IT Briefing

December 15, 2011
Claudia Nance Rollins Building,
Room 1000
IT Briefing Agenda

• Student Computing
• Symplicity Insight
• Voicemail Refresh
• Desknet Update
• General Security Update

• Alan Cattier
• José Rodriguez
• Jay Flanagan
• Richard Fischer
• Brad Judy
Student Computing: A Three-Year Plan

Alan Cattier
Director, Academic Technology Services
Student Computing: Three-Year Plan

Goal:

Provide Emory students with a world class collaborative and research environment for communicating with each other and with faculty and staff across the University.
Student Computing: Three-Year Plan

2011-2012

• Introduce Office 365 as a hosted mail environment for Emory students
  – Open House in Cox hosted on October 26, 2011
  – Selection approved by Infrastructure Governance Committee on 11/2011
  – OnBoard Class of 2015 into Office 365
Student Computing: Three-Year Plan

Introduce Office 365: Your Digital Life

• Hosted Exchange
• Unified Calendaring
• Mobile Clients
• Lync and IM Capabilities
• 25 Gigabyte Storage
Student Computing: Three-Year Plan

Office 365 - Benefits

• All the campus moves to one email environment
• All the campus moves to one personal calendaring environment
• This year’s focus: email, calendaring, and storage
• In order for the entire Emory Community to be online in one email and calendaring environment, Office 365 offers the most flexible options for security
Student Computing: Three-Year Plan

What about FirstClass/LearnLink?

- Emory’s online community is distinct and vibrant
- The infrastructure upon which the community is hosted is dated and not extensible
- The client is dated and the web client is substandard
- The development team has been broken up by the owner of the software, and it is unclear what the ongoing commitment to FirstClass will be
Student Computing: Three-Year Plan

LearnLink NG

- Email delivery to the inbox will cease by Fall 2012
- Conferences in LearnLink will remain untouched
- One potential LearnLink successor has been introduced for feedback and pilot project:
  – GoingOn
Student Computing: Three-Year Plan

2012-2013

• Focus on Academic Community
  – If approved by IT Instructional Governance, introduce GoingOn, an Online Community Tool
  – Begin hosting classes in GoingOn
  – Use LearnLink conference data to pre-populate groups and have them available
Student Computing: Three-Year Plan

LearnLink Benefits

• Safeguarding the LearnLink community is primary
• UTS is committed to working with the Emory community to find a superior online community tool
• No product available at this moment gives us the benefit we want
• But in looking at GoingOn, and possibly, SharePoint, there may be interesting opportunities with each product
Student Computing: Three-Year Plan

2013-2014

• Going Mobile
  – “LearnLink” is reintroduced as a Mobile Communications and Collaboration portal for the Community
  – LearnLink for Mail and Conferencing as provided by FirstClass is retired
  – Custom iOS development yields an academic community app for experiencing community that is marketable and best of breed
Student Computing: Three-Year Plan

Where Are We Going?

• One email solution for the community by 2012
• One personal calendaring solution for the community by 2012
• Outstanding presence and mobile accessibility in 2012
• 25 Gigabytes per student in 2012
• LearnLink NG, a new community tool, that the community helps us design
Questions
Symplicity Products for Higher Ed
Symplicity at Emory

- **Symplicity Career Services Manager**
  Career Center, Goizueta Business School BBA Program, Law School

- **Symplicity Community - Student Edition** (Student Events & Activities)
  Campus Life Student Activities

- **Symplicity Advocate** (Conduct and Accessibility)
  Housing & Res Life/Student Conduct, Oxford College

- **Symplicity Reflection** (ePortfolios)
  Goizueta Business School BBA Program

- **Symplicity Insight** (Student engagement and Retention)
  Goizueta Business School MBA Admissions
Symplicity Insight – Student View

To view PDF files, you may need Adobe Acrobat Reader.

<table>
<thead>
<tr>
<th>Document Title</th>
<th>Document Type</th>
<th>View</th>
<th>Last Modified</th>
<th>Status</th>
<th>Compatible with Publications</th>
<th>Options</th>
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</thead>
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<tr>
<td>Accommodations Letter</td>
<td>Document</td>
<td></td>
<td>04/22/2011 09:35:00 am</td>
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<td>yes</td>
<td>Make Default, X Delete</td>
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<td>Admission Application</td>
<td>Document</td>
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<td>Success Plan</td>
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<td></td>
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<tr>
<td>Un-official Transcript</td>
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</table>
### Mentor Network

You can search by name, email address, phone, degree level, graduation date, affiliation, major, and job title.

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Employer</th>
<th>Job Title</th>
<th>Major</th>
<th>Interested</th>
<th>Options</th>
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<tbody>
<tr>
<td>Acters</td>
<td>Anne</td>
<td>East Shore Elementary</td>
<td>Learning Support Staff</td>
<td>Education</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Boucher</td>
<td>Emily</td>
<td>Acadia International</td>
<td>Community Project Manager</td>
<td>Education</td>
<td>No</td>
<td></td>
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<td>Fillmore</td>
<td>Jonny</td>
<td>ABE TV</td>
<td>Communications Manager</td>
<td>Communications</td>
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<td>Hector</td>
<td>Frederick</td>
<td>Sanders Design</td>
<td>Lead Designer</td>
<td>Agriculture</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Martin</td>
<td>Susanne</td>
<td>Counseling Services of Berks County</td>
<td>Scheduling Coordinator / Level I Counselor</td>
<td>Communications</td>
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<td></td>
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## Surveys

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<thead>
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<td>Counseling Center Assessment</td>
<td>Feb 23, 2010</td>
<td>Feb 23, 2013</td>
<td>-</td>
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<tr>
<td>Wellness Workshop Survey</td>
<td>Apr 22, 2011</td>
<td>Apr 22, 2012</td>
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<tr>
<td>Counseling Center Survey</td>
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<td>Sep 26, 2011</td>
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</table>
# Symplicity Insight – Student View

## Events

### workshops

<table>
<thead>
<tr>
<th>Name</th>
<th>Session Start</th>
<th>Session End</th>
<th>Location</th>
<th>RSVP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lunch &amp; Learn Networking</td>
<td>Sep 27, 2011 11:30 am</td>
<td>Sep 30, 2011 3:30 pm</td>
<td>Student Center (Lincoln Park)</td>
<td><img src="X-Cancel-RSVP" alt="Cancel RSVP" /></td>
</tr>
<tr>
<td>Academic Success Workshop</td>
<td>Sep 30, 2011 8:00 am</td>
<td>Sep 30, 2011 10:00 am</td>
<td>Lajordiere Commons</td>
<td><img src="X-Cancel-RSVP" alt="Cancel RSVP" /></td>
</tr>
<tr>
<td>Academic Success Workshop II</td>
<td>Oct 27, 2011 11:00 am</td>
<td>Nov 02, 2011 11:00 am</td>
<td>Dr. Moreau Science Center</td>
<td><img src="X-Cancel-RSVP" alt="Cancel RSVP" /></td>
</tr>
</tbody>
</table>

Keywords: searches workshop title and description.
Symplicity Insight – Student View

How to use this form:
1) Select counselor(s) and time of day, then indicate how you would like to search for available appointments (either by time and counselor, or time only).
2) Click on a date to see available appointments. Click a time to select that slot.
3) Details about the selected appointment will display on the right. Fill in any additional fields and click submit.

1. SET YOUR SCHEDULING CRITERIA

Appointment Type
Please choose an Appointment Type
- Career

Staff
- Holly Millick (Career)
- Tyneea Harris (Transition Specialist)
- Daniel Briere (Orientation)
- Tom Webb (Prelaw)
Select: All None

Earliest Appointment
- Clear

Latest Appointment
- Clear

2. CLICK A DATE AND TIME

3. SUBMIT YOUR REQUEST

* Indicates a required field

Additional Notes

Advisor
Date
Time
Type

Submit Request
Insight Staff Home

ANNOUNCEMENTS

OUR NEW BUILDING!

Construction is almost complete on our new building! Stay tuned to your email for details on the official opening date at that point all appointments will be held at the new center.

MEET AND GREET

Come meet our staff at the annual BBQ this Friday on the Summit Lawn.

AFTER HOURS STAFFING

We will need as many additional staff members as possible to work the front desk on Monday and Tuesday evenings from 5-7 pm.

RECENT ITEMS

- Nicole Ackerman
- Anne Ackers
- Academic Success Workshop IV - 2011-09-06 12:30:00
- After Hours Staffing
- College Success 101 - 2011-09-05 15:30:00
- Academic Success Workshop III - 2011-10-27 11:00:00
- Academic Success Workshop - 2011-08-30 08:00:00

SHORTCUTS

- Create a New Student
- Create a New Workshop
- Create a New Appointment
Symplicity Insight – Staff/Admin View

Counseling Record for Caleb Marshall: Add/Drop

Edit

- Submit
- Save
- Cancel
- Delete
- Approve Appointment
- Reject Appointment

Appointments/Events On This Date

Type: Student/Event Title
No Spe

Appt. Caleb Marshall

Administrative Info

Created Date: Tue, August 30, 2011 3:00 PM
Created By: Julia Maugie [debi]
Last Modified Date: Tue, August 30, 2011 3:00 PM
Modified By: Julia Maugie [debi]
### Symplicity Insight – Staff/Admin View

#### Career Counseling

- **Appointments:**
  - Weekly Availability
  - Active Schedules

- **Pending Appointments:**
- **Archived Appointments:**
- **Meeting Availability:**
- **Waiting Room:**
- **All Students**

#### Appointment System

- **Kioks**
- **Tutors / Mentors**
- **Survey**
- **Resource Library**
- **Events**
- **Quick View Reports**
- **Reporting**
- **Application Synch**
- **Tools**
- **My Account**

#### Users Online

#### Training

#### User Guide

#### Label

<table>
<thead>
<tr>
<th>Label</th>
<th>Staff</th>
<th>Start Date</th>
<th>End Date</th>
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<tr>
<td>Claire Jensen</td>
<td>Claire Jansen (Orientation Specialist)</td>
<td>Jan 03, 2011</td>
<td>Jan 08, 2012</td>
</tr>
<tr>
<td>Danny Briere</td>
<td>Daniel Briere (Orientation)</td>
<td>Jan 01, 2011</td>
<td>Jan 01, 2012</td>
</tr>
<tr>
<td>Holly Minnick</td>
<td>Holly Millik (Career)</td>
<td>Jan 01, 2011</td>
<td>Jan 31, 2012</td>
</tr>
<tr>
<td>Jim Webb</td>
<td>Jim Webb (Pralaw)</td>
<td>Jan 01, 2010</td>
<td>Dec 01, 2011</td>
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<td>Round 1 Interview</td>
<td>Round 1 Interviews</td>
<td>Jan 01, 2011</td>
<td>Dec 01, 2017</td>
</tr>
<tr>
<td>Tyneka Harris</td>
<td>Tyneka Harris (Transition Specialist)</td>
<td>Feb 15, 2011</td>
<td>Mar 30, 2012</td>
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### Symplicity Insight – Staff/Admin View

#### Schedule Display

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<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
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<th>Saturday</th>
<th>Sunday</th>
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</tr>
</tbody>
</table>

#### Additional Features
- Submit
- Save
- Cancel
- Delete
Symplicity Insight – Staff/Admin View
## Symplicity Insight – Staff/Admin View

### Student List

<table>
<thead>
<tr>
<th>Student</th>
<th>Deleted</th>
<th>Saved</th>
<th>Duplicate</th>
<th>Archived</th>
</tr>
</thead>
</table>

### Keywords

Searches student name and email address.

- **Apply Search**
- **Clear**
- **Save Defaults**
- **More Filters**

### Batch Options

**Mail**
- **New message**
- **Edit**
  - **Set Flag**
  - **Clear Flag**
  - **Account**
  - **Assign Student Status**
  - **Remove Student Status**
  - **Set Year**
  - **Assign Right**
  - **Remove Right**
  - **Save As Excel**
  - **Set Alumni**
  - **Assign To Counselor**
  - **Unassign Counselor**
  - **Invite To Event**
  - **Set Program Type**
  - **Address Book Synchronizer**

### Student Information

<table>
<thead>
<tr>
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<th>Year</th>
<th>Graduation Date</th>
<th>Login Attempts</th>
<th>Number of Shows</th>
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<tbody>
<tr>
<td>Alice</td>
<td>Freshman</td>
<td>June, 2009</td>
<td>123</td>
<td>0</td>
</tr>
<tr>
<td>Bob</td>
<td>Junior</td>
<td>June, 2009</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Carol</td>
<td>Biology</td>
<td>Senior</td>
<td>December, 2013</td>
<td>1</td>
</tr>
<tr>
<td>Dave</td>
<td>Premed</td>
<td><a href="mailto:test-15@symplicity.com">test-15@symplicity.com</a></td>
<td>Alumni</td>
<td>June, 2007</td>
</tr>
<tr>
<td>Eve</td>
<td>Premed</td>
<td><a href="mailto:test-12@symplicity.com">test-12@symplicity.com</a></td>
<td>Junior</td>
<td>August, 2009</td>
</tr>
<tr>
<td>Frank</td>
<td>Premed</td>
<td><a href="mailto:test-5@symplicity.com">test-5@symplicity.com</a></td>
<td>Senior</td>
<td>June, 2009</td>
</tr>
<tr>
<td>Grace</td>
<td>Communications</td>
<td><a href="mailto:juliamozziko@gmail.com">juliamozziko@gmail.com</a></td>
<td>Sophomore</td>
<td>June, 2014</td>
</tr>
<tr>
<td>Harry</td>
<td>Business</td>
<td><a href="mailto:bbotts@symplicity.com">bbotts@symplicity.com</a></td>
<td>Graduate Student</td>
<td>December, 2004</td>
</tr>
<tr>
<td>Irene</td>
<td>Education</td>
<td><a href="mailto:test-fi@symplicity.com">test-fi@symplicity.com</a></td>
<td>Senior</td>
<td>June, 2008</td>
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</tbody>
</table>
To reset the password of a manager user, click on their name and enter a new password in the two required password fields.

<table>
<thead>
<tr>
<th>Full Name</th>
<th>Email</th>
<th>User Rights/Groups</th>
<th>Last Modified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jeremy Wade (Academic Advising)</td>
<td><a href="mailto:twade@columbia.edu">twade@columbia.edu</a></td>
<td>Student Career Counseling (General), Administrator (super user)</td>
<td>04/23/2011 11:30:00 am</td>
</tr>
<tr>
<td>Claire Jensen (Career)</td>
<td><a href="mailto:cjensen@symplcity.com">cjensen@symplcity.com</a></td>
<td>Student Career Counseling (Admin), Data Entry - FWS (Create), Announcements (Create), Announcements (Edit), Staff Events (Create), Staff Events (Edit), Kiosk (Manage), Student Coops (Create/Edit), Student Invoices (Create), Student Invoices (Edit)</td>
<td>03/29/2011 03:13:00 pm</td>
</tr>
<tr>
<td>Collin Lambert (Trench)</td>
<td><a href="mailto:larnect@american.edu">larnect@american.edu</a></td>
<td>Student Career Counseling (General), Administrator (super user)</td>
<td>03/29/2011 01:35:00 pm</td>
</tr>
<tr>
<td>Daniel Briere (Orientation)</td>
<td><a href="mailto:dbriere@symplcity.com">dbriere@symplcity.com</a></td>
<td>Student Career Counseling (General), Student Career Counseling (Scheduling), Student Career Counseling (Admin)</td>
<td>04/23/2011 11:58:00 am</td>
</tr>
<tr>
<td>Holly Millick (Career)</td>
<td><a href="mailto:hmillick@symplcity.com">hmillick@symplcity.com</a></td>
<td>Student Career Counseling (Admin)</td>
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<tr>
<td>User Rights</td>
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<tr>
<td>-------------</td>
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</tr>
<tr>
<td>Select the rights for this staff member</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>│ Administrator (super user)</td>
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<td></td>
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</tr>
<tr>
<td>│ Administrator (No Tools)</td>
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<tr>
<td>│ Announcements (Create)</td>
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<tr>
<td>│ Announcements (Edit)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>│ Staff Events (Create)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>│ Staff Events (Edit)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>│ Hide Employer/Contact Links</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>│ Students (Account/Password Management)</td>
<td></td>
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<tr>
<td>│ Students (Create)</td>
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<td>│ Students (Edit)</td>
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<tr>
<td>│ Student Invoices (Create)</td>
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<td>│ Students (Bulk Mail)</td>
<td></td>
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<tr>
<td>│ Student Invoices (Edit)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>│ Student Coops (Create/Edit)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>│ Student Activity (Create/Edit)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>│ Student Profile (Edit)</td>
<td></td>
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<td>│ Student Career Counseling (Scheduling)</td>
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<td>│ Resume Books (Create)</td>
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<td>│ Resume Books (Edit)</td>
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Symplicity Insight – Staff/Admin View

### Annual Counseling Report / Sep 12, 2011 1:50 pm --- Run Time: 00:00 min.

#### Review
- [Save As Excel]

#### Keywords Search

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**Career Counseling: Student** | **Career Counseling: Counseling Date** | **Career Counseling: Counseling Time** | **Career Counseling: Notes** | **Career Counseling: Counseling Type** | **Career Counseling: Created By** | **Career Counseling: Profile: Degree Level** | **Career Counseling: Profile: Major** | **Career Counseling: Profile: Class Level**
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Frederick M. Holbert | 05/24/2011 | 06:00:00 | | Add/Drop | [email protected] | Bachelors | Premed | Sophomore
Jane K. Smith | 02/18/2011 | 03:15:00 | Went over classes for registration for Fall | Add/Drop | [email protected] | Bachelors | Communications | Junior
Jane K. Smith | 02/24/2011 | 15:00:00 | | Add/Drop | [email protected] | Bachelors | Communications | Junior
Jason Schultz | 04/13/2011 | 13:15:00 | Career path guidance | Add/Drop | [email protected] | - | - | -
Joe Reed | 02/23/2011 | 17:00:00 | | Add/Drop | [email protected] | Masters | Business | Graduate Student
John Anderson | 02/16/2011 | 10:30:00 | | Add/Drop | [email protected] | Bachelors | Premed | Alumnus
Johnny Neuman | 03/24/2011 | 13:00:00 | | Add/Drop | [email protected] | Masters | Mechanical | Graduate Student
Jonny Fillmore | 03/22/2011 | 01:00:00 | Another meeting, | Add/Drop | [email protected] | Bachelors | Accounting | Sophomore
Jonny Fillmore | 03/22/2011 | 03:00:00 | Good meeting | Add/Drop | [email protected] | Bachelors | Accounting | Sophomore
Nicole Ackerman | 04/07/2011 | 09:30:00 | | Add/Drop | [email protected] | Bachelors | Premed | Freshman
Nicole Ackerman | 07/11/2011 | 12:30:00 | | Add/Drop | [email protected] | Bachelors | Premed | Freshman
Robert Anne | 03/31/2011 | 00:30:00 | | Add/Drop | [email protected] | Bachelors | Premed | Senior
Tony Andrews | 07/16/2011 | 14:45:00 | | Add/Drop | [email protected] | Bachelors | Premed | Junior

**Unique Career Counseling: 13**
Symplicity – Where are we?

✓ Business Case
✓ OIT Architecture Review
✓ IT Briefing
☐ IT Sub-committee on Student Services
Questions
Voicemail Refresh

Jay D. Flanagan
Manager, UTS Messaging

Voicemail Refresh
We found the problem mam...You’ve got a big fat guy in a red suit jammed in there.
off the mark
by Mark Parisi

...If you are sick of voice mail, press the star key followed by the pound key followed by the star key... ...or just say, "## ##!"
"And how often do you listen to the voice mail in your head?"
© Original Artist.
Reproduction rights obtainable from
www.CartoonStock.com

YES?

OH — YOU'RE THERE! I WAS HOPING I COULD JUST LEAVE A MESSAGE.
Voicemail Refresh
Voicemail Refresh

Questions
Richard Fischer
Manager, Enterprise Services

Desknet Update
Recent Changes

• New Co-Chairs nominated on 12/08/11
  – Richard Fischer – F&A Desktop Manager
  – Tiffany Kady – SPH Asc Dir, Client Services
  – ITPC Members representing DeskNet

• Kudos to our predecessors!
  – Michael Derry - Mgr, Emory College Computing Support
  – Jean Robert Mathador – SOM Systems Support Manager
Changes to come

• Closed Membership
  – To include Local Desktop Support Departments, Service Desk & Knowledge Management
  – Continued collaboration and partnership with other groups via invitation and special events

• Quarterly DeskNet Briefings open to all
  – Will have a focus on Desktop Support topics, best practices, policies and trends
  – Vendor participations

• Regular Communications (Desktop Awareness)
  – Designed for end-users to be distributed through DeskNet ➔ Local Support ➔ Users
Awareness Sample

OS and Software Upgrades

Although it is very compelling for users to install OS and Application updates, it can bring consequences. Desktop Support must perform testing to ensure that upgrades and patches are compatible with our standard configurations. Several applications such as SEP and PGP integrate directly with system files so installing patches without first updating those applications may result in rendering a computer unusable or “bricked”.

Leave it to the Pros

Prior to installing OS patches, your local desktop support department performs testing of patches and certain application updates, working closely with the Security Team. This helps to ensure that your Emory-provided computers continue to operate correctly and updates are less likely to impact your productivity. Please remember that all software updates should be performed by your Local Desktop Support department. If you believe that your system requires maintenance, please contact your Desktop Support staff by opening a ticket to have your computer evaluated.

For additional assistance or to report an incident please contact your Local Support:
http://help.emory.edu or... Emory University IT Service Desk - 404-727-7777
First Steps

• Revise Membership
• Solicit new members
• Review and update the DeskNet Charter
• New DeskNet Wiki – (Completed)
• Develop list of initiatives for 1st Quarter 2012
Questions?

Richard Fischer
rjfisch@emory.edu
(404) 727-3308

Tiffany Kady
tkady@emory.edu
(404) 727-0739
Questions
Brad Judy
Information Security Specialist, OIT Information Security

Security Update
AV Consolidation

- Core testing wrapping up before holidays
- Recommendation in January
- Local IT should direct testing questions to division IT leadership
- Non-testing questions should go to AVCONSOLIDATION-L@LISTSERV.CC.EMORY.EDU
Smartphone policy update

- Internal testing in OIT ongoing (~100 people)
- Work-in-progress documentation online
  - [http://it.emory.edu/security/smart_device/](http://it.emory.edu/security/smart_device/)
  - Send feedback to security@emory.edu
- Look for emails to local-l about policy publishing, test policy availability, etc
- Some quirks with Motorola Android 2.3 phones
Awareness

- Annual HIPAA message going out next week
- Preparing smart device policy communications plan with OIT and EHC communications teams
  - Mass email(s)
  - Electronic posters for departments
  - Targeted email to ActiveSync/BES users
  - Maybe EHC screensavers
Security Questions?
Thank you for coming!