IT Briefing

January 19, 2012
Goizueta Business School,
Room 201
IT Briefing Agenda

- EAS Archiving Service
- LearnLink Client Upgrade
- Emory Unplugged Outage
- General Security Update
- IT Briefing Update

- Terry Markert
- Elliot Kendall and José Rodriguez
- Paul Petersen
- Brad Judy
- Wade Moricle
Terry Markert
Enterprise Msg Sys Admin II, Infrastructure

EAS Archiving Service
EAS Archiving Service

• Archiving has been suspended since 8/22/2011
  – Archive messages available only from Outlook client or EWA (eas.emory.edu)
  – Exchange mailbox contains 4 years of data, archiving was not rolling data out of Exchange
  – Plans to go to another archiving platform (Exchange Archiving)

• Recovered Deleted Items is to be used to restore messages deleted or missing

• No more PST files with the exception of Legal cases
EAS Archiving Service

Questions
LearnLink Client Upgrade

Elliot Kendall
Information Security Specialist, OIT Information Security

José Rodriguez
Manager, Academic Technology Services

LearnLink Client Upgrade
LearnLink Client Upgrade

The Problem

• Security vulnerability in FirstClass client software
• Affects version 10.009 and earlier, 11.005 and earlier
• Windows only – Mac, Linux, iPhone, web, etc. don’t need to worry
• Dangerous if you have FirstClass installed, even if you don’t use it!
LearnLink Client Upgrade

The Problem

• Triggered by clicking a link
• Creates a malicious file in Startup Items folder that runs next time you log in
• Could be spread by email, web site, Office document, etc.
• A targeted email attack against @emory.edu addresses could compromise hundreds of computers
LearnLink Client Upgrade

The Solution

• LearnLink users will need to upgrade clients
  – University is on FC Server v10
    • 10.x and earlier clients need to upgrade to 10.014+
  – GBS is on FC Server v11
    • 11.x clients need to upgrade to 11.006+

• By March 12, 2012 will be requiring minimum client versions of 10.014+ or 11.006+
  – Requiring of all users, not just Windows
LearnLink Client Upgrade

The Communication Plan

• IT Briefing
• Email to Local-I
• Email to LearnLink users
• Client pop-up to upgrade
Paul Petersen
Director, Infrastructure

Emory Unplugged Outage
Emory Unplugged Outage

• Review Recent Issues
  – VLAN/Role mismatch (Friday)
  – Controller sluggishness (Tuesday)

• Remediation Steps Taken
  – Removed VLAN mobility (Tuesday)
  – Wireless code upgrade (last night)
  – Removed bandwidth contracts (earlier this morning)

• Current State
  – Stable, but monitoring closely
Emory Unplugged Outage

Questions
Security Update

Brad Judy
Information Security Specialist, OIT Information Security

Security Update
AV Consolidation

- Evaluation complete, McAfee being recommended to governance for all of Emory
- Currently reviewing license suite options
- Working on design and plan for McAfee ePO infrastructure
  - Once design is complete, goes to ART for review
- AVCONSOLIDATION-L@LISTSERV.CC.EMORY.EDU
Smartphone policy update

• Policy published, communicated to Local-L and all end-users (even more communications coming)
• Internal testing in OIT ongoing (now all of UTS)
• 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)
Awareness

• Smartphone policy awareness just sent
  – Posters coming soon
• Smartphone enforcement communication coming once dates are set
Quick stats
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- New Palo Alto firewalls in place for ResNet (coming soon elsewhere)
Quick stats

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• Application aware firewalls, not just IP/port
Quick stats

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• Application aware firewalls, not just IP/port
• Potential categories of bad URLs to block (ResNet stats for 48 hours):
  – Phishing and fraud – 1155 hits
  – Spam URLs – 534 hits
  – Spyware and adware – 7678 hits
Security Questions?
Wade Moricle
Marketing and Communication Specialist, Integration

IT Briefing Update
IT Briefing Update

• How long?
  – Since 2003

• Who attends?
  – UTS (all departments), Emory College, School of Medicine, University Libraries, Oxford College, School of Public Health, Campus Services, Theology School, Campus Life Activities

• Who to contact for invites, calendars, feedback?
  – Wade Moricle – wmoricl@emory.edu
IT Briefing Update

Survey

• Topics You’d Like to See
  – Cloud Computing
  – Future web hosting directions (Wordpress Mu, self-service MySQL)
  – VPN changes
  – Architecture changes
  – Overview of available services
  – Vendors discussing new hardware options
  – Configuration Management
  – Trusted Storage
  – DeskNet
  – Bookstore
  – DAS Project
IT Briefing Update

Survey

• Thoughts About the Briefing
  – Change locations
  – Need advance knowledge of changes
  – Record sessions
    • Camtasia and iTunes U
  – Improve the lead time for next meeting info
  – Change the topics – lose monotony
  – Make meeting info available in the web
    • It.emory.edu/news/it_briefings/
IT Briefing Update

Upcoming Topics

• Blackboard Update
• Business Intelligence
• Data Center Networking
• Kronos Update
• Load-balancer Refresh Update
• Virtual Server Environment Update
• Wired and Wireless Changes in ResNet
Questions
Thank you for coming!