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
Tom Armour & John Wilson, Jr.

MS Office 2010 Activations Limit Exceeded
Office 2010 Activations Limit Exceeded

What Happened?

* Multiple Activation Key
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
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
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
Office 2010 Activations Limit Exceeded

Questions
Jay Flanagan

Amcom Upgrade Project
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
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.
University Service Desk

What Do We Do?

We Wear Many, Many Hats…

Detective – Surgeon – Police Officer - Chef
University Service Desk

Who/What We Support

STUDENTS

FACULTY

Computer Problems

STAFF

Pager Issues

TELEPHONE PROBLEMS

Puzzled? Let us help you!
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!!!!
University Service Desk

We Need to Hear From You

Knowledge Transfer Opportunities:

• Knowledge Articles
• Templates
• Support Agreements
• Cross Training
• Resolvable by Tier 1?
University Service Desk

Benefits

• Reduce the number of tickets routed to Tier 2 for support
• Increase Service Desk FCR
• Increase Customer Satisfaction
Dawn Francis-Chewning

Freshman Arrival Weekend & Back to School
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
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
FAW/BTS 2011
We Asked:

Have you backed up your data? (ask me how)

We promoted:

To date, we’ve connected over 9,572 devices!
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!
Questions
VPN Update

Vpn.service.emory.edu
• ...is being decommissioned
• Date: December 19, 2011
Questions
Security Update

Derek Spransy
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
Security Update

Security Containment Actions
## Security Update

### Security Containment Actions

<table>
<thead>
<tr>
<th>Action</th>
<th>Who can perform the action</th>
<th>Who can undo the action</th>
<th>When it’s used</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPS Quarantine (by IP Address only)</td>
<td>OIT or UTS Security</td>
<td>OIT or UTS Security</td>
<td>Mostly for infected systems that are only dangers to themselves</td>
</tr>
<tr>
<td>Disabled Network Port</td>
<td>TOC (at the request of OIT or UTS Security)</td>
<td>TOC (only after receiving the approval of the individual that requested the</td>
<td>Usually for rogue network devices, or devices acting in a manner that threatens the network</td>
</tr>
</tbody>
</table>

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

Awareness

- Password Sharing
  - Don’t login for others
  - Alternatives to password sharing
Security Update

Questions
Thank you for coming!