

**Office of
Information
Technology**

IT Briefing

May 17, 2012

Goizueta Business School
Room 231

IT Briefing Agenda

- Unified Messaging Update
- ServiceNow - Request 2.0
- University Service Desk
- Security Update
- Business Intelligence
- Jay Flanagan
- Missie Martin
- Sharon Gregory
- Elliot Kendall
- Paul Mitchell



Jay Flanagan

Manager, Messaging Team, Infrastructure

Unified Messaging Update

Unified Messaging Update



Unified Messaging Update

- Core Team began testing on Unified Messaging (UM) a little over a week ago
- Added next set of testers on Monday which included additional UTS users as well as some campus users
- Began work with our 3rd party vendor
- Still some issues we are working through with Avaya and MS
- Next set of testers will go in the next couple of weeks...volunteers?

UM Update

off the mark .com by Mark Parisi



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Unified Messaging Update

Questions





Missie Martin

Service Management Specialist, ITSM Team,
Integration

ServiceNow – Request 2.0

Request Methods in ServiceNow

Incident (INC) with Record Type = “Service Request”

- Standard form
- Basic workflow that routes to a single assignment group

Request Catalog (REQ)

- Items in high demand and frequently requested
- Provisioning requires specific information from the customer
- Proven workflows that are repeatable and well-documented

Request Structure

- Standard Online Shopping

Order #:	105-9824517-7218658
Shipping Method:	FREE Super Saver Shipping
Shipping Preference:	Group my items into as few shipments as possible
Items:	\$84.49
Shipping & Handling:	\$24.01
Super Saver Discount:	-\$24.01

Total Before Tax:	\$84.49
Estimated Tax To Be Collected:	\$0.47

Order Total:	\$84.96
 Delivery estimate: Feb. 24, 2012 - Mar. 14, 2012	
"Method Foaming Hand Wash Refill Pouch Sea Minerals, 28 oz"	
1 Health and Beauty; \$29.65	
1 In Stock	
Sold by: Amazon.com LLC	
"Alex Paper Roll White, 12"X100"	
1 Alex; Toy; \$7.83	
1 In Stock	
Sold by: Sheer Imagination LLC	
"Nature's Bounty Natural Whole Herb Echinacea 400mg, 100 Capsules"	
1 Health and Beauty; \$9.78	
1 In Stock	
Sold by: Amazon.com LLC	

ServiceNow

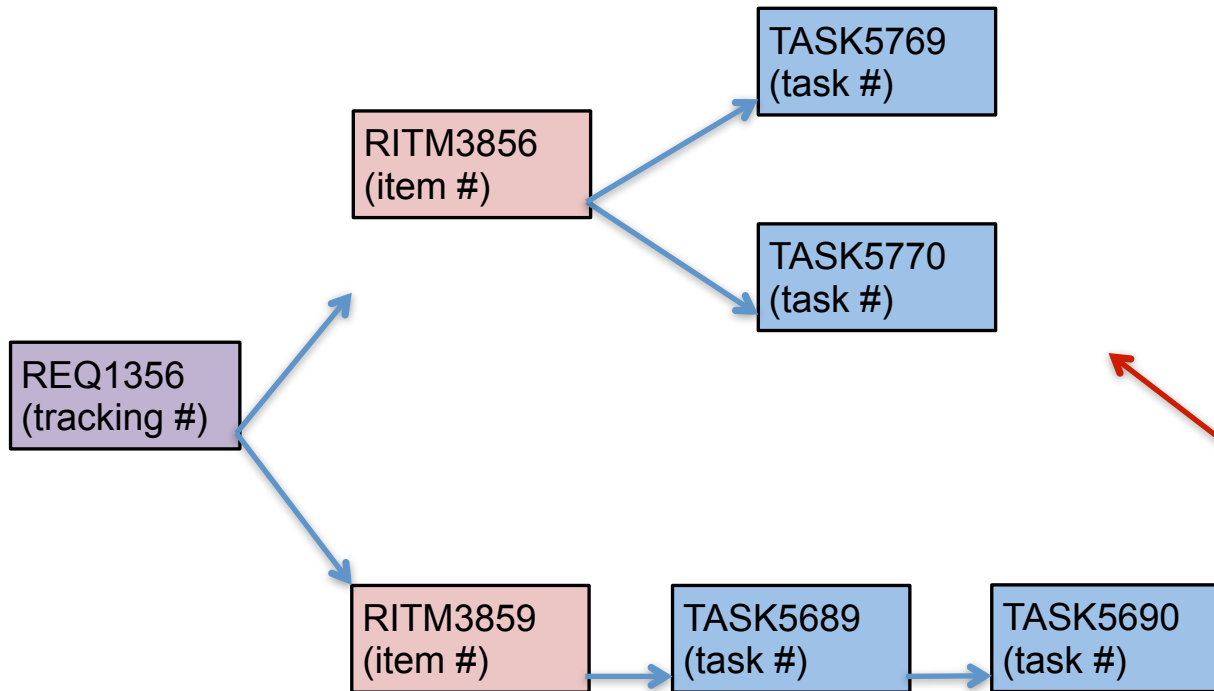
REQ (Request)

Number assigned for all items requested. This is a tracking number for the customer.

RITM (Item)

Each REQ can contain 1 or more items that vary in nature and route to 1 or more Assignment Groups.

Sample Request Workflow



TASK (Task)

Each **RITM** can have 1 or more Tasks required from 1 or more assignment groups to deliver the service.

Tasks can be generated:

- Simultaneously
- Linear
- On a Timer

Help Define Request Standards

Topic	Date	Details
ITIL-User	Monday, May 21 (8 a.m. – 12 p.m.) or Tuesday, May 22 (8 a.m. – 12 p.m.)	<ul style="list-style-type: none"> - Navigation naming and filters - List view filters (REQ, RITM, TASK) - Fields available on RITM header form - Fields available on TASK form
Self Service	Tuesday, May 29 (8 a.m. – 12 p.m.) or Thursday, May 31 (8 a.m. – 12 p.m.)	<ul style="list-style-type: none"> - Navigation and filters - Request cart - Standard stages (status) - Order status page (REQ view) - Item status page (RITM view)
General	Tuesday, June 5 (12:30 p.m. - 4:30 p.m.) or Thursday, June 7 (8 a.m. – 12 p.m.)	<ul style="list-style-type: none"> - Self service homepage - Request homepage - Email Notifications - Permissions - Workflow
Wrap-up	Tuesday, June 12 (8 a.m. – 12 p.m.)	<ul style="list-style-type: none"> - Review

Be Informed and Get Involved

- **Focus Groups** scheduled for community to help define and document tool requirements
- REQ-IT@listserv.emory.edu is available for those interested receiving regular updates
- <http://smcc.emory.edu/> - Request website
- Email ITSMO@emory.edu

ServiceNow – Request 2.0



Questions

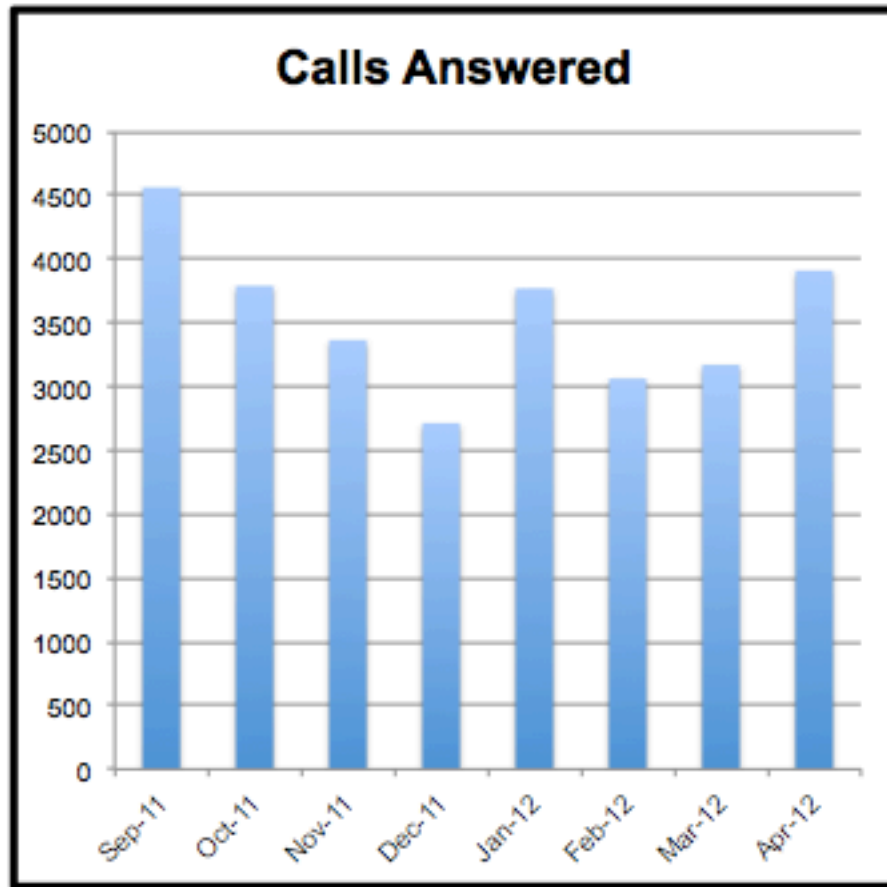


Sharon Gregory

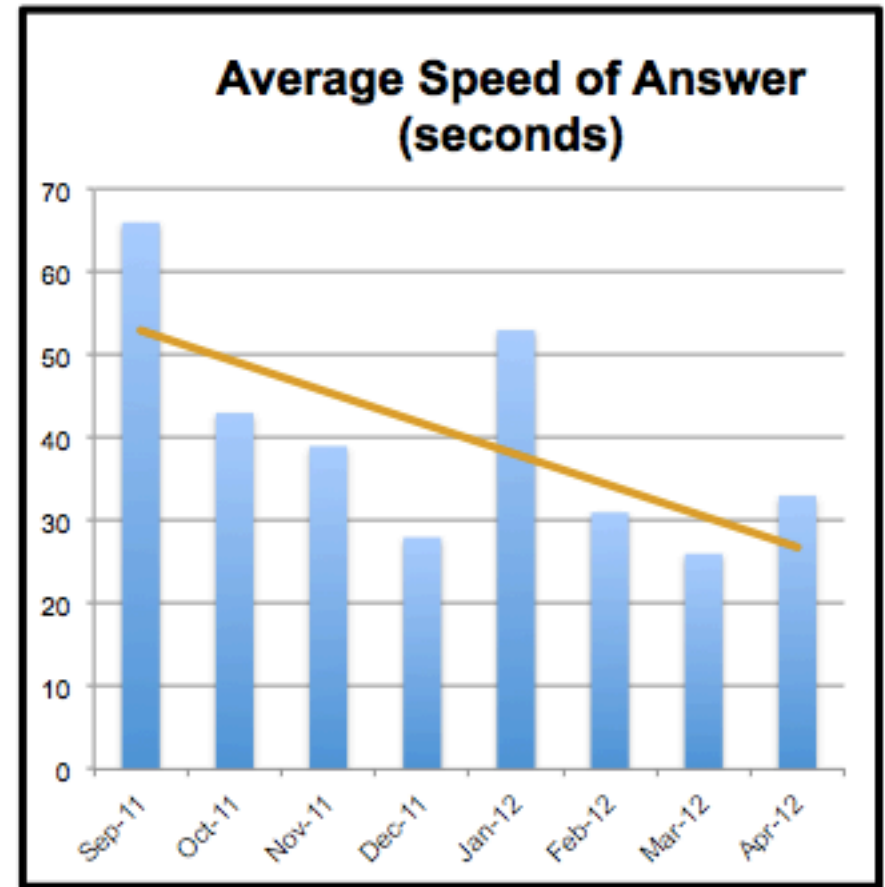
Manager, Service Desk, Enterprise Services

University Service Desk

Call Handling



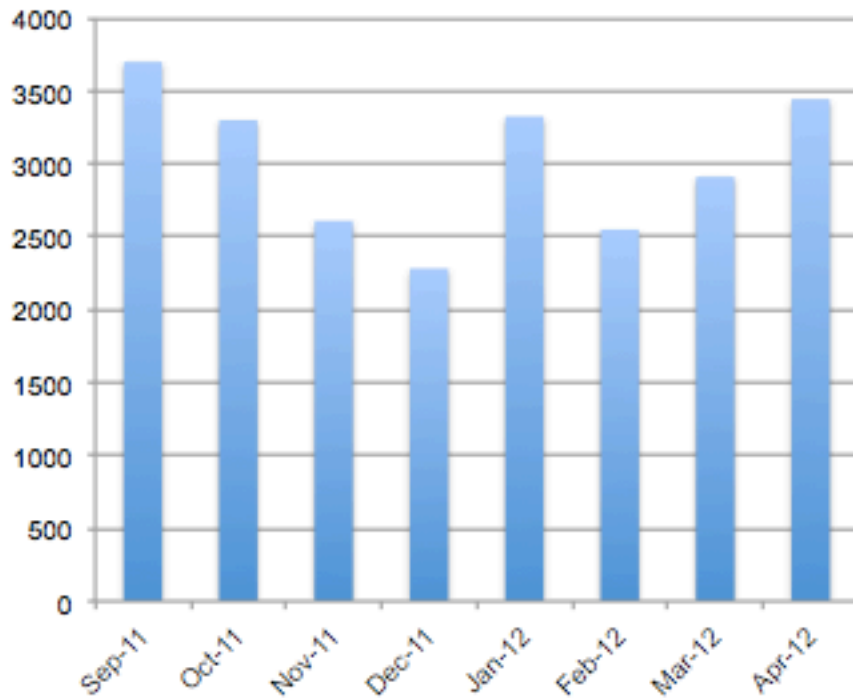
FYTD Total = 28,344
Avg./Month = 3,543



Avg./Month = 40 seconds

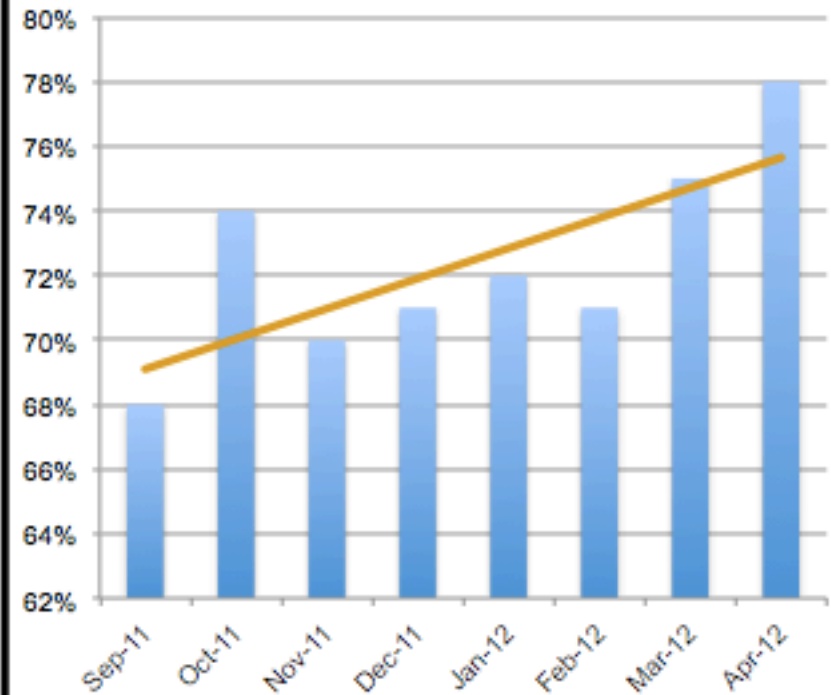
Ticket Handling

Tickets Logged



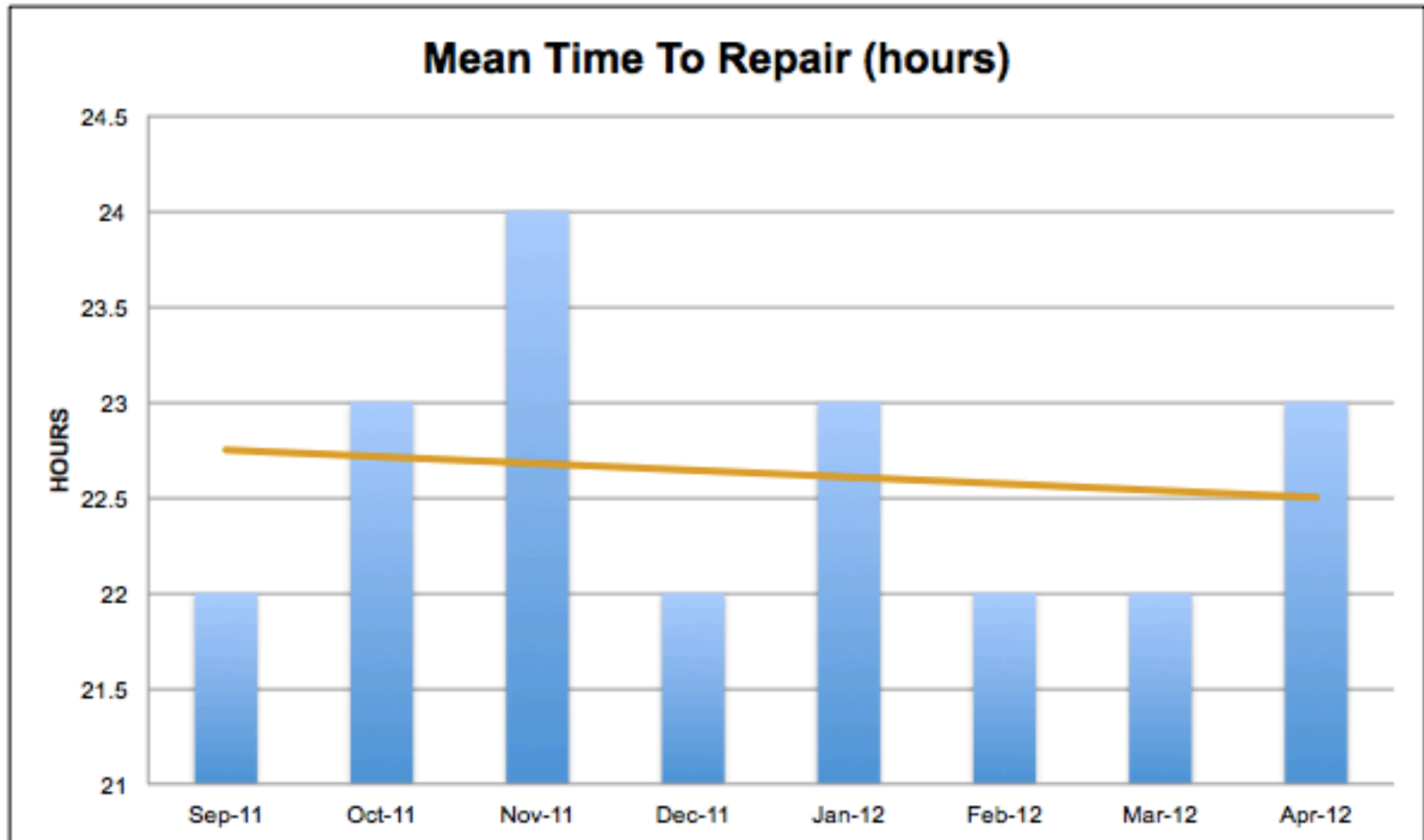
FYTD Total = 24,118
Avg./Month = 3,015

First Call Resolution



FYTD Total = 17,475
Avg./Month = 2,184
Avg. % FCR = 72%

Timeliness



Resolvable by Tier 1?

The screenshot shows the ServiceNow incident form. The 'Resolution Details' tab is active. The 'Resolvable by Tier 1' checkbox is highlighted with a red circle. The form includes fields for Incident Location, Reported Source, Short Description, Incident State to Pending, Resolution Code, Actual Resolved Date/Time, Incident State to Resolved, Incident State to Resolved By, and Knowledge.

Incident | Required field

Incident Location: [Text Box] KB Number: [Text Box]

Reported Source: -- None -- Suppress Notification: ☐

Short Description: [Text Box]

Work Notes | Public Notes

Work notes: [Text Box]

Resolution Details

Pending Code: -- None -- Incident State to Resolved: [Text Box]

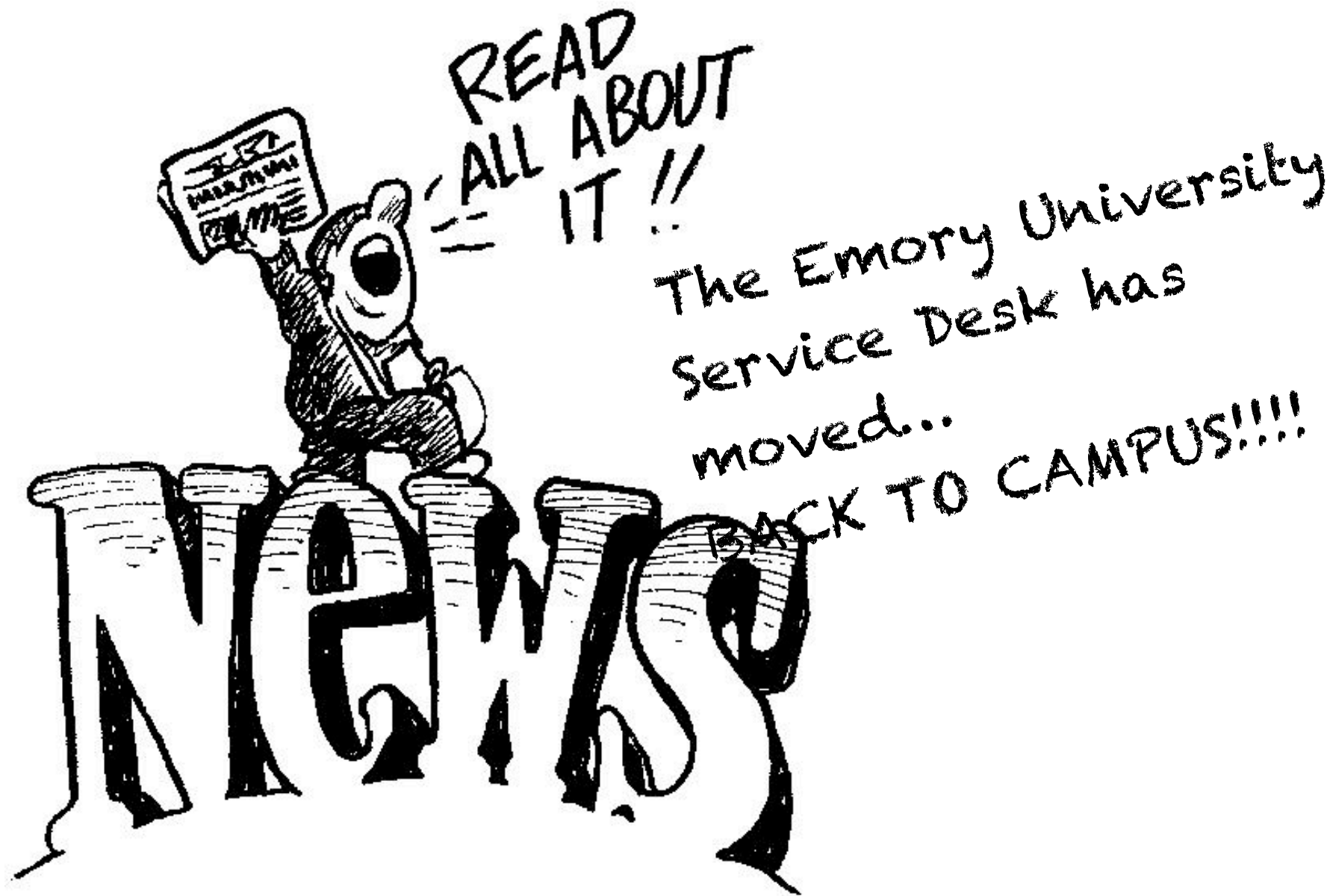
Incident State to Pending: [Text Box] Incident State to Resolved By: [Text Box]

Resolution Code: -- None -- **Resolvable by Tier 1: ☒**

Actual Resolved Date/Time: [Text Box] Knowledge: ☐

Resolution: [Text Box]

- Create Knowledge Articles
- Identify Training Opportunities
- Reduce the number of tickets routed to Tier 2 for support
- Increase Service Desk FCR



University Service Desk





Elliot Kendall

Information Security Specialist, OIT Information
Security

Security Update

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Antivirus Consolidation Update

- Training and pilot testing is going on now
- Known bug with Outlook 2011 and OS X 10.6+ causes mass message duplication
- Production deployment expected in early June if we can address that bug
- Symantec is going away October 31st - try to migrate early to avoid last-minute problems
- You'll get monthly reminders of that date here and on LOCAL-L
- Contact ent-app-antivirus@listserv.cc.emory.edu

Some Numbers

- There are 3,599 Macs on campus
- There are 1,275 Macs that...
- are running OS X 10.5 or earlier

Mac OS Security Risks

- Up to 817,879 Macs worldwide were infected with Flashback, including dozens at Emory
- Apple only issues patches for the latest two OS X releases – 10.6 and 10.7
- 10.5 and lower users were sitting ducks
- Apple did release a special 10.5 patch on Monday – *three months after Oracle's patch!*
- Another worm-friendly exploit was patched recently in 10.6 and 10.7, but not in 10.5 or earlier
- What if there's another epidemic?

More Numbers

- There are 3,599 Macs on campus
- There are 63 Macs that...
- are running the Emory FileVault management tool

Emory FileVault Management tool

- Every Emory-owned 10.7 Mac should run it
 - Low performance impact (iPhones, e.g.)
 - Free
 - Easy to use
- Get it from Software Express, documentation in the Knowledge Base (it.emory.edu/kb – search for “filevault”)
- Students and non-Emory owned systems can use unmanaged FileVault

Security Update



Questions



Paul Mitchell

BI & Data Warehousing Architect, Enterprise
Applications

Business Intelligence

What is BI?

- Business Intelligence – Organizing information to make reporting simple, easy, and accurate
- What do people get from BI
 - Easy to use, easy to understand
 - Clean trusted data – one version of the truth
 - Clear field names and definitions
 - Speed, speed, speed
 - Retain and conform history
 - Empowers users
 - Hooking data together: HR, Student, etc

Cool BI terms to impress your friends and

- Warehouses, Marts, Stars, Hybrids, Snowflakes, Cubes
- BI, DW, EPM, BPM
- Data mining, data visualization tools
- Destructive loads, incremental loads, near real time
- Cyclical Redundancy Check (CRC)

Whatever it's called it's all BI

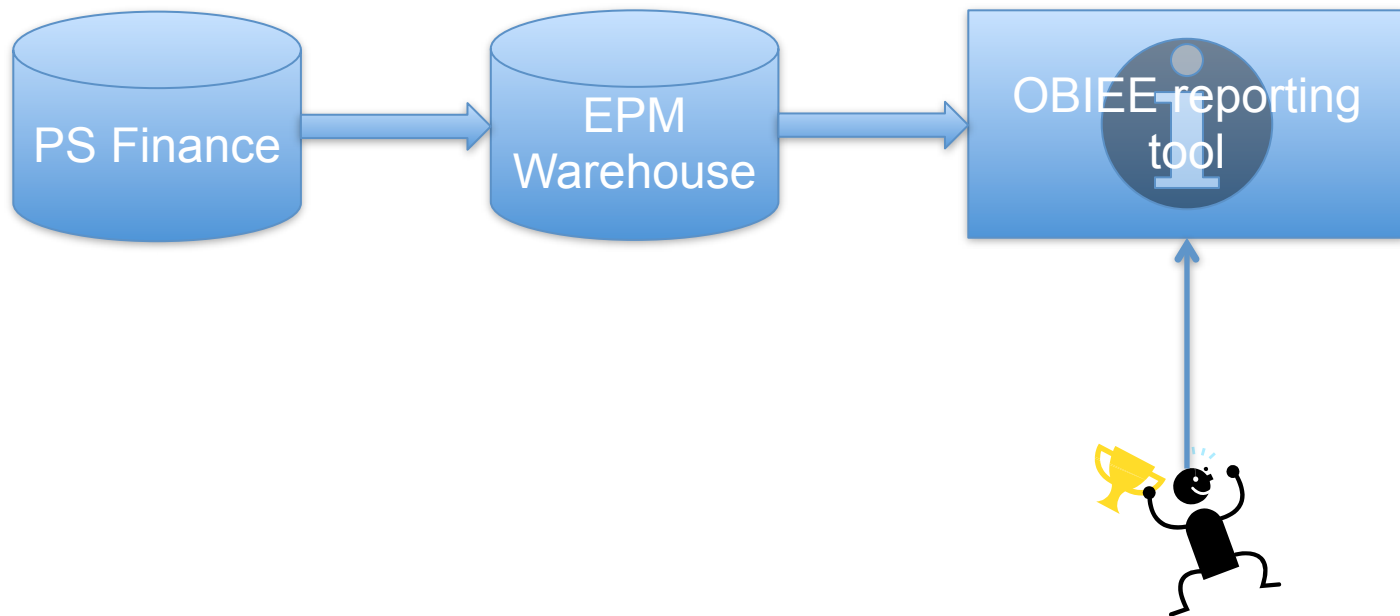
How do you accomplish BI?

- Extract it, clean it, organize it
- Pulls data from a source system – PS Finance
 - Licensed for only PS Finance and a few other areas
 - We will add other areas over time
 - We should have a full use license in a year or two
 - Can be used to report any data
- Data is stored in a warehouse
- Reporting tool on top (OBIEE)

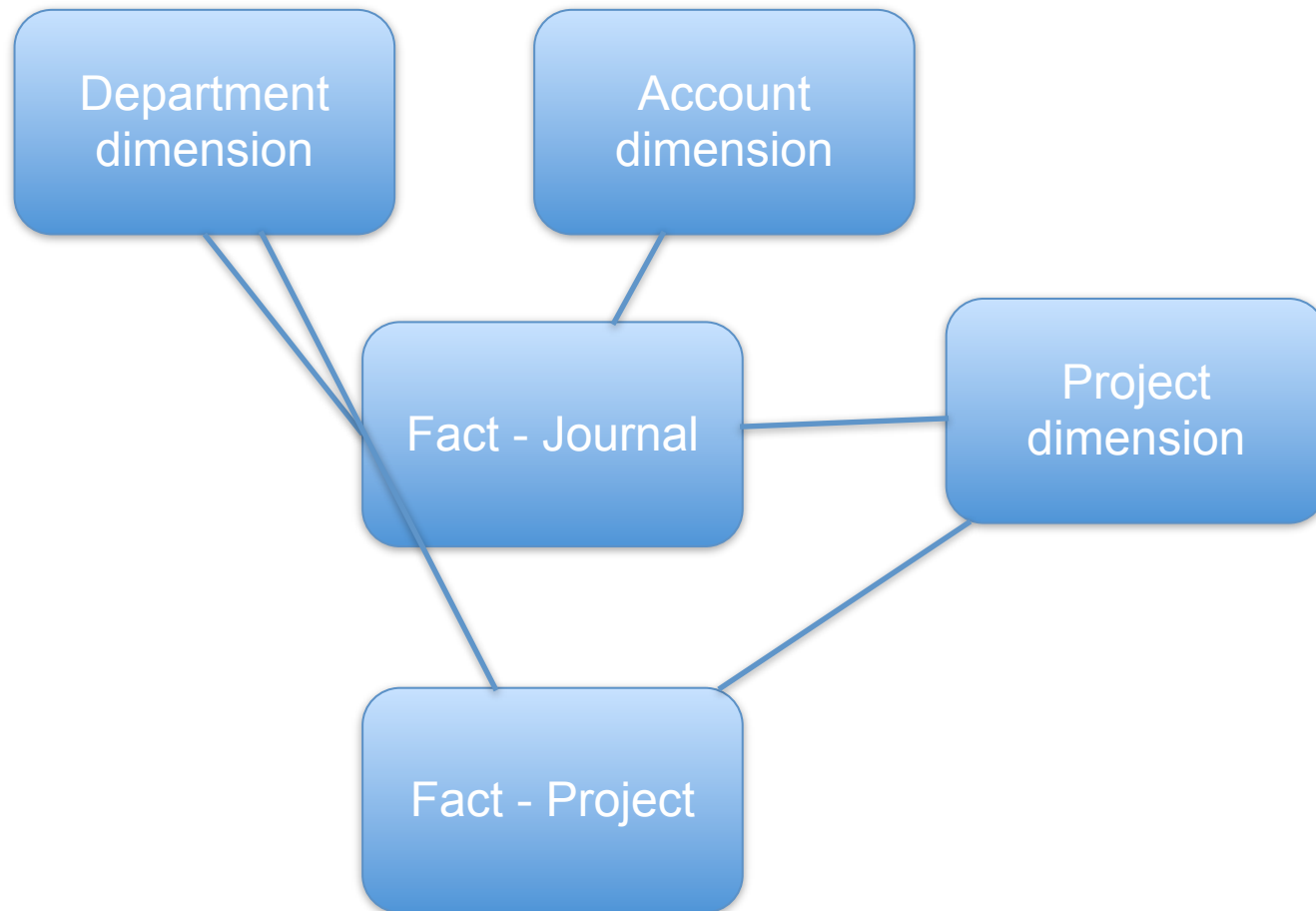
How is it governed?

- Executive Steering Committee
- Steering Committee
- Data Stewards
- Training and Communication

Data movement/storage



What the data looks like



Reporting

- Reporting is easy
 - Report creation – drag and drop
 - Dashboards
 - Push technology
 - Excel, Word, PowerPoint interface
 - Alerts
-
- Here is what the tool looks like

Key points

- It's a process not a project
- Simple easy to understand data structure
- Any data problems will be exposed - don't take it personally
- All about reporting not ease of updating data
- Loads at night
- Why EPM and OBIEE – the tool set is deeply integrated with PS applications, same vendor
 - Upgrades
 - BI in PS applications

Business Intelligence



Questions

Thank you for coming!

*Thank
You*