IT Briefing

September 15, 2011

Goizueta Foundation Center, W300

IT Briefing Agenda

- Office 2010 Activations Limit
- Amcom Project Update
- Service Desk Update
- Back-to-School
- VPN Update
- Security News

- Tom Armour & John Wilson
- Jay Flanagan
- Sharon Gregory
- Dawn Francis-Chewning
- Andy Efting
- Derek Spransy

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Tom Armour & John Wilson, Jr.

MS Office 2010 Activations Limit Exceeded

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Office 2010 Activations Limit Exceeded

What Happened?

* Multiple Activation Key

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Office 2010 Activations Limit Exceeded

Actions Taken

- Determined Affected Groups
  - University
  - Healthcare

- Determined Affected Product
  - MS Office 2010 for Windows

- Completed Preliminary Impact Assessment

Initial Outcomes:

- Existing/active installs are not impacted, however:
  - Service packs/upgrades may trigger prompt for active license key
  - Weekly updates – impact under review
- New Installs will be prompted for active license key
  - Contact local support for specific recommendations

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Office 2010 Activations Limit Exceeded

Risk Management

- Promptly reported to Microsoft Volume Licensing Services
- Existing MAK key has been blocked
- New MAK Key has been requested, turn-around <= 6 days
- Removed download from software.emory.edu (TechTools)
- Cross functional team met via phone bridge to assess impact and options

Communication

- IT Briefing
- Local-L
- Awareness
  - UTS Directors
  - UTS Security
- UTS and Healthcare Service Desks informed
- MIN issued INC01515139

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Office 2010 Activations Limit Exceeded

Next Steps

- Short term
  - Develop a path forward
    - Determine viable work-around
    - 'Re-keying' may be required

- Longer Term
  - Assess current electronic software distribution and key management strategies

- Discussion

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Questions?

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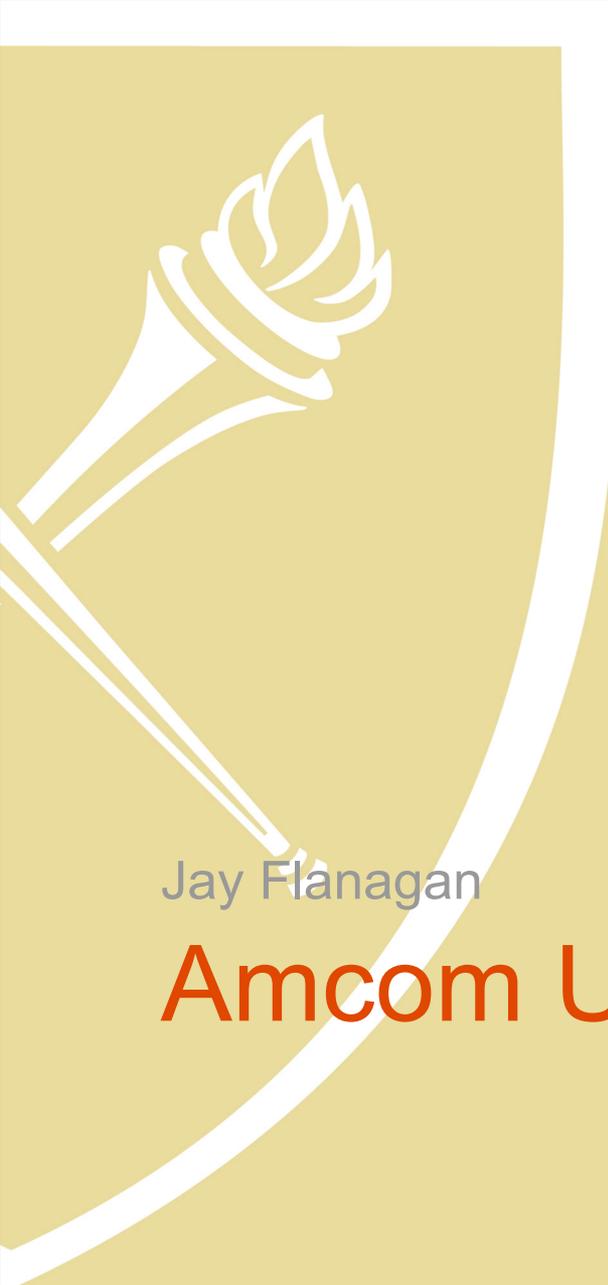
Jay Flanagan

Amcom Upgrade Project

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Amcom Upgrade Project

Major Date

Went live 6 am September 8, 2011

Amcom Upgrade Project

Issues

Amcom Upgrade Project

Issues

- Issue with other non-Emory users from Grady, VA, and CHOA accessing the system
- Communication and Solutions
- No other major issues other than login

Amcom Upgrade Project

Questions **?**

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Sharon P. Gregory

University Service Desk

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University Service Desk

Who Are We?

- The Information Technology Infrastructure Library (ITIL) defines us as:

    – The Single Point of Contact between the Service Provider and the Users. A typical Service Desk manages Incidents and Service Requests, and also handles communication with the Users.

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University Service Desk

What Do We Do?

We Wear Many, Many Hats…

Detective – Surgeon – Police Officer - Chef

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University Service Desk

Who/What We Support

FACULTY

STUDENTS

STAFF

Computer Problems

Pager Issues

TELEPHONE PROBLEMS
Puzzled? Let us help you!

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University Service Desk

Troubleshooting

- We're Doing a Lot More than Password Resets…
- We provide support for your users:

  – Various Applications
  – Handheld Devices
  – Hardware & Software
  – Outlook
  – Windows
  – Network
  – Wireless
  – PGP
  – Major Incident Notifications

And Many More!!!!

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University Service Desk

We Need to Hear From You

Knowledge Transfer Opportunities:

- Knowledge Articles
- Templates
- Support Agreements
- Cross Training
- Resolvable by Tier 1?

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University Service Desk

Benefits

- Reduce the number of tickets routed to Tier 2 for support

- Increase Service Desk FCR

- Increase Customer Satisfaction

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University Service Desk

Questions?

Dawn Francis-Chewning

Freshman Arrival Weekend & Back to School

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FAW/BTS 2011

- ## What's new?
  - OUE Webinars – live and recorded!
  - Mac Lion
  - Over 1500 students 1st years and transfers at Emory and 470 at Oxford

- ## What's improved?
  - Training
  - 1st year and Transfer reach out with Sweeper Teams

- ## What else?
  - Phones and Tablets – How many registered on ResNet?
  - eReaders looming on the horizon

FAW/BTS 2011

Who Gets Involved? … It takes a Division!

All 7 UTS Service Sections are involved – Academic Technologies, Call Center, Enterprise Applications, Enterprise Services, Infrastructure, Integration and the PMO.

- Student Services, Service Desk, Faculty Services, Field Services, Messaging, Classroom Technologies, Engineers, Architects, Technical Operations Center, Desktop Support, Integration Operations, IT Service Management, Messaging, Academic & Business Systems, Identity Management, Marketing & Communication, Service Management, the CAB and more!

- This year we were joined by Emory College IT and Library IT Staff for a total of 75 folks over the weekend but so many more

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FAW/BTS 2011

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We Asked:

We promoted:

Have YOU backed up your DATA?
(ask me how)

connections... it.emory.edu

To date, we've connected over 9,572 devices!

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FAW/BTS 2011

- We partnered with Oxford College on their check-in this year for the first time!

- We were on the Row for Back to School – first time!

- We rose above the CERTS situation – and didn't expire!

- We Rocked!

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Questions?

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Andy Efting

VPN Update

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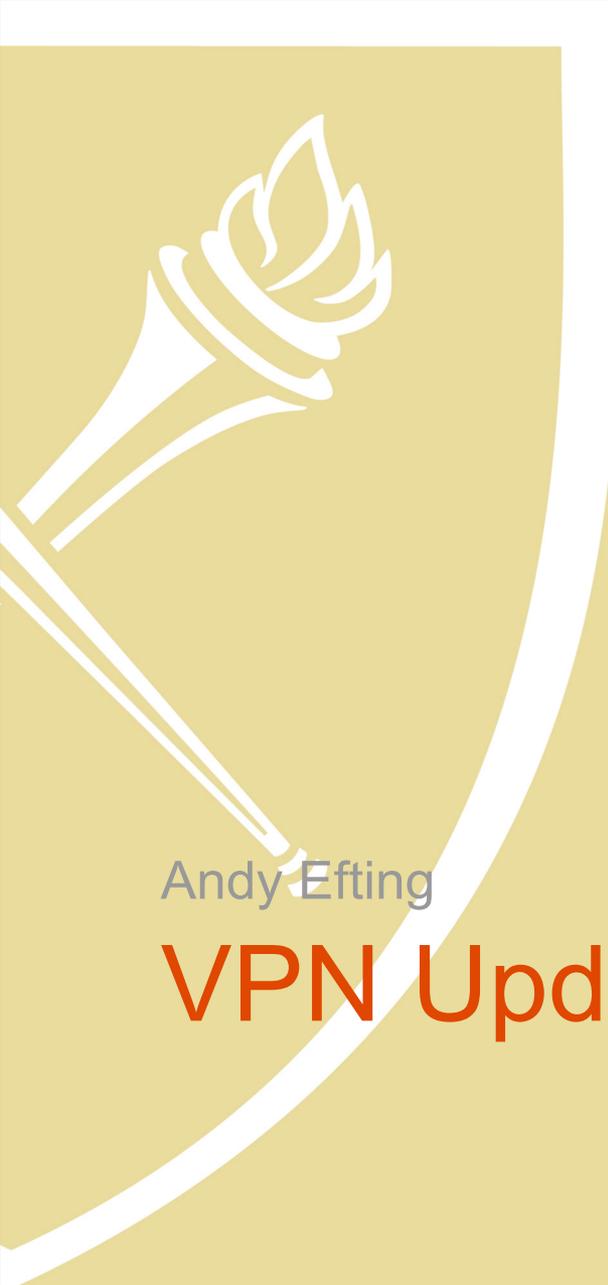
VPN Update

Vpn.service.emory.edu

- …is being decommissioned
- Date: December 19, 2011

Questions?

9/15/11

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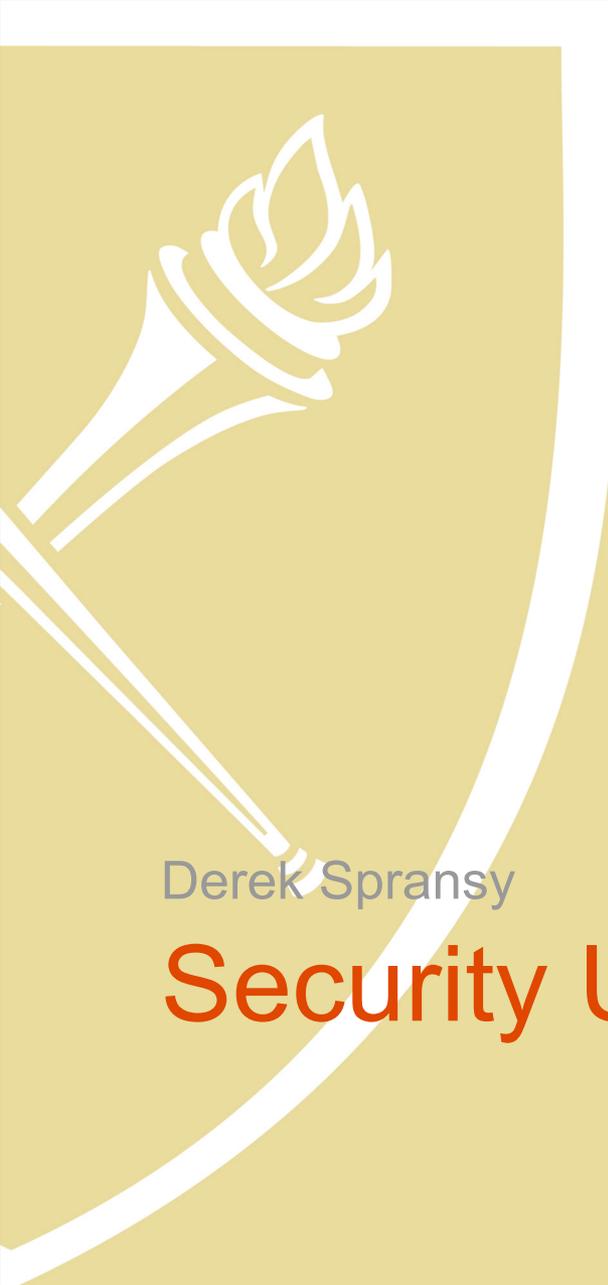
Derek Spransy

Security Update

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Security Update

Antivirus Consolidation Update

- We've narrowed down the possible vendor list to McAfee, Symantec, Trend Micro, and Kaspersky

- Vendor presentations are planned for the 1st week in October, and assigned campus IT representatives are encouraged to attend

- If you have any questions please submit them to **AVCONSOLIDATION-L@LISTSERV.CC.EMORY.EDU**

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Security Update

Security Containment Actions

Security Update

Security Containment Actions

Action	Who can perform the action	Who can undo the action	When it's used
IPS Quarantine (by IP Address only)	OIT or UTS Security	OIT or UTS Security (request should be made to the group that performed the quarantine)	Mostly for infected systems that are only dangers to themselves
Disabled Network Port	TOC (at the request of OIT or UTS Security)	TOC (only after receiving the approval of the individual that requested the	Usually for rogue network devices, or devices acting in a manner that threatens the network

Disabled ports and quarantined devices can be viewed by going to the "Security Homepage" in Service-Now

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Security Update

Awareness

- Password Sharing

  - Don't login for others

  - Alternatives to password sharing

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Security Update

Questions?

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Thank you for coming!

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