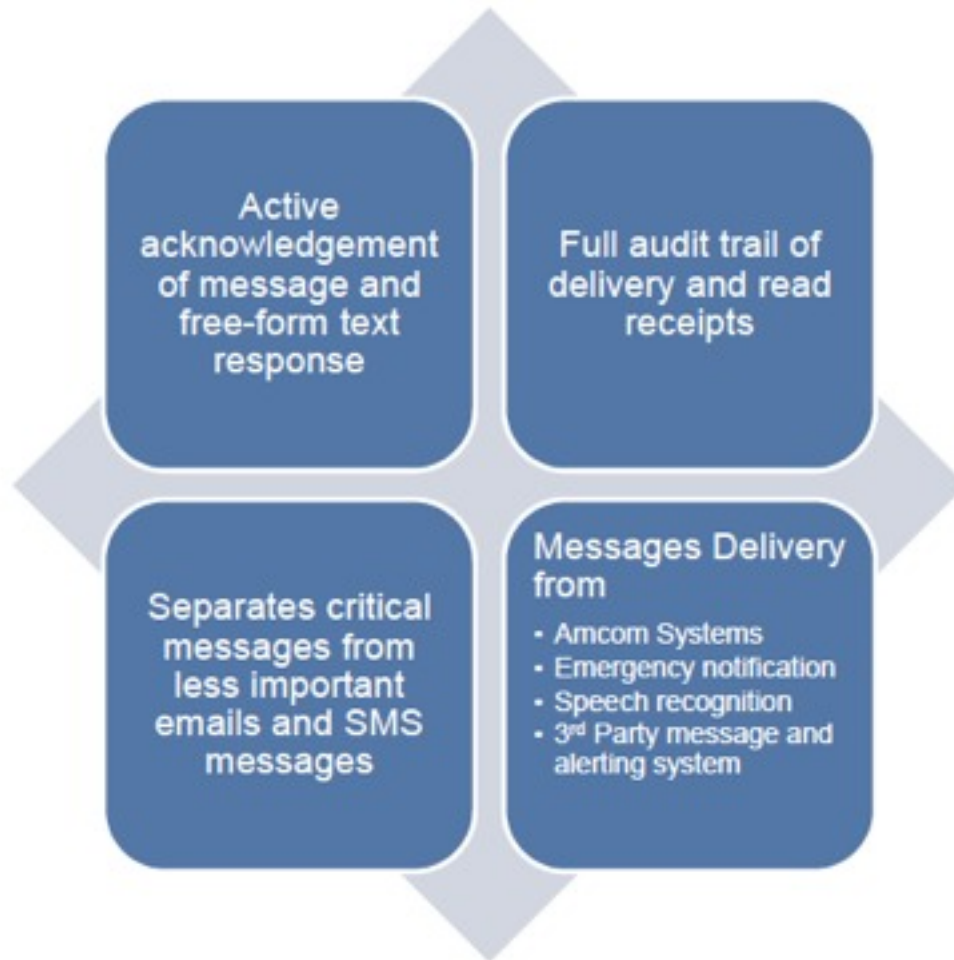
- **Smart Speech**

- 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



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/>

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



IT Community Training

Alan White

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)

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Questions



Google Search Upgrade

Lee Clontz

Google Search Upgrade



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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...



GSA v. 6.10

- New Google boxes will offer:



Vastly improved performance	Improved OneBox support
Single unit with hot backup instead of two individual units	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)	



When?

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

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Questions



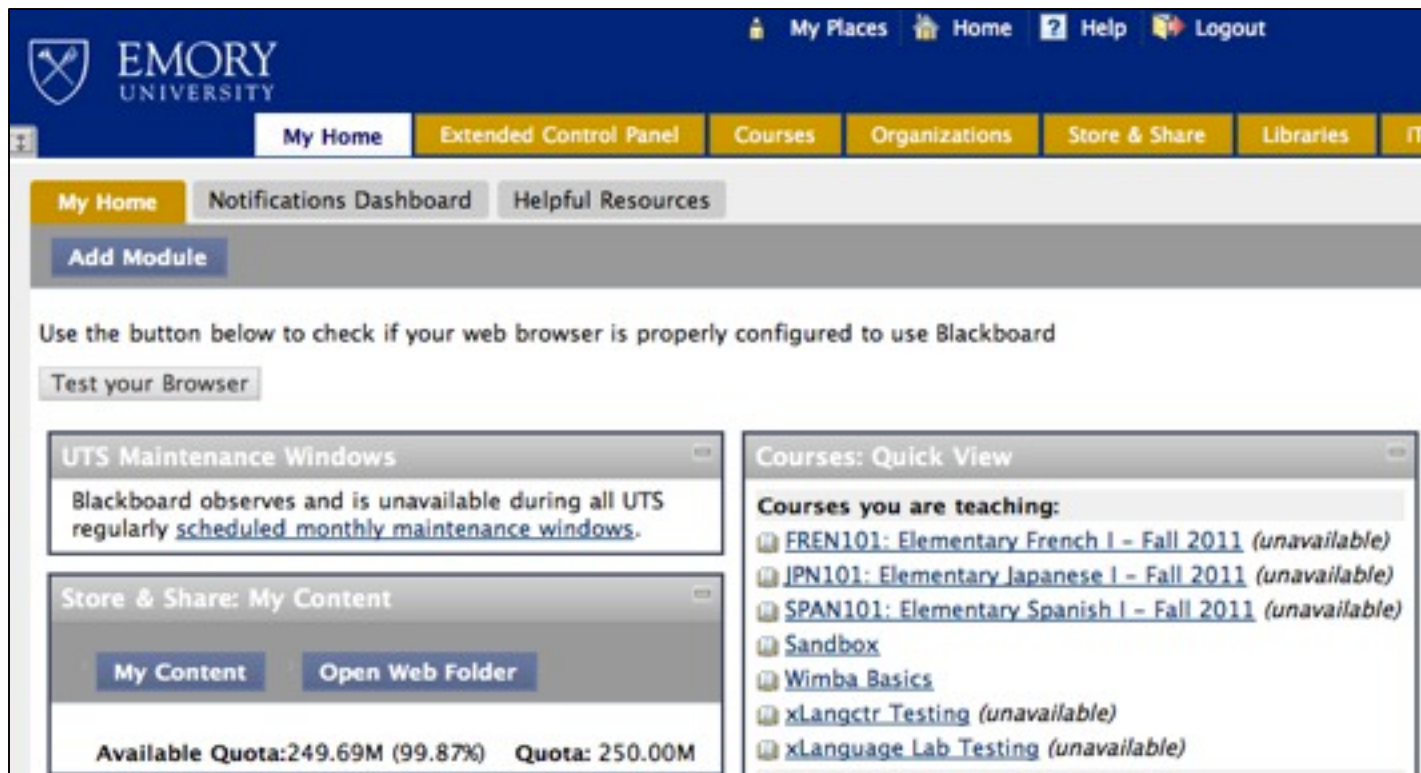
Blackboard OPUS Integration

José C. Rodriguez

Julia Leon

Outcomes

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



The screenshot displays the Blackboard user interface. At the top, there is a navigation bar with the Emory University logo and links for 'My Places', 'Home', 'Help', and 'Logout'. Below this, a secondary navigation bar contains tabs for 'My Home', 'Extended Control Panel', 'Courses', 'Organizations', 'Store & Share', 'Libraries', and 'IT'. The main content area features a 'My Home' section with a 'Notifications Dashboard' and 'Helpful Resources'. A 'Test your Browser' button is present. Below this, there are two main modules: 'UTS Maintenance Windows' and 'Store & Share: My Content'. The 'UTS Maintenance Windows' module contains a message about Blackboard's unavailability during scheduled monthly maintenance windows. The 'Store & Share: My Content' module includes buttons for 'My Content' and 'Open Web Folder', along with a quota status: 'Available Quota: 249.69M (99.87%)' and 'Quota: 250.00M'. To the right, a 'Courses: Quick View' module lists 'Courses you are teaching', including 'FREN101: Elementary French I - Fall 2011 (unavailable)', 'JPN101: Elementary Japanese I - Fall 2011 (unavailable)', 'SPAN101: Elementary Spanish I - Fall 2011 (unavailable)', 'Sandbox', 'Wimba Basics', 'xLangctr Testing (unavailable)', and 'xLanguage Lab Testing (unavailable)'.

Extended Control Panel

[Blackboard](#) [Combine OPUS Sections](#) [Request iTunes U Site](#) [SysAdmin](#)

[My Blackboard Course Sites](#) [Create Dev Shell](#) [Request Site Deletion](#) [Request Org or Non-OPUS Site](#) [? HELP](#)

My Blackboard Course Sites

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

☐ SUCCESS

Extended Control Panel (cont.)

[Blackboard](#) [Combine OPUS Sections](#) [Request iTunes U Site](#) [SysAdmin](#) [? HELP](#)

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

Blackboard OPUS Shells
FA11_FREN_101_004
FA11_JPN_101_003
FA11_SPAN_101_005

Selected Sections to Combine

▶
◀

2. Select a new Course ID

3. Combine

[Combine](#) [Cancel](#)



Extended Control Panel (cont.)

[Blackboard](#) | [Combine OPUS Sections](#) | [Request iTunes U Site](#) | [SysAdmin](#)

HELP

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

Select a year

Instructor NetId:

jrodr01

Instructor Email Address:

jose.rodriguez@emory.edu

Instructor Phone:

Submit Request

Clear All

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

Bb COURSE MAPPING	
PeopleSoft Course	S1111_EMORY_AAAA_998GB_SEC000
Blackboard Course	S1111_EMORY_AAAA_998GB_SEC000
Sync Start Date	S1111_EMORY_AAAA_998GB_SEC001
Sync Stop Date	S1111_EMORY_AAAA_998GB_SEC002
	S1111_EMORY_AAAA_998GB_SEC003
	S1111_EMORY_AAAA_998LW_SEC000
	S1111_EMORY_AAAA_998LW_SEC001
	S1111_EMORY_AAAA_998LW_SEC002
	S1111_EMORY_AAAA_998LW_SEC003
	S1111_EMORY_AAAA_998LW_SEC004
	S1111_EMORY_AAAA_998LW_SEC005
	S1111_EMORY_AAAA_998UB_SEC000
	S1111_EMORY_AAAA_998UB_SEC001
	S1111_EMORY_AAAA_998UB_SEC002
	S1111_EMORY_AAAA_998UB_SEC003
	S1111_EMORY_AAAA_998UB_SEC004
	S1111_EMORY_AAAA_998UB_SEC005
	S1111_EMORY_AAAA_998UCT_SEC000
	S1111_EMORY_AAAA_998UCT_SEC001
	S1111_EMORY_AAAA_998UCT_SEC002
	S1111_EMORY_AAAA_998UCT_SEC003

Bb COURSE MAPPING	
PeopleSoft Course	S1111_EMORY_AAAA_998GB_SEC000
Blackboard Course	010211_BB_08_Admin
Sync Start Date	010211_BB_08_Admin
Sync Stop Date	01_23_10
	03_25_10 REMTEST
	04_01_10
	040010_BEM
	04_TEST_Ayes
	0510_2_Export_Import_Bb8
	0510_Archive_Restore_Pilot_Prod
	0510_Export_Import_Bb8
	0510_GC_Import
	0510_Import_Classes7
	051110
	051110_2
	051110_3
	0511_BEM_TEST
	0511_Bb9_INSTRUCTOR_TEST
	0511_Bb9_STUDENT_TEST
	0512_EMAIL_TEST
	100507_2_EMRY_GA_CPOE
	100510_2_test_fuey4

Faculty Services Work

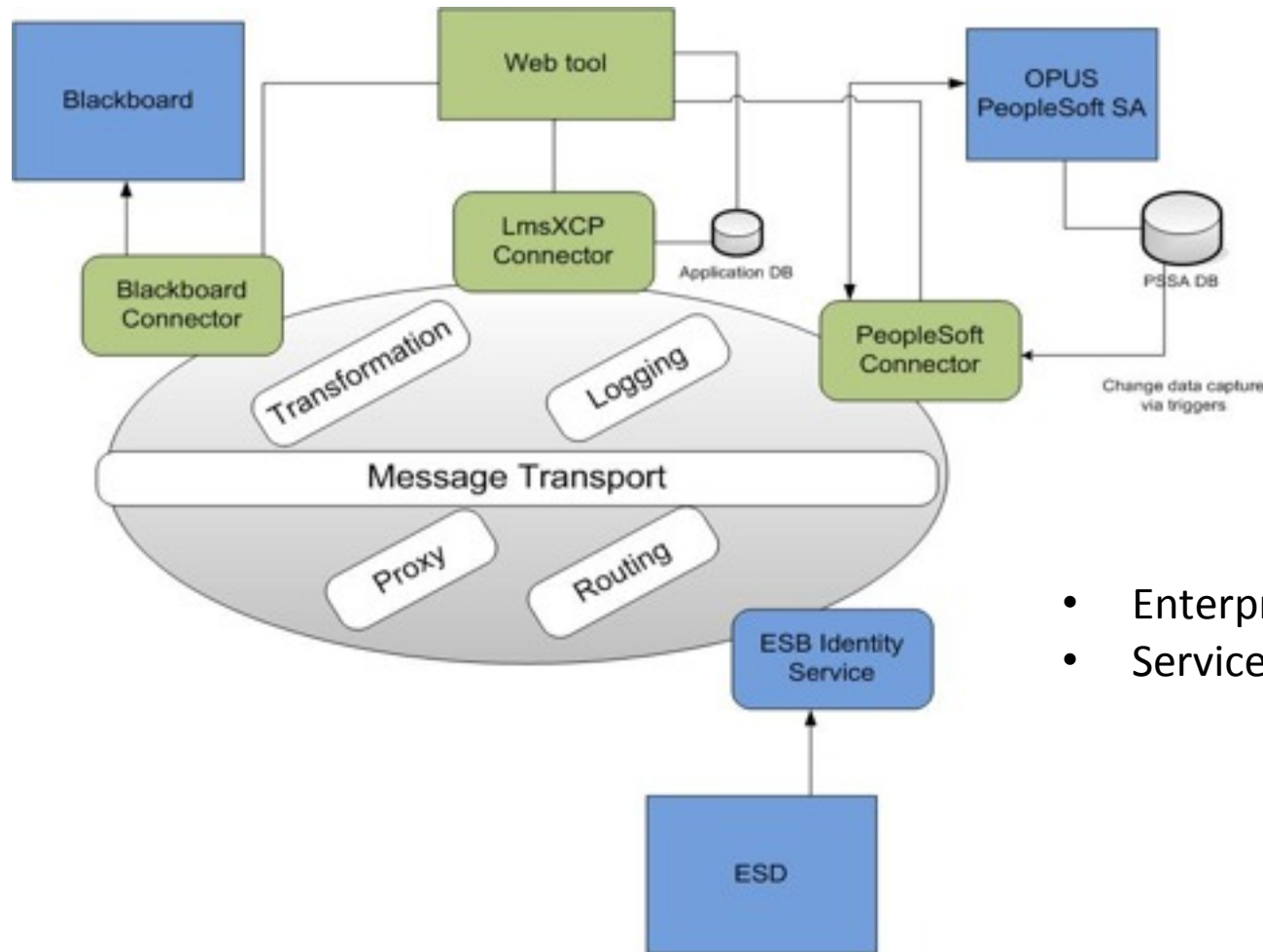
AFTER: Re-aligning customer focus

- 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)

Agile software development

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



LMS X CP roadmap

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



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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

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

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 Updated By: 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: CMINHA Updated By: JFLANAG

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\](https://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

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



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

Approvers (1)					
Incidents - Caused By Incidents - Requesting Affected CIs Impacted Services					
Approvers ▾ New Edit... Go to: Approver ▾ Q					
Approval for = CHG165133					
Approvers	State	State	Short Description	Opened by	
JOELLIS	Rejected	Closed	test 36	LDALLAV	

Schedule	Change Details	Impacted Areas	Completion Details
Completion Details			
Completed Date:	2011-06-03 10:27 AM		
Completion Code:	Denied		
With Incidents:	<input type="checkbox"/>		
With Modifications:	<input type="checkbox"/>		
Rejection Comments:			
This change needs to re-scheduled due to a conflict			

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

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



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Contact us:

- Please email us at smcc@emory.edu



Questions



Emory Mobile - Phase II

Scott Swann

Emory Mobile - Phase II



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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



- 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



The screenshot shows the Emory University ECIT Classrooms webpage. The header includes the Emory University logo and the text "Emory's Center for Interactive Teaching" and "Office of Information Technology". The navigation bar has links for HOME, TEACHING TOOLS, ECIT PROGRAMS, CLASSROOMS (selected), and COMPUTERS. The left sidebar lists various resources: Classrooms (with sub-links for 214, 215, and 217 Classrooms), Teaching Theater, Classroom Request, and Video Conference Request. The main content area is titled "217 Classroom" and describes its videoconferencing capabilities, including connecting students on the main campus with others at Emory's Oxford campus and globally. It lists specific features: accommodating 25 people, a large central meeting table and tablet desk chairs, and Internet (IP) and telephony-based (ISDN) high-bandwidth videoconferencing. Two photographs show the interior of the 217 Classroom, featuring a large circular table and a video wall.

EMORY UNIVERSITY | Emory's Center for Interactive Teaching | Office of Information Technology

HOME | TEACHING TOOLS | ECIT PROGRAMS | **CLASSROOMS** | COMPUTERS

Classrooms

- 214 Classroom
- 215 Classroom
- 217 Classroom**

Teaching Theater

Classroom Request

Video Conference Request

217 Classroom

This classroom is equipped with videoconferencing capabilities. ECIT 217 connects students on the main campus with others at Emory's Oxford campus (approx. 45 minutes away), and with students all over the globe via videoconferencing.

The specifics for ECIT 217 are:

- Accommodates 25 people
- One large central meeting table and tablet desk chairs
- Internet (IP) and telephony-based (ISDN) high-bandwidth videoconferencing



Questions

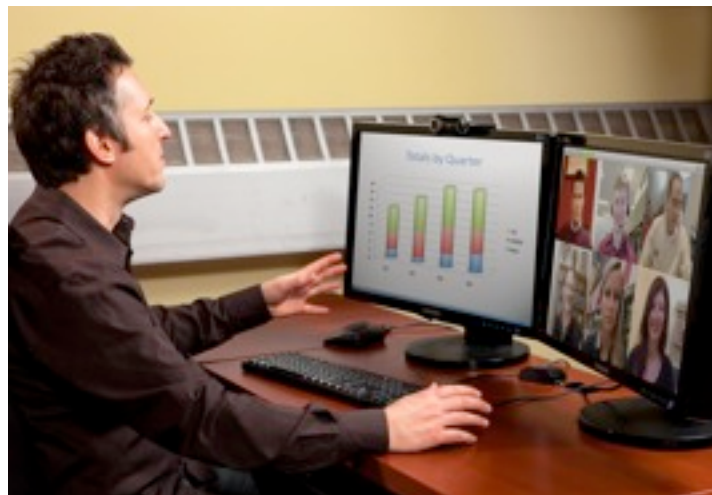


Vidyo HD Videoconferencing

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



The screenshot shows the Vidyo website's 'Technology' page. At the top, there's a navigation bar with links for 'PRODUCTS', 'SOLUTIONS', 'TECHNOLOGY' (which is highlighted), 'PARTNERS', 'SUPPORT', 'RESOURCES', 'NEWS & EVENTS', and 'ABOUT'. Below the navigation bar, the page title is 'Technology Platform - Internet Video Conferencing'. The main content area features a paragraph about Vidyo's technology, mentioning 'Adaptive Video Layering Architecture' and 'H.264 SVC-video encoding technology'. To the right of the text, there is a photograph of a man in a white shirt sitting at a desk, smiling while looking at a computer monitor. The monitor displays a video conference with four participants in a grid layout.

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

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

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



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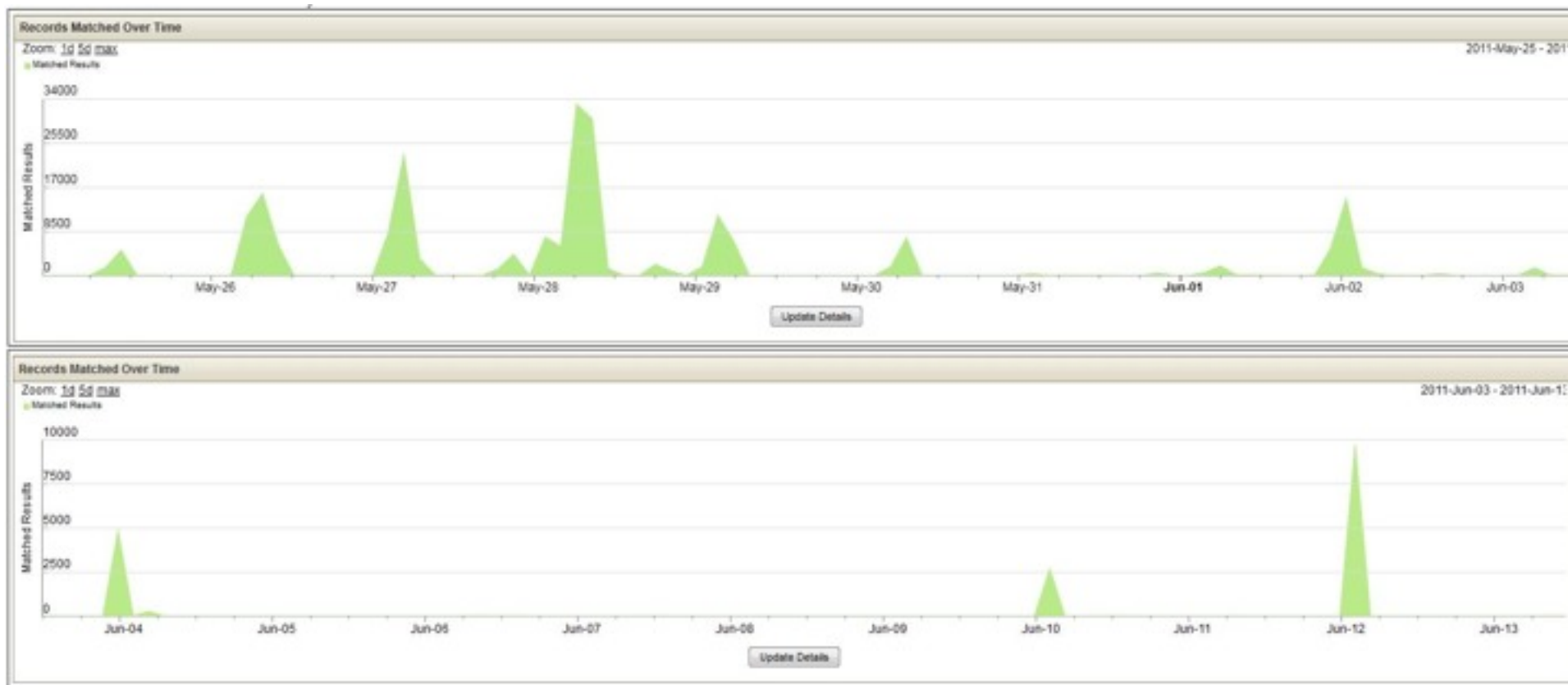
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One spammer's story



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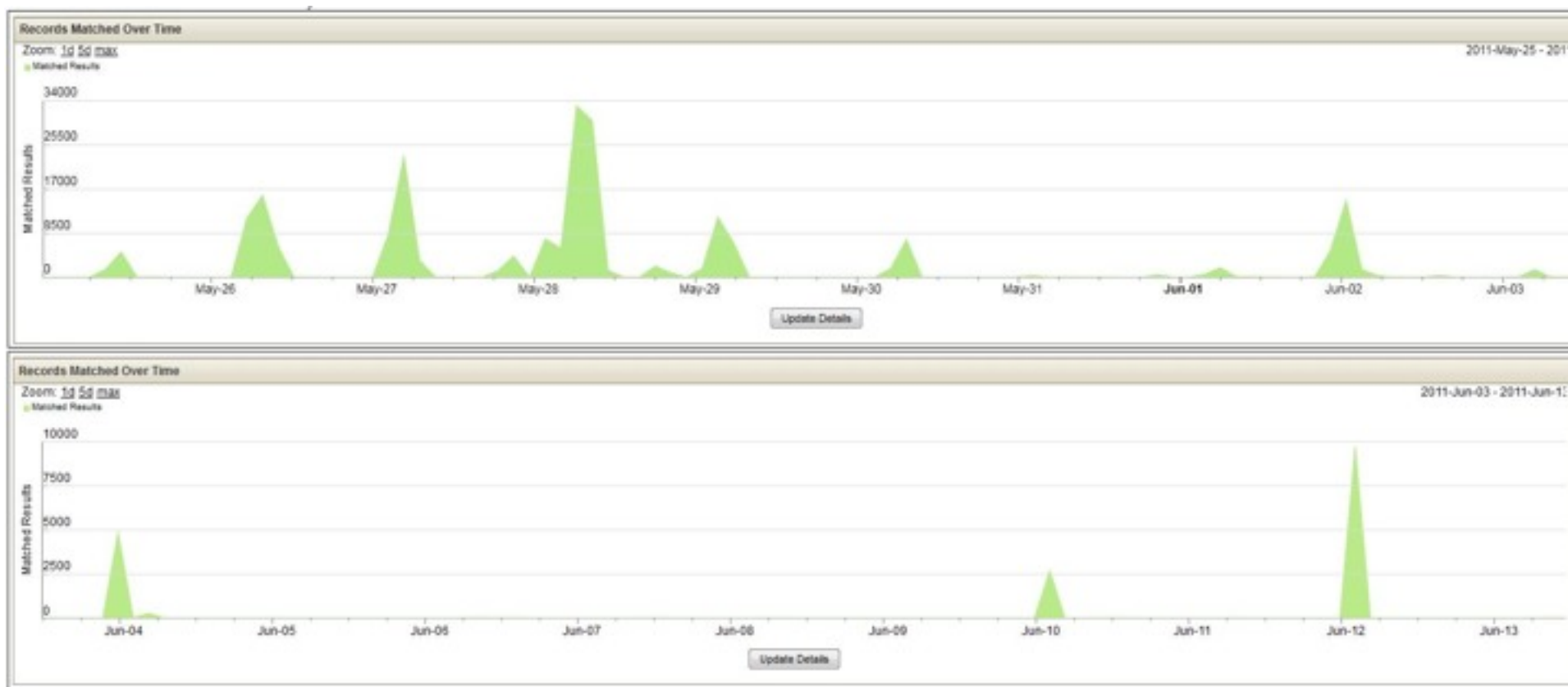
One spammer's story



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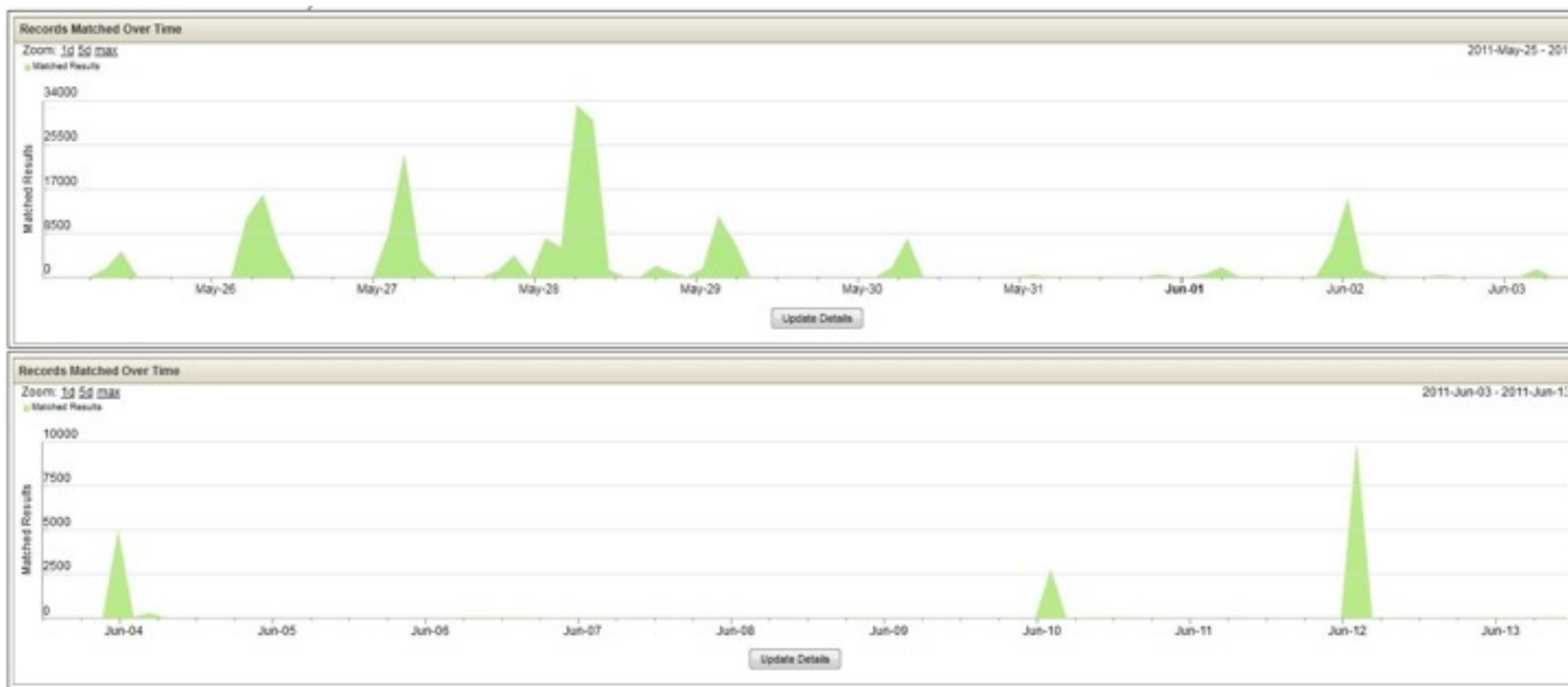
- 54 compromised accounts (phished)



One spammer's story



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



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Questions

Thank you for coming!

*Thank
You*