

Office of Information Technology

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





Alan Cattier

Director, Academic Technology Services

Student Computing: A Three-Year Plan

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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.

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

Introduce Office 365: Your Digital Life

- Hosted Exchange
- Unified Calendaring
- Mobile Clients
- Lync and IM Capabilities
- 25 Gigabyte Storage

Office of

Information Technology

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

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

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

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

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

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

Where Are We Going?

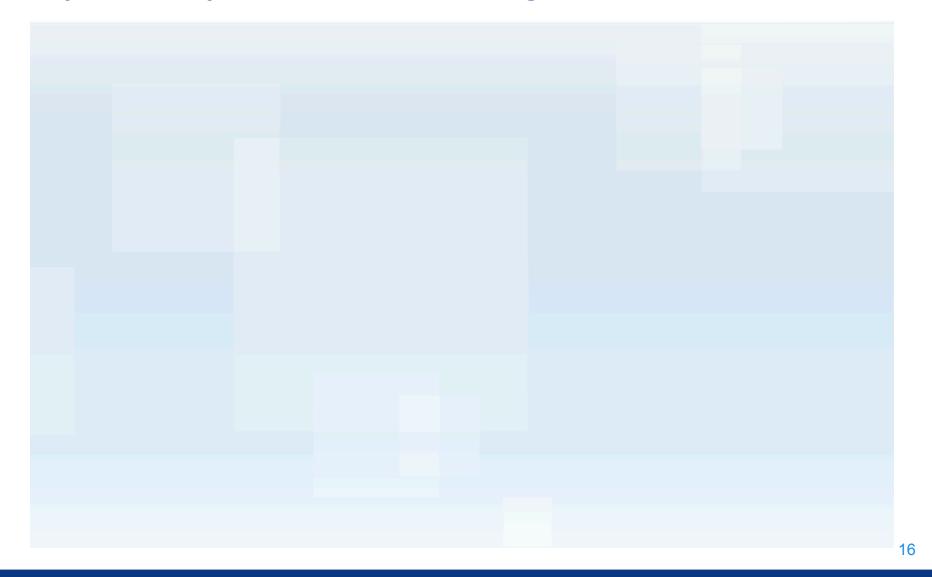
- One email solution for the community by 2012
- One personal calendaring solution for the community by 2012
- Outstanding presence and mobile accessibility in 2012
- 25 Gigabytes per student in 2012
- LearnLink NG, a new community tool, that the community helps us design





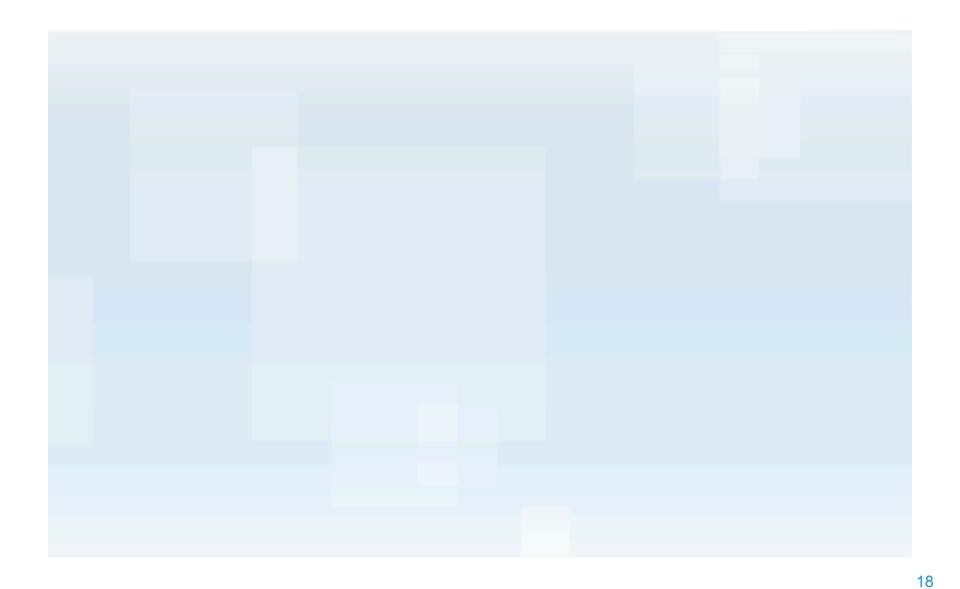
Symplicity Insight

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

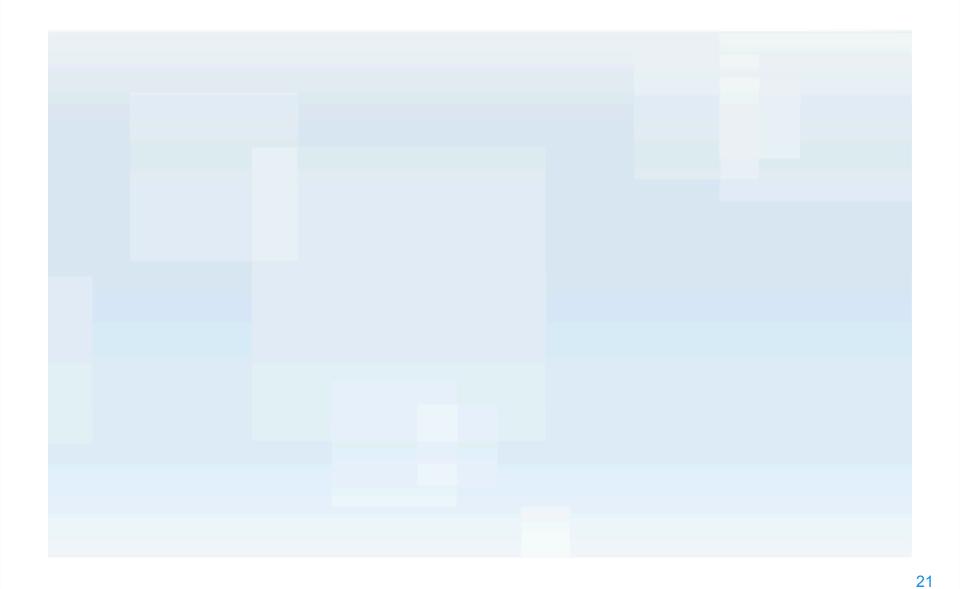








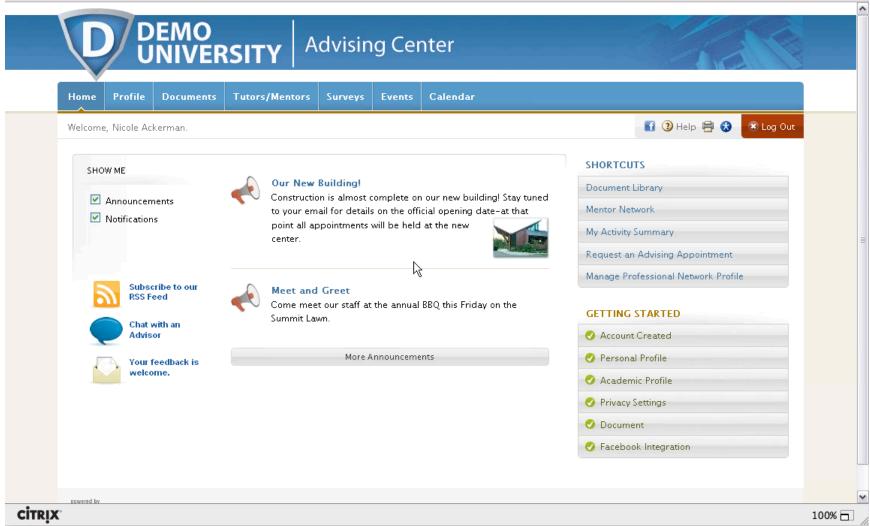


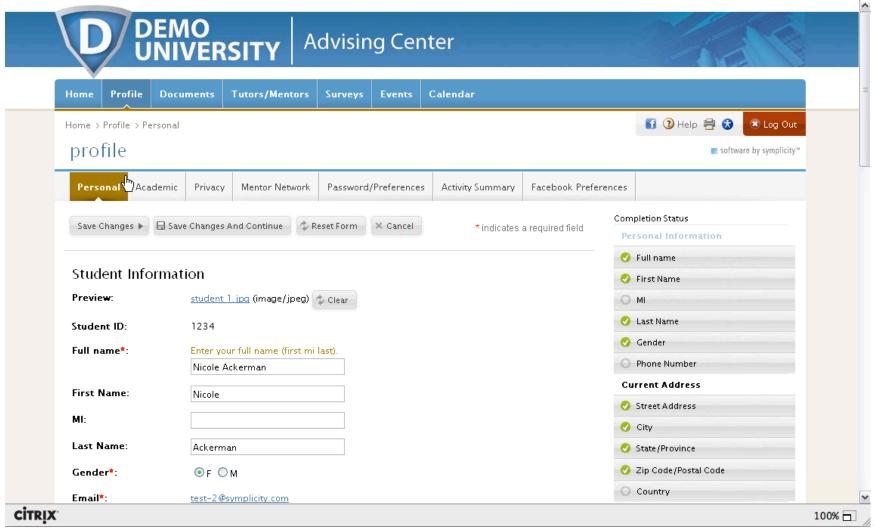


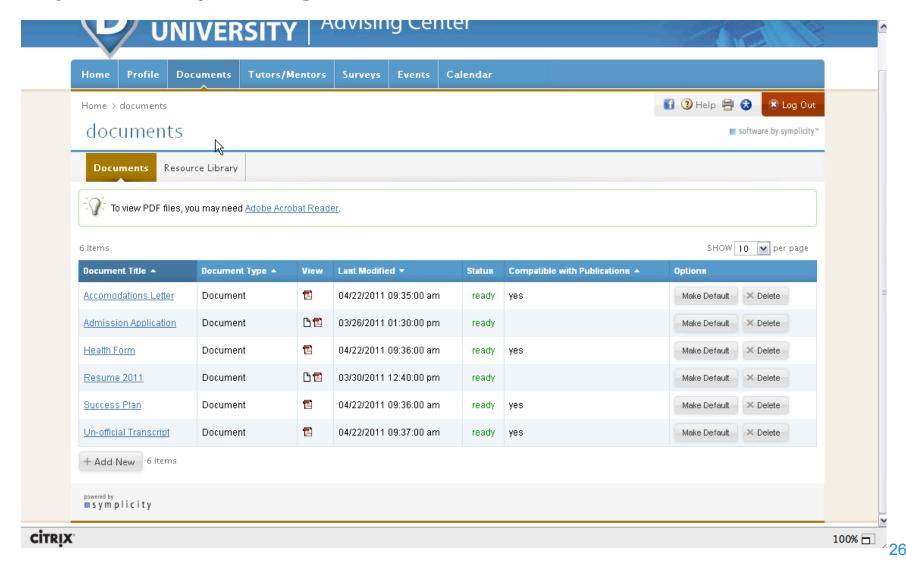


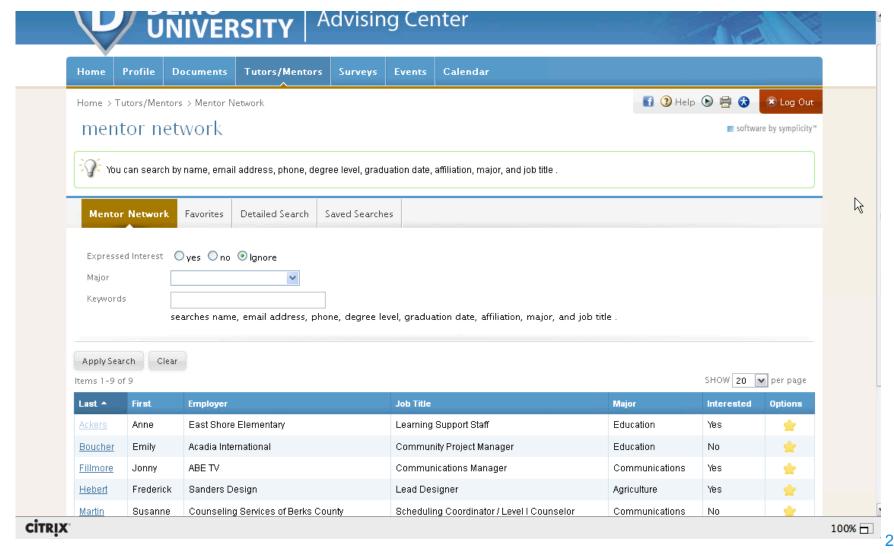


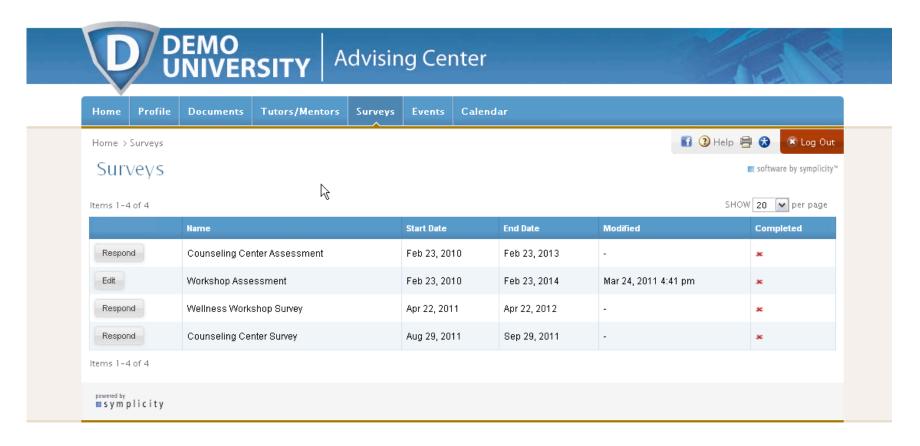






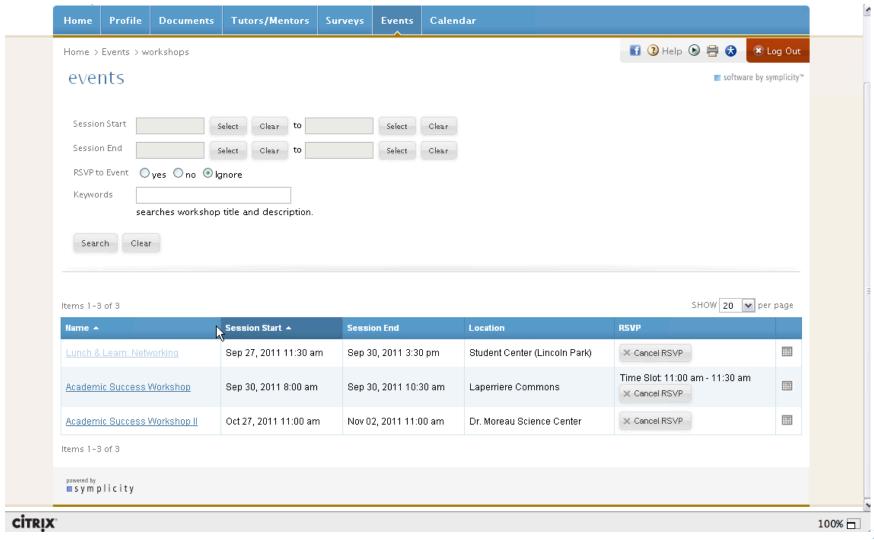


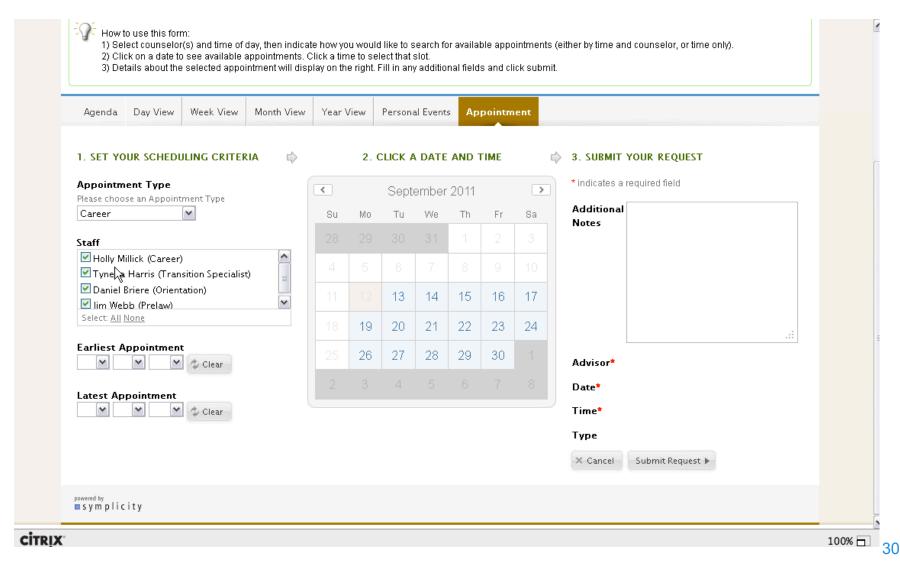


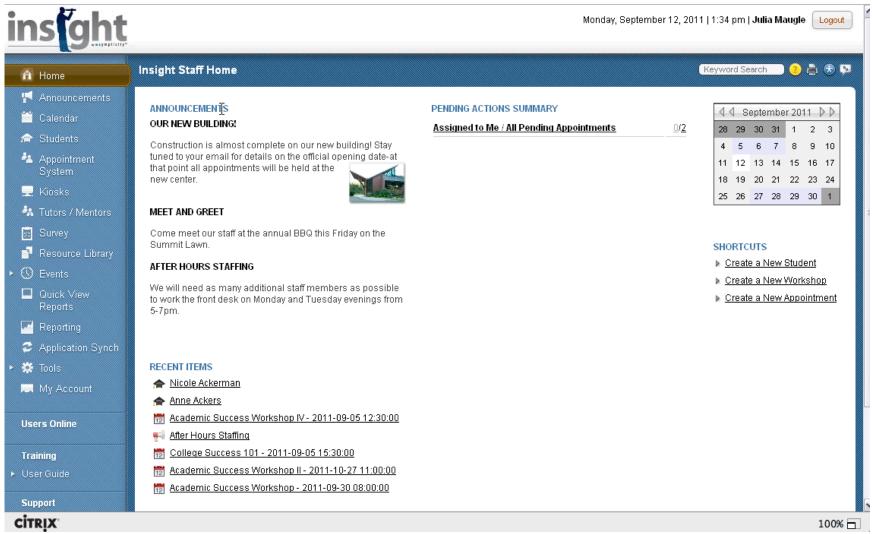


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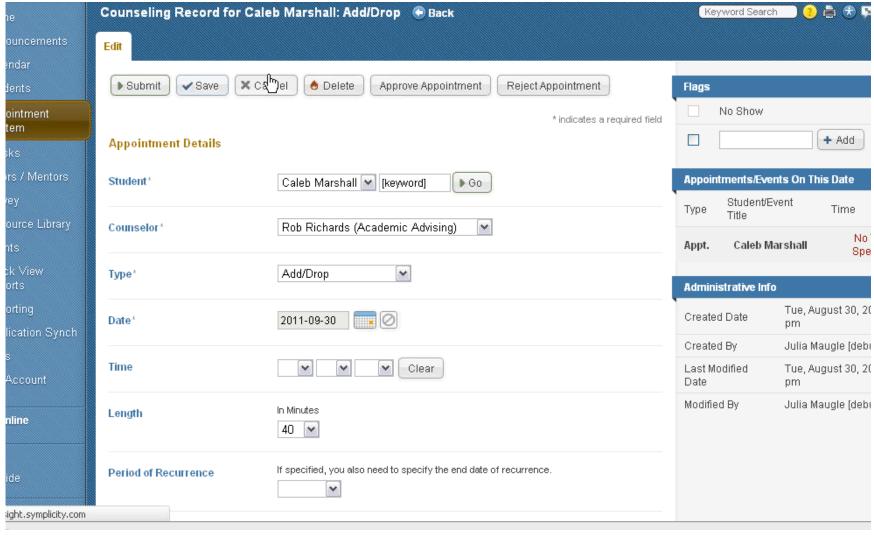
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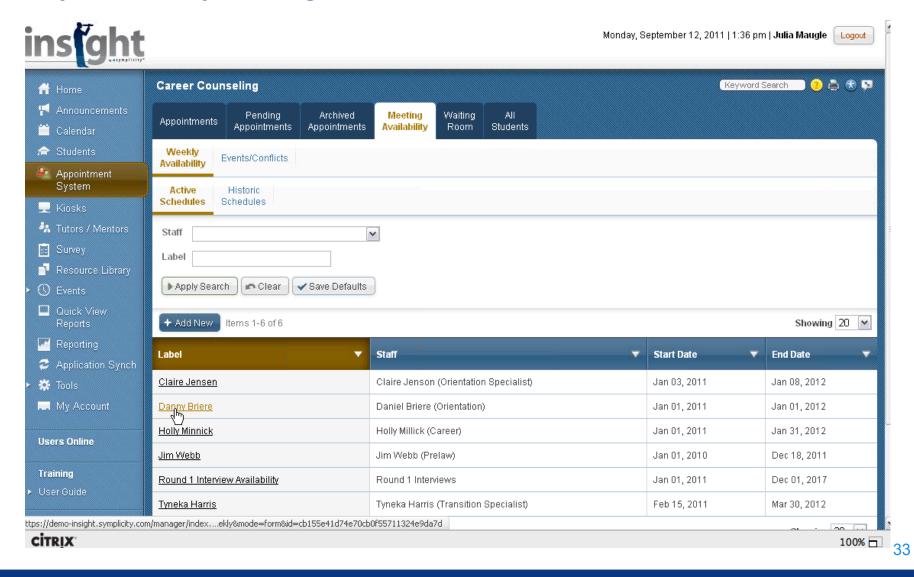


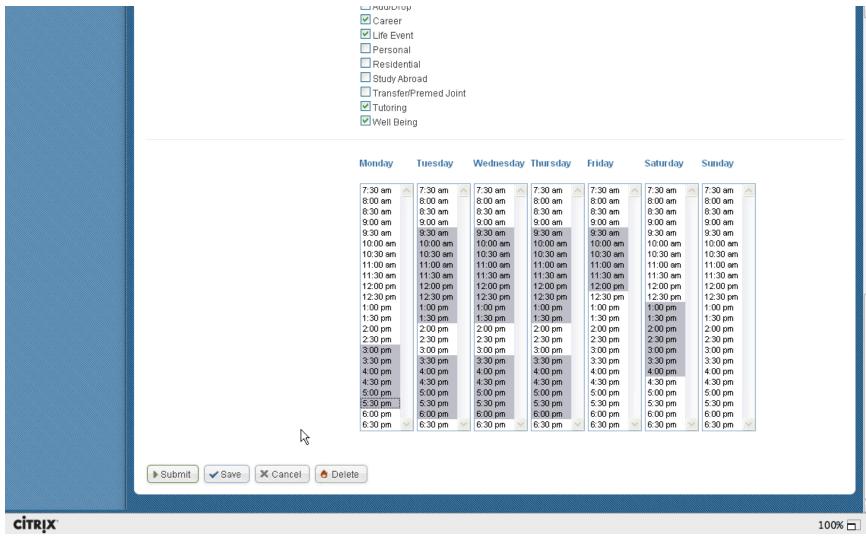


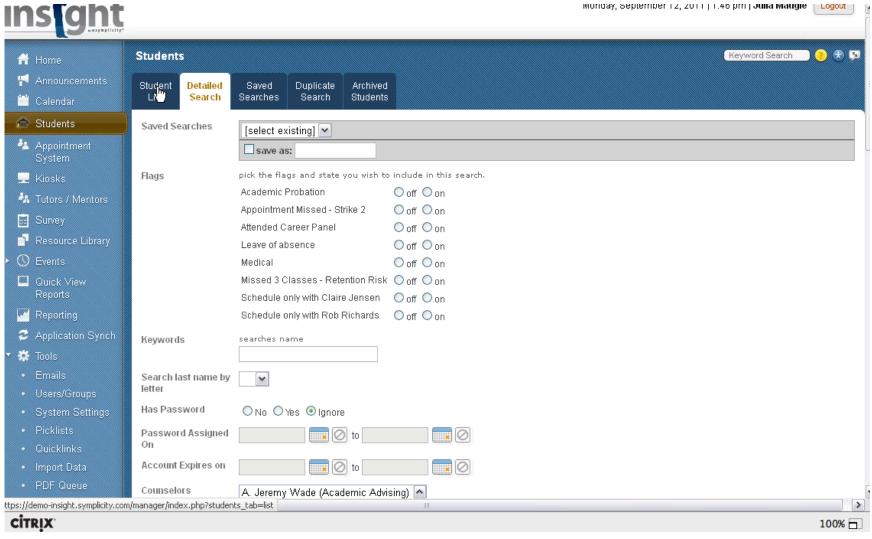


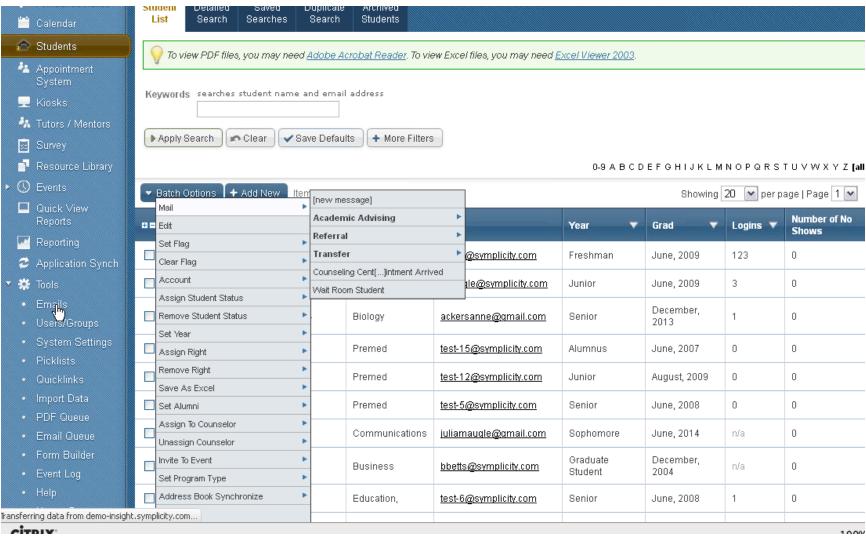




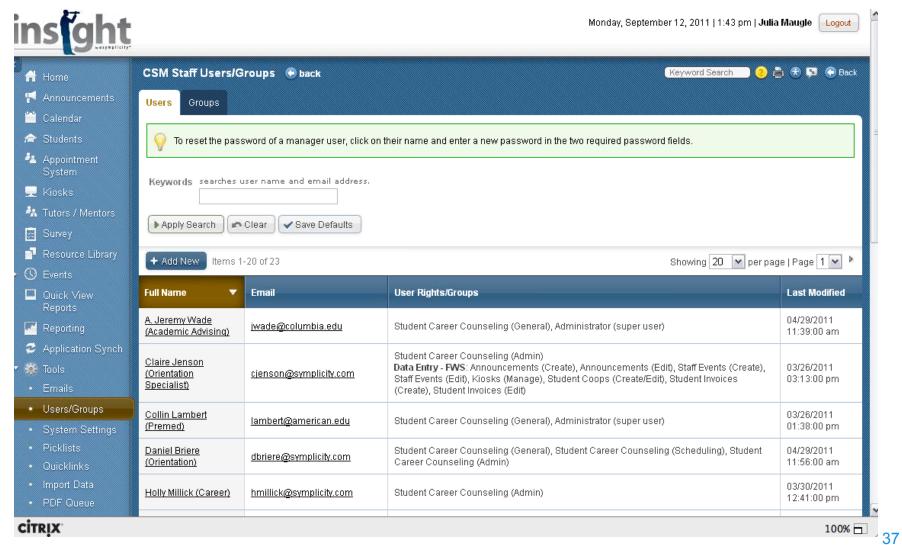








Symplicity Insight – Staff/Admin View

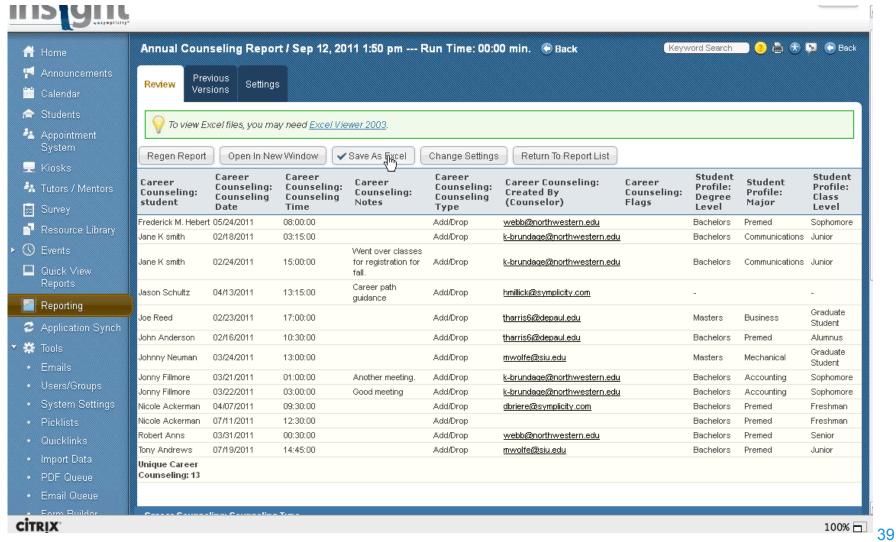


Symplicity Insight – Staff/Admin View

Form Builder		Parking Staff	
Event Log		Trainers	
Help			
Usage Stats	External Consultant	○yes ○no	
Facebook			
Template	User Rights	Select the rights for this staff member	
My Account		Admin trator (super user)	
		Administrator (No Tools)	
Users Online		Announcements (Create)	
		Announcements (Edit)	
Training		Staff Events (Create)	
		Staff Events (Edit)	
▶ User Guide		☐ Hide Employer/Contact Links	
		Students (Account/Password Management)	
Support		Students (Create)	
Submit Issue		Students (Edit)	
Send Email		Student Invoices (Create)	
Call Help Desk:		Students (Bulk Mail)	
1-703-373-7040		Student Invoices (Edit)	
Hours: Mon-Fri		Student Coops (Create/Edit)	
9am-8pm ET		Student Activity (Create/Edit)	
(except holidays)		Student Profile (Edit)	
		Hide Student Info	
		Student Career Counseling (Admin)	
		Student Career Counseling (General)	
		Student Career Counseling (View Only)	
		Student Career Counseling (Scheduling)	
		☐ Job Blast(Create/Edit)	
		Presentations (Accounting)	
		Resume Books (Create)	
		Edit Flags	
		Delete Flags	
		Add Flags	
CİTDIY.		Resume Realts (Edit)	1000 = 38



Symplicity Insight – Staff/Admin View





Symplicity – Where are we?

- ✓ Business Case
- ✓ OIT Architecture Review
- ✓ IT Briefing
- □ IT Sub-committee on Student Services

Symplicity Insight





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.







Voicemail Refresh





Voicemail Refresh





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?

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Tiffany Kady tkady@emory.edu (404) 727-0739



Desknet Update





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 <u>AVCONSOLIDATION-</u> <u>L@LISTSERV.CC.EMORY.EDU</u>

Smartphone policy update

- Internal testing in OIT ongoing (~100 people)
- Work-in-progress documentation online
 - http://it.emory.edu/security/smart_device/
 - Send feedback to <u>security@emory.edu</u>
- Look for emails to local-I 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!



