

IT Briefing

November 17, 2011

School of Medicine, Room P190

IT Briefing Agenda

- Archiving Replacement
- Storage Update
- ServiceNow Update
- Office 365 Update
- Smartphone Security
- General Security News
- Jay Flanagan
- Dave Hauenstein
- Missie Martin & Al Shelton
- Jay Flanagan
- Brad Judy
- Brad Judy



Jay D. Flanagan
Manager, UTS Messaging
Exchange/Voicemail Roadmap

Archiving Replacement Update



Archiving Replacement Update



Questions



Dave Hauenstein
Manager, UTS Storage
Storage Update

Who we are and what we do

2011 Storage Refresh

- What we did, how we refined the tiering model
- Benefits: Cost, Power/Density, Functionality
- “New” features: security, protection, deduplication, DR at all tiers, iscsi, fcoe, network connectivity
- Initiatives: Storage for genetics research, extension of services to 1599

North Decatur Building



Cisco Director SAN Architecture

- Dual/Redundant Fabrics
- Speed = 2/4/6/8 Gb
- VSAN Technology
- Class of Service Capable
- FC Extension to White Street

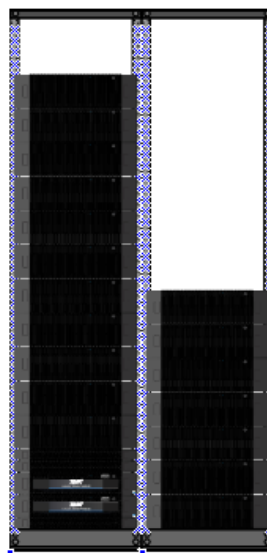
TSM Protection Infrastructure

- Production Environment
- Boot from Replicated SAN (BC/DR)
- Services all core networks
- Backups Staged to local SAN



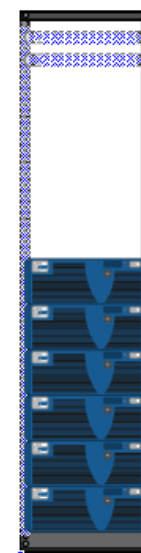
Performance Tier Storage

- Vmax Storage Array
- SAN accessed Block Data
- Backend Disk Clone & Snapshot
- Encryption at rest
- Block level replication to White Street



Standard Tier Storage

- VNX 5700 Storage Array
- SAN Block Data (FC & ISCSI)
- NAS (NFS/CFS) File Data
- Backend Snapshots and Clones
- Block & File replication to White Street



Economy Tier Storage

- Isilon NL108 Cluster
- NAS (NFS/CFS) File Data
- Very high density.
- Large network bandwidth.
- Granular variable protection.
- Backend Snapshots
- Replication to White Street

White Street



Cisco Core/Edge SAN Architecture

- Dual/Redundant Fabrics
- Speed = 2/4 Gb
- VSAN Technology
- Class of Service Capable
- FC Extension to NDB

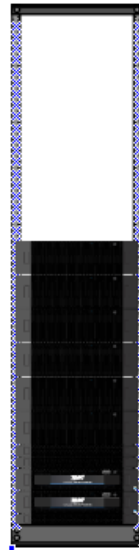
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Backup Target

- DataDomain DD880
- CIFS / NFS / VTL
- Inline Deduplication & Compression
- Encryption at rest

Storage Update



Questions



Missie Martin
ITSM Specialist, Integration

Al Shelton
Developer, Enterprise Applications
ServiceNow Update

ServiceNow Develops New User Interface

- Released UI11 with the June 11 Release
- Activation scheduled for 11/19/2011 at 9:00 am
- Individuals have the option to toggle between old and new interface

ServiceNow New User Interface

Offers more user control for better usability and simplified navigation

- **Split Screen** – View list and form panes at the same time, similar to an email client
- **Sizing Controls** – Resize list and form window panes displayed with split screens
- **Bookmarks** – Customize a tool bar with quick links to commonly used features
- **Flyout Windows** – Open information windows without navigating away from your working panes

ServiceNow New User Interface

New ServiceNow User Interface

Switch to the old UI Search

Welcome: Update Set: Default Logout

Type filter text

Edge

Self-Service
Service Desk
Incident

Create New
Assigned to me
Open
Open - Unassigned
Resolved
Closed
All
Overview
Critical Incidents Map
Major Incidents

Problem
Change
Configuration
Service Catalog
Knowledge Base

Create New
Published

UI11 elements

Incidents New Go to Number 1 to 20 of 37

List pane

Number	Caller	Short description	Category	Priority
INC0000002	Charles Beckley	Can't get to network file shares	Hardware	4 - Low
INC0000003	Joe Employee	Wireless access not available on floor 3	Network	2 - High
INC0000005		CPU load high for	Software	2 - High

Incident Update Resolve

Form pane

Location: Salem OR
Category: Hardware
Subcategory: -- None --
Configuration item: FileServerFloor2
Impact: 1 - High
Urgency: 1 - High
Priority: 4 - Low
Short description: Can't get to network file shares

Incident type: Incident state: Assignment group: Assigned to: Watch list: Work notes list: Knowledge:

ServiceNow Split Screens

The screenshot shows the ServiceNow interface with a split-screen view. The left pane, titled 'Incidents', displays a list of incidents. The right pane, titled 'Incident', displays the details for a specific incident.

Incidents List:

Number	Category 2	Priority	Incident state	Escalation	Short Description
INC01493292	Access	4 - Low	New	Normal	ServiceNow Access for MMART4
INC01493278	Access	4 - Low	New	Normal	Please provide FSPROD ESX Password for Compass PR Migrations
INC01493254	Enrollment Services	5 - Planning	New	Normal	Refund: <enter name here>
INC01493239	Configuration	3 - Moderate	New	Normal	test
INC01493203	Calendar	3 - Moderate	New	Normal	Testing test
INC01493190	Access	3 - Moderate	Assigned	Normal	Test ticket at checkbox #3
INC01493080	Availability	3 - Moderate	New	Normal	LMS Extended panel gets w screen
INC01493077	Hardware	4 - Low	Pending	Normal	Disconnect S The Emory C Shoals 40.LVXN.500 40.LVXN.500
INC01493076	Access	4 - Low	New	Normal	Data user-i ir

Incident Details:

Number: INC01493292
 Actual Date/Time of Incident: 2011-11-10 04:09 PM
 Customer: (staff) MMART4
 First name: Missie
 Middle name:
 Last name: Martin
 Phone Number: 4046862827
 Email Address: missie.martin@emory.edu
 Contact:
 Incident Location: 1762 CLIFTON ROAD SUITE
 Reported Source: Phone
 Incident state: New
 Knowledge Article:
 KB Number:
 Suppress Notification:
 Caused by Change:
 RFC:
 Short Description: ServiceNow - Add Access for MMART4
 Work Notes | Public Notes
 Work notes:

Listing Pane

Form Pane

ServiceNow Bookmarks

The screenshot shows the ServiceNow IT Service Management interface for Emory University. The top navigation bar includes the Emory University logo, the text "EMORY UNIVERSITY | IT Service Management", and a "Switch to the old UI" link. Below the navigation bar, a "Welcome: Missie Martin" message is displayed. The main content area is titled "Self-Service" and includes a "Refresh" button and a "Switch to page..." dropdown. A "Bookmark and pane-based UI help" dialog box is open, showing the title "Bookmark and pane-based UI help" and options to "Flyout", "Open in form pane", "Show on edge", and "Image". The dialog also has "Delete", "Update", and "Cancel" buttons. The background interface includes a "Global Critical Incidents" section with a table of incidents, a "My Open Tickets" section with a table of tickets, and a "Change Calendar" section with a calendar view for November 2011.

Switch to the old UI

EMORY UNIVERSITY | IT Service Management

Welcome: Missie Martin

Logout

Self-Service

Refresh: 30 minutes

Switch to page...

Bookmark and pane-based UI help

Title: Bookmark and pane-based UI help

☒ Flyout ☐ Open in form pane

☒ Show on edge ☒ Image

Delete Update Cancel

Global Critical Incidents

INC01493166 School Of Public Health test

View all active critical incidents

My Open Tickets

Type	Number	Date	Status	Short Description
Service Request	INC01493292	2011-11-10 04:09 PM	New	ServiceNow - Add Access for MMART14
Request Item	REQ12551	2011-10-20 18:00:00	Approved	Sponsored: Account Request

Change Calendar

Highlight based on: Risk Type Maintenance and Black Out Dates

November 2011

Week Mon Tue Wed Thu Fri Sat Sun

Internet | Protected Mode: On

ServiceNow Flyout Windows

The screenshot displays the ServiceNow Change Management interface. On the left, a vertical flyout menu is visible, containing icons for Home, Recent, Favorites, and a 'Change' icon (highlighted with a red box and a yellow arrow). The main content area is titled 'Change > Overview' and 'Change Management'. It includes a 'Refresh' button set to '30 minutes' and a 'Sw' dropdown. Below this, there are two sections: 'UTS Changes Highlighted this week' and 'UTS Changes Scheduled for next week'.

UTS Changes Highlighted this week

Number	Short Description	Risk	Type	Completion Code	With Incidents	With Modifications
CHG108148	FYI - Avaya IQ Maintenance Thursday Nov 3, from 5:30 to 9:30 PM. Replace RAID controller Card. Verint also affected.	Risk Level - 3 (Medium)	Emergency	Successful	false	false

UTS Changes Scheduled for next week

Number	Short Description	Risk	Type	Downtime	Name
CHG107995	Apply Microsoft Updates for November	Risk Level - 3 (Medium)	Normal	15 Minutes	Derek R Cox
CHG108142	Healthcare NSSA LAN Migration: Group 2 of 6	Risk Level - 3 (Medium)	Normal		Jimmy B Kincaid

ServiceNow Enhancements 11/19/2011

- **Incident Task List** – Updated to display the associated Incident number
- **Copy Feature for Change Requests** – The associated CI and service will now copy to the new request
- **“How Can We Help You?” Additions** – Knowledge Article links added for setting Email Aliases and Spam Filters
- **Calendar Invites for MAC Outlook 2011** – Invites will now display the Accept/Tentative/Decline options for MAC Outlook 2011 users
- **Incident Resolution Added to Knowledge Article** – When the Knowledge checkbox field on the Incident resolution tab is checked, the resolution will transfer to the drafted knowledge article when it closes

Incident One Year Review

Manual Routing – Implementing a dropdown list

- First Call Resolution
- Functional Escalation
- Routing Error
- Locally Supported

Reported Source – New Sources being added

- Tech Initiated** – for IT users self reported issues
- Direct Contact** – for USER emails/calls/contact directly to tech
- Listserv** – ONLY for tickets created via an email listserv
- Service Desk** – replaces **Phone** and used for tickets called into a valid SD

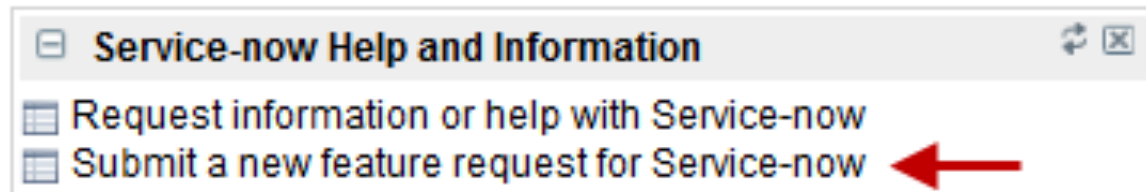
Resolutions Codes

- Added **Customer Resolved** – for tickets that are resolved by the customer

Categorization and **Priority** revisions are being reviewed

ServiceNow Improvement Requests

- Enter a request on the self-service homepage



- Requests are reviewed by the appropriate ITSM Process Managers
- Submitted to the SMCC for approval and prioritization

ServiceNow Contacts

Visit the SMCC website to view release schedules as well as upcoming features and enhancements to ServiceNow.

SMCC Website: <http://smcc.emory.edu/>

Email: ITSMO@emory.edu

ServiceNow Update



Questions



Jay D. Flanagan
Manager, UTS Messaging
Office 365 Update

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Office 365 Update

Where are we today?



Office 365 Update



Questions



Brad Judy

Information Security Specialist, OIT Information
Security

Smartphone Security Policy

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Smartphone security policy

- Policy document
 - Just approved by IT Steering Committee
- Awareness
 - Local IT, end-users
- Technical enforcement
 - Local IT volunteers
 - Probably BES first
 - ActiveSync last
- Exception process
 - Similar to email forwarding to external address

Policy technical details

- A non-trivial numeric device passcode with a minimum required length of four characters
- An inactivity timeout to automatically lock the device after a maximum of fifteen minutes
- Data storage encryption (when supported)
- Automatic data wiping after ten failed passcode entry attempts
- Enable the ability to remotely wipe data from lost/stolen devices
- Prohibit users from modifying or disabling security safeguards

Smartphone Security Policy

- No timeline set yet
- Watch for Local-L emails about:
 - Volunteering for policy enforcement
 - Policy officially published
 - Documentation published
- Watch for campus-wide email
 - Probably in Dec

Smartphone Security Policy



Questions



Brad Judy

Information Security Specialist, OIT Information
Security

General Security Update

Security Awareness

- Nov – Replay of May's Phishing awareness training (PhishMe) message
- Dec – Probably Smartphone policy
- Jan – Probably HIPAA annual message
- Out-of-band – VPN security checks
 - Adding warning for failed checks
 - Later enforcing AV+firewall on Win, firewall on Mac

PGP 10.2 SP1



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- This is the version that provides OS X Lion support
- We are actively working that bug with Symantec/PGP and will schedule a server upgrade once it is resolved

Antivirus Consolidation Project



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- Hopefully those POC builds will be complete next week and they should run until Dec 21
- If you wish to participate in the POC testing, send an email to: AVCONSOLIDATION-L@LISTSERV.CC.EMORY.EDU

Security Questions?



Thank you for coming!

*Thank
You*