

**Office of
Information
Technology**

IT Briefing

April 19, 2012

Grace Crum Rollins Building

Rita Anne Rollins Room

IT Briefing Agenda

- Emory DAS Project
- SMCC Update
- PS Web Browser Support
- Email Rate Limiting
- Security Update
- John Stiles
- Michael Derry
- Mike Davidson
- David Gottschalk
- Derek Spransy

IT Briefing

- Calendar invites - Wade.Moricle@emory.edu
- iTunes U - to access the briefings you will need the latest version of iTunes installed on your computer.
 1. Login to Exclusively Emory at: <http://itunes.emory.edu>
 2. The iTunes app will launch. Scroll down to the Office of Information Technology section and click "OIT Videos"
 3. Select the briefing you want. You can either play it on your computer by double clicking the track name or download it to your computer or mobile device



John Stiles, PMP

Project Manager, Project Management Office

Emory DAS Project

DAS – Distributed Antenna System

Project Objectives:

1. Provide vendor neutral system (Verizon, AT&T, T-Mobile and Sprint) to all Emory University and Healthcare facilities
2. Create an implementation schedule that takes into account priorities among campus divisions and locations and buildings currently under construction
3. Provide a high-quality installation by undertaking a rigorous contractor evaluation

The Journey: A 3rd Party

- Initial agreement in April of 2010 with Gulf Coast Real Estate (GCREC) to act on Emory's behalf in negotiating with the carriers
- GCREC would, as a 3rd party, negotiate a neutral host DAS system to be funded by the carriers
- GCREC would oversee all aspects of the DAS negotiation, funding, installation and support

The Journey: A year of going nowhere

- GCREC prepared presentations for AT&T, Verizon, Sprint and T-Mobile
- GCREC estimated a “phase I” cost of approximately \$3 million to be split among participating carriers
- Sprint and T-Mobile showed little interest while AT&T and Verizon pushed back on using a 3rd-party solution

The Journey: A new direction

- After a year of no progress with the carriers GCREC was released as a 3rd-party negotiator
- In March of 2011, a letter of intent was signed with AT&T
- AT&T agreed to be a neutral host provider at no cost to Emory and negotiate with the other carriers on Emory's behalf

Negotiations

- The first step in having AT&T to become the neutral host provider is negotiating a contract called a Master License Agreement (MLA)
- During the previous year, the Emory Project Team held weekly meetings internally and worked with AT&T on developing on each section of the MLA
- Throughout the year there were phone negotiations with the AT&T legal and Real Estate Division in Tampa Florida on the MLA
- Negotiations required several “all day” sessions between Emory and AT&T utilizing on line real time virtual collaboration
- Agreement on final version occurred this past March
- The MLA is for 10 years with a 5-year option for renewal at the same terms and conditions

The MLA Gets Signed!



David Thurston - Emory Assoc. VP, Financial Operations (on right)

Chris Zack - AT&T Director, Business Development (on left)

What next?

- AT&T will perform RF surveys across campus to determine signal strength and problem areas
- An AT&T RAN (radio access network) engineer will look at rooftop solutions for best coverage for the campus
- An Emory campus DAS head end and a Midtown head end will be built
- A Site License Agreement (SLA) will be required for each location
 - An SLA includes property deed info, notice of upcoming work for occupants, work criteria that may be specific to that location and other relevant information for that building

Phase I

- Midtown – Multiple buildings
- EUH
- Emory Clinic Building A
- Emory Clinic Building B
- North Decatur Building
- 1525 Clifton
- University Administration Building
- Wesley Woods
- Robert W. Woodruff Library
- Winship Cancer Institute
- Mean Residential Hall IV*
- Oxford Road Building*
- Emory Children's Center

Phase II, III, IV?

- Phase II is to be determined
- Considerations include building population, building traffic and RF studies
- Many older buildings may not need DAS due to RF penetration from rooftop antenna
- There may be cases where only partial buildings are addressed such as bottom floors and poor reception areas
- Nearly all new buildings will require extensive DAS coverage due to the nature of LEED buildings and the materials used

Emory DAS Project



Questions



Michael Derry

Manager, Emory College Computing Support

SMCC Update

SMCC Mission

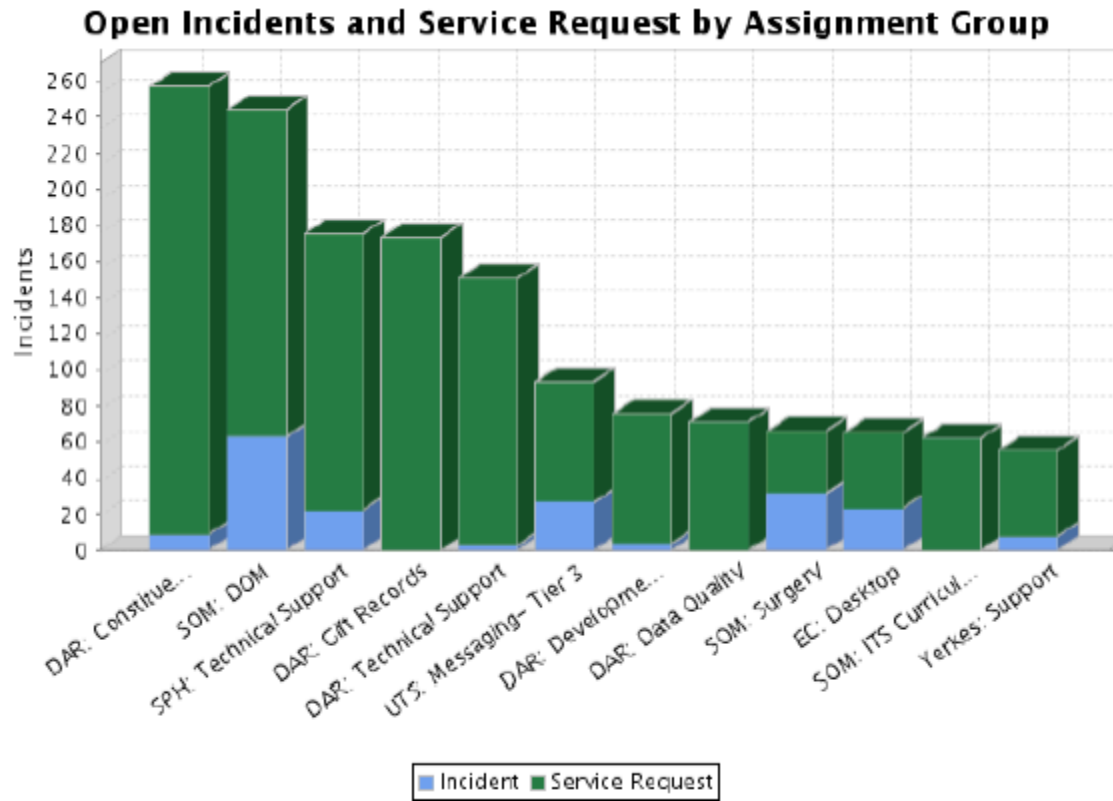
The SMCC will continue its overall effort to discover and propagate Service Management best practices with the focus for 2012 on the ServiceNow tool itself, including:

- Enhancements and modification to existing production modules
- Releases of new modules
- Governance over development of only ITSM related modules and applications

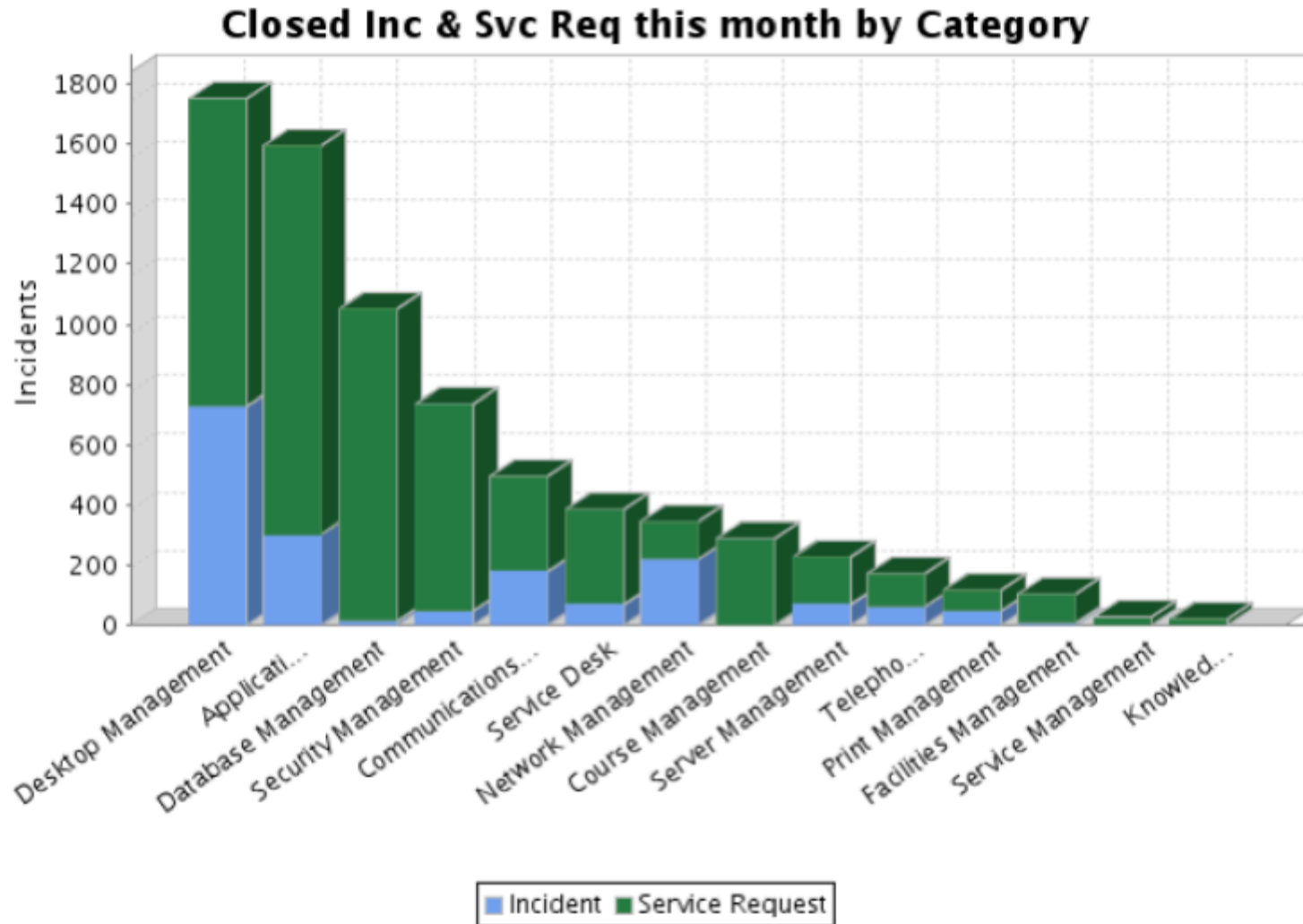
SMCC 2012 Representatives

- Enid Britton, UTS
- Luciano Dalla Venezia, UTS
- Michael Derry, Emory College
- Sharon Gregory, UTS
- Rose Harris, ITSMO
- Tiffany Kady, RSPH
- Meggan Levitt, DOM
- Mike Politinsky, UTS
- Farah Remtulla, UTS
- José Rodriguez, UTS
- Cal Sanders, Yerkes
- Danon Vaughn, DAR
- John Wilson, UTS

ServiceNow Statistics

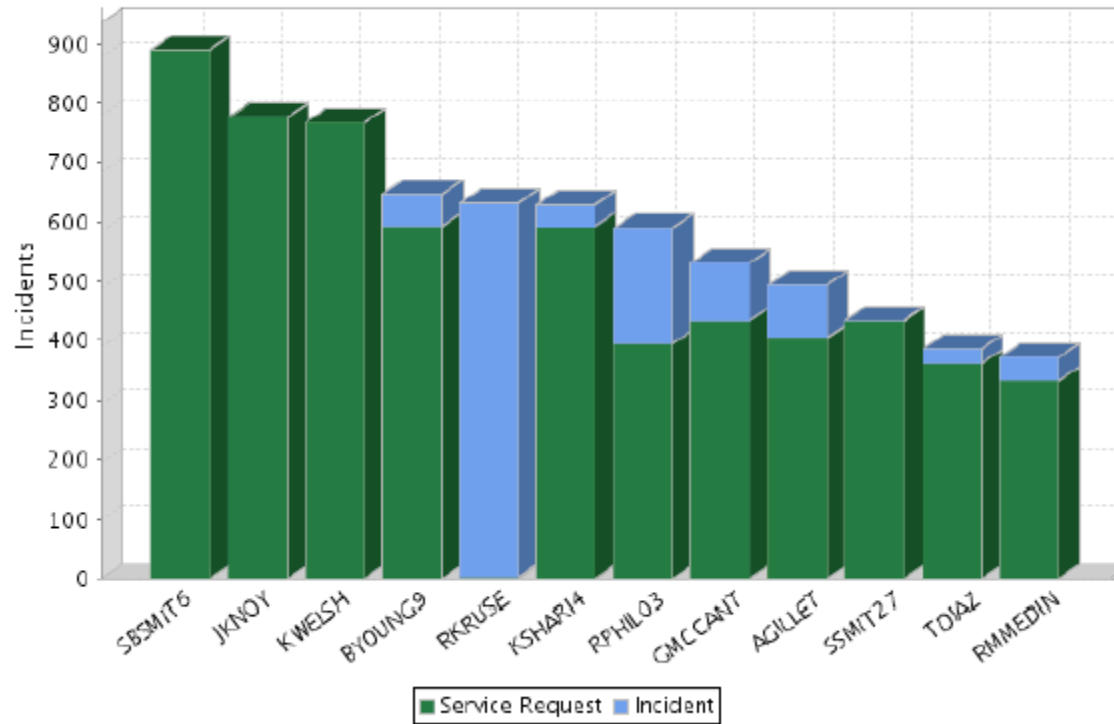


ServiceNow Statistics



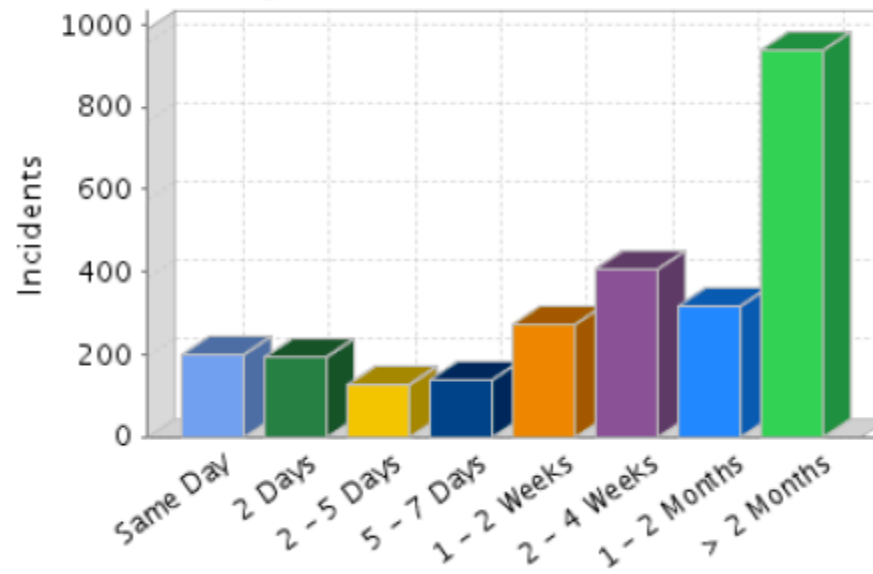
ServiceNow Statistics

Resolved Incidents and Service Request by Individual in the last 60 Days



ServiceNow Statistics

6-Emory - Open Service Requests and Incidents by Period



ServiceNow Updates

- Organizational Change
 - Al Shelton and David D'Haene have now transitioned to Integration, reporting to Kevin Chen
 - Operational activities to ITSMO (accounts, etc.)
- Product Backlog Update
 - SMCC Prioritized 15 product backlog items
 - Knowledge (1)
 - Configuration (1)
 - Change (4)
 - Incident (9)
- Healthcare Remedy Integration
- Configuration Management 2.0
- Request Fulfillment and Problem Management

Upcoming Training

- ITIL Foundations
 - July 11-13
 - October 23-25
- ITIL Operational Support and Analysis
 - June 18-22
- ITIL Continual Service Improvement
 - September 17-21
- *Contact ITSMO@emory.edu*

Contact Us!

Email: SMCC@emory.edu

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

To request ServiceNow help or new features

- ServiceNow Self → Service Homepage

To see ServiceNow Product Backlog

- Select **Product Backlog** from the left menu in ServiceNow Homepage

Questions





Mike Davidson

PeopleSoft Administrator, Enterprise
Applications

PeopleSoft Web Browser Support

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PeopleSoft Certified Software

- Oracle Corp. certifies certain third party software packages for use with PeopleSoft enterprise
- Certified SW combinations = Oracle support
- Lack of certification does not mean it won't work
- Oracle is slow to certify web browsers for PS
- Web browser certification is not to the app; certification is to the PeopleTools version
- HR and Student = PeopleTools 8.51
- ELM = PeopleTools 8.50
- Compass = PeopleTools 8.49

PeopleSoft Certified Web Browsers 1 of 3

- PeopleTools 8.51: HR & Student Admin (OPUS)**

	OS X 10.7	OS X 10.6	OS X 10.5	OS X 10.4	Win 7	Win XP	Win Vista	Win 7	Win Vista
FF 7	plnd	Y	Y		Y	Y	Y	Y	Y
FF 3.6		Y	Y	Y		Y	Y	Y	
FF 3.5	No longer certified								
IE 9					Y		Y	Y	Y
IE 8					Y	Y	Y	Y	Y
IE 7					Y		Y		Y
Safari 5		Y	Y						
Safari 4		Y	Y	Y					
Safari 3			Y	Y					

PeopleSoft Certified Web Browsers 2 of 3

- PeopleTools 8.50: Enterprise Learning Mgmt**

	OS X 10.7	OS X 10.6	OS X 10.5	OS X 10.4	Win 7	Win XP	Win Vista	Win 7	Win Vista
FF 7	plnd	Y	Y		Y	Y	Y	Y	Y
FF 3.6		Y	Y	Y	Y	Y	Y	Y	
FF 3.5		Y	Y	Y	Y	Y	Y	Y	Y
IE 9					Y		Y	Y	Y
IE 8					Y	Y	Y	Y	Y
IE 7						Y	Y		Y
Safari 5		Y	Y						
Safari 4		Y	Y	Y					
Safari 3			Y	Y					

PeopleSoft Certified Web Browsers 3 of 3

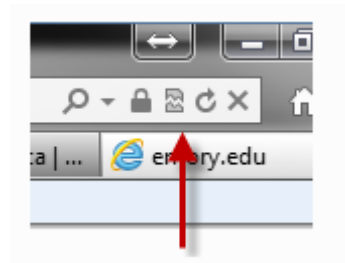
- PeopleTools 8.49: Financials (Compass)**

	OS X 10.7	OS X 10.6	OS X 10.5	OS X 10.4	Win 7	Win XP	Win Vista	Win 7	Win Vista
FF 7	Not Certified								
FF 3.6		Y	Y	Y	Y	Y	Y	Y	
FF 3.5		Y	Y	Y	Y	Y	Y	Y	Y
IE 9	Not Certified								
IE 8					Y	Y	Y	Y	Y
IE 7						Y	Y		
Safari 5		Y	Y						
Safari 4		Y	Y	Y					
Safari 3			Y	Y					

PeopleSoft Web Browser Issues / Testing

Internet Explorer 9

- Currently, only known issue is with ELM and IE9
- User must click the Compatibility View button for ELM to function properly
- Working on login page code that will detect IE9 and display message for user to click the button



Firefox 10

- Note: some people using FF10 with no issues

PeopleSoft Web Browser Support



Questions



David Gottschalk
Enterprise Messaging System Admin II
UTS Messaging Team, Infrastructure
Email Rate Limiting

What is rate limiting?

- Rate Limiting is restricting the volume of email a user can send in a specific time frame
- An example would be limiting users to send 1,000 emails in a 30 minute time frame
- Another example would be limiting the number of recipients per message to 100

Why rate limit email?

- Protect Emory's reputation
- Prevent compromised accounts from sending millions of emails to the Internet
- Stop the fallout from a compromised account sending spam, and then the subsequent blacklisting of the Emory domain

How will this affect me?

- Rate limiting will be done for all outbound email from Exchange, Learnlink, and users using smtp.service.emory.edu
 - This includes mail going between Learnlink and Exchange or between Exchange and Learnlink as that uses the outbound SMTP service
- Listserv, eNotify, EHC, will be exempted from any rate limiting restrictions
- Inbound Email from the Internet will not be rate limited

How will this affect me? (cont.)

- Sending rates will be set to (removed)* emails per 30 minutes
- The maximum number of recipients per message will be set to (removed)*
- Users who hit the restriction will be temporarily restricted from sending email outbound for the given time frame – 30 minutes in this case

* - see David Gottschalk for details

When will this be implemented?

- Rate limiting will be implemented on **Saturday, May 19th at 7 p.m.**

Email Rate Limiting



Questions



Derek Spransy

Information Security Specialist, OIT Information
Security

Security Update

Antivirus Consolidation Update

- McAfee professional services has been on site
- Environment continues to be improved and tweaked
- Production environment is ready for pilot group testing. Fully in production by May
- The existing Symantec infrastructure will be decommissioned on **October 31st**
- Please don't wait to start migrating to McAfee!
- Join ENT-APP-ANTIVIRUS@LISTSERV.EMORY.EDU if you manage AV for your area

April Awareness Messages

- Students – Mac Flashback Trojan patching and cleanup
- Faculty/staff/physicians – Search and Secure Initiative

Security Update



Questions

Thank you for coming!

*Thank
You*