



EMORY  
UNIVERSITY

EMORY  
HEALTHCARE

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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

# 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

# Student Computing: Three-Year Plan

Questions



José Rodriguez  
Manager, Academic Technology Services

# Symlicity 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













# Symplicity Insight – Student View

**DEMO UNIVERSITY** | Advising Center

Home Profile Documents Tutors/Mentors Surveys Events Calendar

Welcome, Nicole Ackerman. [f](#) [?](#) Help [🖨](#) [★](#) [Log Out](#)

**SHOW ME**

- Announcements
- Notifications

**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.

[More Announcements](#)

**SHORTCUTS**

- Document Library
- Mentor Network
- My Activity Summary
- Request an Advising Appointment
- Manage Professional Network Profile

**GETTING STARTED**

- Account Created
- Personal Profile
- Academic Profile
- Privacy Settings
- Document
- Facebook Integration

powered by **CITRIX** 100% 24



# Symplicity Insight – Student View

DEMO UNIVERSITY | Advising Center

Home Profile Documents Tutors/Mentors Surveys Events Calendar

Home > Profile > Personal

profile

Personal Academic Privacy Mentor Network Password/Preferences Activity Summary Facebook Preferences

Save Changes Save Changes And Continue Reset Form Cancel \* indicates a required field

### Student Information

Preview: [student 1.jpg](#) (image/jpeg) Clear

Student ID: 1234

Full name\*: Enter your full name (first mi last).  
Nicole Ackerman

First Name: Nicole

MI:

Last Name: Ackerman

Gender\*:  F  M

Email\*: [test-2@symplicity.com](mailto:test-2@symplicity.com)

#### Completion Status

##### Personal Information

- Full name
- First Name
- MI
- Last Name
- Gender
- Phone Number

##### Current Address

- Street Address
- City
- State/Province
- Zip Code/Postal Code
- Country

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# Symlicity Insight – Student View

UNIVERSITY | Advising Center

Home Profile Documents Tutors/Mentors Surveys Events Calendar

Home > documents Log Out

documents software by symlicity™

Documents Resource Library

To view PDF files, you may need [Adobe Acrobat Reader](#).

6 Items SHOW 10 per page

Document Title ^	Document Type ^	View	Last Modified v	Status	Compatible with Publications ^	Options
<a href="#">Accomodations Letter</a>	Document		04/22/2011 09:35:00 am	ready	yes	Make Default X Delete
<a href="#">Admission Application</a>	Document		03/26/2011 01:30:00 pm	ready		Make Default X Delete
<a href="#">Health Form</a>	Document		04/22/2011 09:36:00 am	ready	yes	Make Default X Delete
<a href="#">Resume 2011</a>	Document		03/30/2011 12:40:00 pm	ready		Make Default X Delete
<a href="#">Success Plan</a>	Document		04/22/2011 09:36:00 am	ready	yes	Make Default X Delete
<a href="#">Un-official Transcript</a>	Document		04/22/2011 09:37:00 am	ready	yes	Make Default X Delete

+ Add New 6 Items

powered by symlicity

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# Symplicity Insight – Student View

UNIVERSITY | Advising Center

Home | Profile | Documents | Tutors/Mentors | Surveys | Events | Calendar

Home > Tutors/Mentors > Mentor Network Help | Log Out

## mentor network

software by sympathy™

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

Mentor Network
Favorites
Detailed Search
Saved Searches

Expressed Interest  yes  no  ignore

Major

Keywords

searches name, email address, phone, degree level, graduation date, affiliation, major, and job title .

Apply Search Clear

Items 1-9 of 9 SHOW 20 per page

Last	First	Employer	Job Title	Major	Interested	Options
<a href="#">Ackers</a>	Anne	East Shore Elementary	Learning Support Staff	Education	Yes	★
<a href="#">Boucher</a>	Emily	Acadia International	Community Project Manager	Education	No	★
<a href="#">Fillmore</a>	Jonny	ABE TV	Communications Manager	Communications	Yes	★
<a href="#">Hebert</a>	Frederick	Sanders Design	Lead Designer	Agriculture	Yes	★
<a href="#">Martin</a>	Susanne	Counseling Services of Berks County	Scheduling Coordinator / Level I Counselor	Communications	No	★

100%

# Symplicity Insight – Student View



DEMO  
UNIVERSITY

Advising Center

Home

Profile

Documents

Tutors/Mentors

Surveys

Events

Calendar

Home > Surveys

f ? Help [Print] [Star] \* Log Out

## Surveys

software by simplicity™

Items 1-4 of 4

SHOW 20 per page

	Name	Start Date	End Date	Modified	Completed
Respond	Counseling Center Assessment	Feb 23, 2010	Feb 23, 2013	-	✘
Edit	Workshop Assessment	Feb 23, 2010	Feb 23, 2014	Mar 24, 2011 4:41 pm	✘
Respond	Wellness Workshop Survey	Apr 22, 2011	Apr 22, 2012	-	✘
Respond	Counseling Center Survey	Aug 29, 2011	Sep 29, 2011	-	✘

Items 1-4 of 4

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28

12/15/11



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# Symlicity Insight – Student View

Home > Events > workshops

Home Profile Documents Tutors/Mentors Surveys **Events** Calendar

Help Log Out

software by symlicity™

events

Session Start  Select Clear to  Select Clear

Session End  Select Clear to  Select Clear

RSVP to Event  yes  no  Ignore

Keywords

searches workshop title and description.

Search Clear

---

Items 1-3 of 3

SHOW 20 per page

Name	Session Start	Session End	Location	RSVP
<a href="#">Lunch &amp; Learn: Networking</a>	Sep 27, 2011 11:30 am	Sep 30, 2011 3:30 pm	Student Center (Lincoln Park)	<input type="button" value="Cancel RSVP"/>
<a href="#">Academic Success Workshop</a>	Sep 30, 2011 8:00 am	Sep 30, 2011 10:30 am	Laperriere Commons	Time Slot: 11:00 am - 11:30 am <input type="button" value="Cancel RSVP"/>
<a href="#">Academic Success Workshop II</a>	Oct 27, 2011 11:00 am	Nov 02, 2011 11:00 am	Dr. Moreau Science Center	<input type="button" value="Cancel RSVP"/>

Items 1-3 of 3

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# 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.

Agenda

Day View

Week View

Month View

Year View

Personal Events

Appointment

## 1. SET YOUR SCHEDULING CRITERIA

### Appointment Type

Please choose an Appointment Type

Career

### Staff

- Holly Millick (Career)
- Tynelle Harris (Transition Specialist)
- Daniel Briere (Orientation)
- Jim Webb (Prelaw)

Select: All None

### Earliest Appointment

Time selection fields with a Clear button.

### Latest Appointment

Time selection fields with a Clear button.

## 2. CLICK A DATE AND TIME

September 2011

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

## 3. SUBMIT YOUR REQUEST

\* indicates a required field

### Additional Notes

Text area for additional notes.

### Advisor\*

### Date\*

### Time\*

### Type

Cancel Submit Request

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12/15/11



EMORY UNIVERSITY



Office of Information Technology

# Symplicity Insight – Staff/Admin View



Monday, September 12, 2011 | 1:34 pm | **Julia Maugle** [Logout](#)

**Insight Staff Home**

- Home
- Announcements
- Calendar
- Students
- Appointment System
- Kiosks
- Tutors / Mentors
- Survey
- Resource Library
- Events
- Quick View Reports
- Reporting
- Application Synch
- Tools
- My Account

**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 5-7pm.

**RECENT ITEMS**

- [Nicole Ackerman](#)
- [Anne Ackers](#)
- [Academic Success Workshop IV - 2011-09-05 12:30:00](#)
- [After Hours Staffing](#)
- [College Success 101 - 2011-09-05 15:30:00](#)
- [Academic Success Workshop II - 2011-10-27 11:00:00](#)
- [Academic Success Workshop - 2011-09-30 08:00:00](#)

**PENDING ACTIONS SUMMARY**

[Assigned to Me / All Pending Appointments](#) 0/2

September 2011

28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

**SHORTCUTS**





- [Create a New Student](#)
- [Create a New Workshop](#)
- [Create a New Appointment](#)

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# Symplicity Insight – Staff/Admin View

Counseling Record for Caleb Marshall: Add/Drop [Back](#) Keyword Search    

**Edit**

\* indicates a required field

### Appointment Details

**Student\*** Caleb Marshall

**Counselor\*** Rob Richards (Academic Advising)

**Type\*** Add/Drop

**Date\*** 2011-09-30

**Time**

**Length** In Minutes  
 40

**Period of Recurrence** If specified, you also need to specify the end date of recurrence.

**Flags**

No Show

**Appointments/Events On This Date**

Type	Student/Event Title	Time
<b>Appt.</b>	<b>Caleb Marshall</b>	No Spe

**Administrative Info**

Created Date	Tue, August 30, 2011 10:20 pm
Created By	Julia Maugle [debu]
Last Modified Date	Tue, August 30, 2011 10:20 pm
Modified By	Julia Maugle [debu]

light.symplicity.com



# Symplicity Insight – Staff/Admin View



Monday, September 12, 2011 | 1:36 pm | **Julia Maugle** Logout

- Home
- Announcements
- Calendar
- Students
- Appointment System
- Kiosks
- Tutors / Mentors
- Survey
- Resource Library
- Events
- Quick View Reports
- Reporting
- Application Synchron
- Tools
- My Account
- Users Online
- Training
- User Guide

## Career Counseling

🔍 🖨️ 🌐 📧

Appointments
Pending Appointments
Archived Appointments
Meeting Availability
Waiting Room
All Students

Weekly Availability
Events/Conflicts

Active Schedules
Historic Schedules

Staff:

Label:

+ Add New Items 1-6 of 6 Showing 20

Label	Staff	Start Date	End Date
<a href="#">Claire Jensen</a>	Claire Jensen (Orientation Specialist)	Jan 03, 2011	Jan 08, 2012
<a href="#">Danny Briere</a>	Daniel Briere (Orientation)	Jan 01, 2011	Jan 01, 2012
<a href="#">Holly Minnick</a>	Holly Millick (Career)	Jan 01, 2011	Jan 31, 2012
<a href="#">Jim Webb</a>	Jim Webb (Prelaw)	Jan 01, 2010	Dec 18, 2011
<a href="#">Round 1 Interview Availability</a>	Round 1 Interviews	Jan 01, 2011	Dec 01, 2017
<a href="#">Tyneka Harris</a>	Tyneka Harris (Transition Specialist)	Feb 15, 2011	Mar 30, 2012

https://demo-insight.symplicity.com/manager/index...ekly&mode=form&id=cb155e41d74e70cb0f55711324e9da7d



100%



# Symplicity Insight – Staff/Admin View

- Add/Drop
- Career
- Life Event
- Personal
- Residential
- Study Abroad
- Transfer/Premed Joint
- Tutoring
- Well Being

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

7:30 am	7:30 am	7:30 am	7:30 am	7:30 am	7:30 am	7:30 am
8:00 am	8:00 am	8:00 am	8:00 am	8:00 am	8:00 am	8:00 am
8:30 am	8:30 am	8:30 am	8:30 am	8:30 am	8:30 am	8:30 am
9:00 am	9:00 am	9:00 am	9:00 am	9:00 am	9:00 am	9:00 am
9:30 am	9:30 am	9:30 am	9:30 am	9:30 am	9:30 am	9:30 am
10:00 am	10:00 am	10:00 am	10:00 am	10:00 am	10:00 am	10:00 am
10:30 am	10:30 am	10:30 am	10:30 am	10:30 am	10:30 am	10:30 am
11:00 am	11:00 am	11:00 am	11:00 am	11:00 am	11:00 am	11:00 am
11:30 am	11:30 am	11:30 am	11:30 am	11:30 am	11:30 am	11:30 am
12:00 pm	12:00 pm	12:00 pm	12:00 pm	12:00 pm	12:00 pm	12:00 pm
12:30 pm	12:30 pm	12:30 pm	12:30 pm	12:30 pm	12:30 pm	12:30 pm
1:00 pm	1:00 pm	1:00 pm	1:00 pm	1:00 pm	1:00 pm	1:00 pm
1:30 pm	1:30 pm	1:30 pm	1:30 pm	1:30 pm	1:30 pm	1:30 pm
2:00 pm	2:00 pm	2:00 pm	2:00 pm	2:00 pm	2:00 pm	2:00 pm
2:30 pm	2:30 pm	2:30 pm	2:30 pm	2:30 pm	2:30 pm	2:30 pm
3:00 pm	3:00 pm	3:00 pm	3:00 pm	3:00 pm	3:00 pm	3:00 pm
3:30 pm	3:30 pm	3:30 pm	3:30 pm	3:30 pm	3:30 pm	3:30 pm
4:00 pm	4:00 pm	4:00 pm	4:00 pm	4:00 pm	4:00 pm	4:00 pm
4:30 pm	4:30 pm	4:30 pm	4:30 pm	4:30 pm	4:30 pm	4:30 pm
5:00 pm	5:00 pm	5:00 pm	5:00 pm	5:00 pm	5:00 pm	5:00 pm
5:30 pm	5:30 pm	5:30 pm	5:30 pm	5:30 pm	5:30 pm	5:30 pm
6:00 pm	6:00 pm	6:00 pm	6:00 pm	6:00 pm	6:00 pm	6:00 pm
6:30 pm	6:30 pm	6:30 pm	6:30 pm	6:30 pm	6:30 pm	6:30 pm

Submit Save Cancel Delete

# Symplicity Insight – Staff/Admin View



Monday, September 12, 2011 | 1:46 pm | [Jana Mauge](#) [Logout](#)

Home  
Announcements  
Calendar  
Students  
Appointment System  
Kiosks  
Tutors / Mentors  
Survey  
Resource Library  
Events  
Quick View Reports  
Reporting  
Application Synchron  
Tools  
Emails  
Users/Groups  
System Settings  
Picklists  
Quicklinks  
Import Data  
PDF Queue

**Students**

Student List | **Detailed Search** | Saved Searches | Duplicate Search | Archived Students

Saved Searches: [select existing] | save as: \_\_\_\_\_

Flags: pick the flags and state you wish to include in this search.

- Academic Probation  off  on
- Appointment Missed - Strike 2  off  on
- Attended Career Panel  off  on
- Leave of absence  off  on
- Medical  off  on
- Missed 3 Classes - Retention Risk  off  on
- Schedule only with Claire Jensen  off  on
- Schedule only with Rob Richards  off  on

Keywords: searches name \_\_\_\_\_

Search last name by letter: [A]

Has Password:  No  Yes  Ignore

Password Assigned On: \_\_\_\_\_ to \_\_\_\_\_

Account Expires on: \_\_\_\_\_ to \_\_\_\_\_

Counselors: A. Jeremy Wade (Academic Advising)

https://demo-insight.symplicity.com/manager/index.php?students\_tab=list

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# Symplicity Insight – Staff/Admin View

- Calendar
- Students
- Appointment System
- Kiosks
- Tutors / Mentors
- Survey
- Resource Library
- Events
- Quick View Reports
- Reporting
- Application Synch
- Tools
  - Emails
  - Users/Groups
  - System Settings
  - Picklists
  - Quicklinks
  - Import Data
  - PDF Queue
  - Email Queue
  - Form Builder
  - Event Log
  - Help

Student List
Detailed Search
Saved Searches
Duplicate Search
Archived Students

To view PDF files, you may need [Adobe Acrobat Reader](#). To view Excel files, you may need [Excel Viewer 2003](#).

**Keywords** searches student name and email address

▶ Apply Search
↶ Clear
✓ Save Defaults
+ More Filters

0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z **[all]**

Batch Options

+ Add New

Item

Showing 20 per page | Page 1

			Year	Grad	Logins	Number of No Shows
[new message]						
Academic Advising						
Referral						
Transfer						
<input type="checkbox"/>		@svmplicity.com	Freshman	June, 2009	123	0
<input type="checkbox"/>		ile@svmplicity.com	Junior	June, 2009	3	0
<input type="checkbox"/>	Biology	ackersanne@gmail.com	Senior	December, 2013	1	0
<input type="checkbox"/>	Premed	test-15@svmplicity.com	Alumnus	June, 2007	0	0
<input type="checkbox"/>	Premed	test-12@svmplicity.com	Junior	August, 2009	0	0
<input type="checkbox"/>	Premed	test-5@svmplicity.com	Senior	June, 2008	0	0
<input type="checkbox"/>	Communications	juliamaugle@gmail.com	Sophomore	June, 2014	n/a	0
<input type="checkbox"/>	Business	bbetts@svmplicity.com	Graduate Student	December, 2004	n/a	0
<input type="checkbox"/>	Education,	test-6@svmplicity.com	Senior	June, 2008	1	0

Transferring data from demo-insight.symplicity.com...



# Symplicity Insight – Staff/Admin View



- Home
- Announcements
- Calendar
- Students
- Appointment System
- Kiosks
- Tutors / Mentors
- Survey
- Resource Library
- Events
- Quick View Reports
- Reporting
- Application Synch
- Tools
  - Emails
  - Users/Groups**
  - System Settings
  - Picklists
  - Quicklinks
  - Import Data
  - PDF Queue

**CSM Staff Users/Groups** [back](#)

Keyword Search  [?](#) [Back](#)

**Users** **Groups**

To reset the password of a manager user, click on their name and enter a new password in the two required password fields.

Keywords searches user name and email address.

[+ Add New](#) Items 1-20 of 23 Showing  per page | Page

Full Name	Email	User Rights/Groups	Last Modified
<a href="#">A. Jeremy Wade</a> <small>(Academic Advising)</small>	<a href="mailto:iwade@columbia.edu">iwade@columbia.edu</a>	Student Career Counseling (General), Administrator (super user)	04/29/2011 11:39:00 am
<a href="#">Claire Jenson</a> <small>(Orientation Specialist)</small>	<a href="mailto:cjenson@symplicity.com">cjenson@symplicity.com</a>	Student Career Counseling (Admin) <b>Data Entry - FWS:</b> Announcements (Create), Announcements (Edit), Staff Events (Create), Staff Events (Edit), Kiosks (Manage), Student Coops (Create/Edit), Student Invoices (Create), Student Invoices (Edit)	03/26/2011 03:13:00 pm
<a href="#">Collin Lambert</a> <small>(Premed)</small>	<a href="mailto:lambert@american.edu">lambert@american.edu</a>	Student Career Counseling (General), Administrator (super user)	03/26/2011 01:38:00 pm
<a href="#">Daniel Briere</a> <small>(Orientation)</small>	<a href="mailto:dbriere@symplicity.com">dbriere@symplicity.com</a>	Student Career Counseling (General), Student Career Counseling (Scheduling), Student Career Counseling (Admin)	04/29/2011 11:56:00 am
<a href="#">Holly Millick</a> <small>(Career)</small>	<a href="mailto:hmillick@symplicity.com">hmillick@symplicity.com</a>	Student Career Counseling (Admin)	03/30/2011 12:41:00 pm



# Symplicity Insight – Staff/Admin View

• Form Builder  
• Event Log  
• Help  
• Usage Stats  
• Facebook Template  
My Account

**Users Online**

**Training**  
User Guide

**Support**  
Submit Issue  
Send Email  
Call Help Desk:  
1-703-373-7040  
Hours: Mon-Fri  
9am-8pm ET  
(except holidays)

Parking Staff Trainers

**External Consultant**  yes  no

**User Rights** Select the rights for this staff member

- Administrator (super user)
- Administrator (No Tools)
- Announcements (Create)
- Announcements (Edit)
- Staff Events (Create)
- Staff Events (Edit)
- Hide Employer/Contact Links
- Students (Account/Password Management)
- Students (Create)
- Students (Edit)
- Student Invoices (Create)
- Students (Bulk Mail)
- Student Invoices (Edit)
- Student Coops (Create/Edit)
- Student Activity (Create/Edit)
- 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
- Resume Books (Edit)

# Symplicity Insight – Staff/Admin View



Annual Counseling Report / Sep 12, 2011 1:50 pm --- Run Time: 00:00 min. [Back](#)

**Review** Previous Versions Settings

To view Excel files, you may need [Excel Viewer 2003](#).

Career Counseling: student	Career Counseling: Counseling Date	Career Counseling: Counseling Time	Career Counseling: Notes	Career Counseling: Counseling Type	Career Counseling: Created By (Counselor)	Career Counseling: Flags	Student Profile: Degree Level	Student Profile: Major	Student Profile: Class Level
Frederick M. Hebert	05/24/2011	08:00:00		Add/Drop	<a href="mailto:webb@northwestern.edu">webb@northwestern.edu</a>		Bachelors	Premed	Sophomore
Jane K smith	02/18/2011	03:15:00		Add/Drop	<a href="mailto:k-brundage@northwestern.edu">k-brundage@northwestern.edu</a>		Bachelors	Communications	Junior
Jane K smith	02/24/2011	15:00:00	Went over classes for registration for fall.	Add/Drop	<a href="mailto:k-brundage@northwestern.edu">k-brundage@northwestern.edu</a>		Bachelors	Communications	Junior
Jason Schultz	04/13/2011	13:15:00	Career path guidance	Add/Drop	<a href="mailto:hmillick@symplicity.com">hmillick@symplicity.com</a>		-		-
Joe Reed	02/23/2011	17:00:00		Add/Drop	<a href="mailto:tharris6@depaul.edu">tharris6@depaul.edu</a>		Masters	Business	Graduate Student
John Anderson	02/16/2011	10:30:00		Add/Drop	<a href="mailto:tharris6@depaul.edu">tharris6@depaul.edu</a>		Bachelors	Premed	Alumnus
Johnny Neuman	03/24/2011	13:00:00		Add/Drop	<a href="mailto:mwolfe@siu.edu">mwolfe@siu.edu</a>		Masters	Mechanical	Graduate Student
Jonny Fillmore	03/21/2011	01:00:00	Another meeting.	Add/Drop	<a href="mailto:k-brundage@northwestern.edu">k-brundage@northwestern.edu</a>		Bachelors	Accounting	Sophomore
Jonny Fillmore	03/22/2011	03:00:00	Good meeting	Add/Drop	<a href="mailto:k-brundage@northwestern.edu">k-brundage@northwestern.edu</a>		Bachelors	Accounting	Sophomore
Nicole Ackerman	04/07/2011	09:30:00		Add/Drop	<a href="mailto:dbriere@symplicity.com">dbriere@symplicity.com</a>		Bachelors	Premed	Freshman
Nicole Ackerman	07/11/2011	12:30:00		Add/Drop			Bachelors	Premed	Freshman
Robert Anns	03/31/2011	00:30:00		Add/Drop	<a href="mailto:webb@northwestern.edu">webb@northwestern.edu</a>		Bachelors	Premed	Senior
Tony Andrews	07/19/2011	14:45:00		Add/Drop	<a href="mailto:mwolfe@siu.edu">mwolfe@siu.edu</a>		Bachelors	Premed	Junior
<b>Unique Career Counseling: 13</b>									

CITRIX

100%



# Symplicity – Where are we?

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





# Questions



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  
www.offthemark.com





**"And how often do you listen to the voice mail in your head?"**

© 2008 Jimmy Shookman



# 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



Desktop Support: **Awareness**

## 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 1<sup>st</sup> Quarter 2012

# Questions?

Richard Fischer

[rjfisch@emory.edu](mailto:rjfisch@emory.edu)

(404) 727-3308

Tiffany Kady

[tkady@emory.edu](mailto:tkady@emory.edu)

(404) 727-0739

# Desknet Update

# 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](mailto: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](mailto:security@emory.edu)
- 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!

*Thank  
You*