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Office of
Information
Technology

IT Briefing

October 18, 2012

Woodruff Library

Jones Room

IT Briefing Agenda

- Monitoring CSI Project
- Request: Fall Release
- Virtualization Update
- UTS Annual Goals 2013
- Mark Kawasaki
- Nicole McFarland
- Steve Siegelman
- Brett Coryell



Mark Kawasaki

ITSM Specialist II, UTS IT Service Management

Monitoring CSI Project

Monitoring CSI Project Objectives:

- To deliver a robust monitoring solution that provides a view into the current and historical service level availability of our critical services
 - Streamlines the monitoring tools to provide centralized management and reporting
 - Records service-impacting events including outages, degradations, and capacity threshold events
 - Creates incidents and notifies staff
 - Calculates and displays availability in a dashboard
 - Correlates events and helps to identify root cause
 - Provides a consistent and common process

Monitoring CSI Project Team:

- Amir Ali
- Rob Anderson
- Danny Bridges
- Scott Davis
- Dave Hauenstein
- John Hawkins
- Jon Helsel
- Michael Keown
- Steve Lee
- Paul Petersen

- Mike Politinsky
- Steve Siegelman
- Vince Tran

- Mark Kawasaki
(Scrum Master)
- Trisha Wilson
(Project Manager)
- Brett Coryell
(Product Owner)

Phase 1: The Quick Fix

- End-to-End Service Monitoring
 - Simulated Transactions
 - Emulates the end-user experience
 - Frequent iterations
 - Representative of user base (geography and topology)
- Centralized Event Response
 - Automatic Ticket creation
 - TOC Assignment and Triage



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[Service Management Competency Center \(SMCC\)](#)
[University Service Desk](#)



IT Security Awareness

Search and Secure Initiative...

One of Emory's fundamental responsibilities is to secure the personal, financial, and medical information entrusted to us. In order to further this goal, President Wagner has initiated a comprehensive Search and Secure initiative to identify, inventory, and secure any sensitive information stored on unsecured media. Each school, business unit, and clinical unit at Emory has been tasked with this responsibility.



More information on this Initiative.

[More on IT Security at Emory >>](#)

Service Availability

11:10pm October 17

CURRENT HOUR DAY WEEK MONTH YEAR

Call Center Management	↑
Enrollment Services	↑
Enterprise Email	↑
Financial Management System	↑
Human Resources System	↑
Learning Management	↑
Wireless	↑

[How Service Availability is Determined ►](#)

Need
University
IT Support?



404-727-7777

UNIVERSITY SERVICE DESK ►



404-778-4357
(8-HELP)

EMORY HEALTHCARE HELP DESK ►

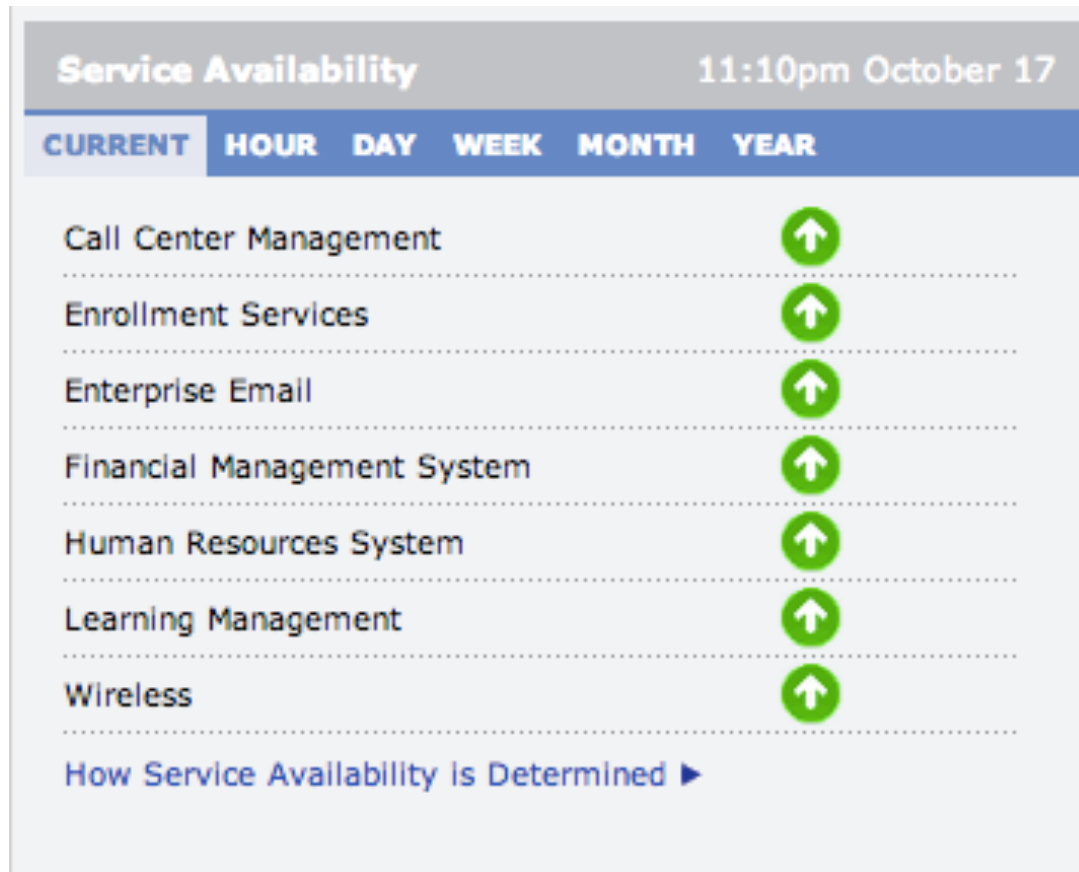


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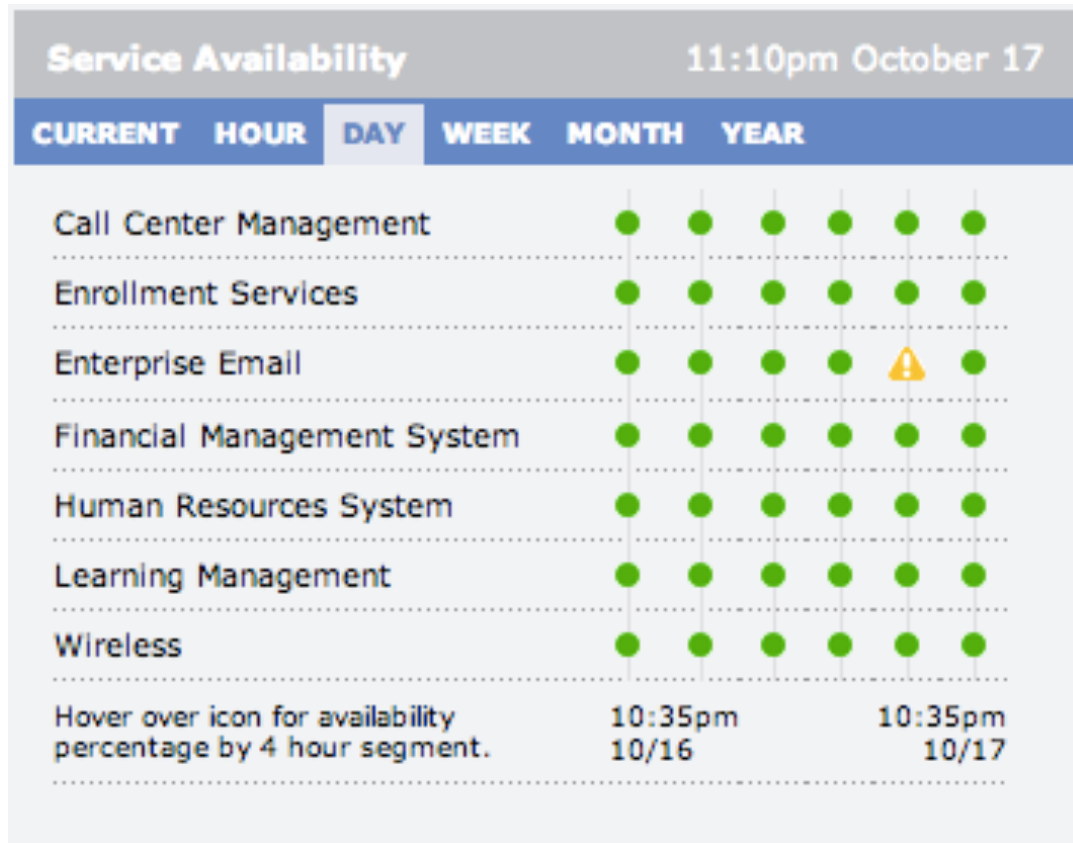


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Quick Fix Dashboard – Current View

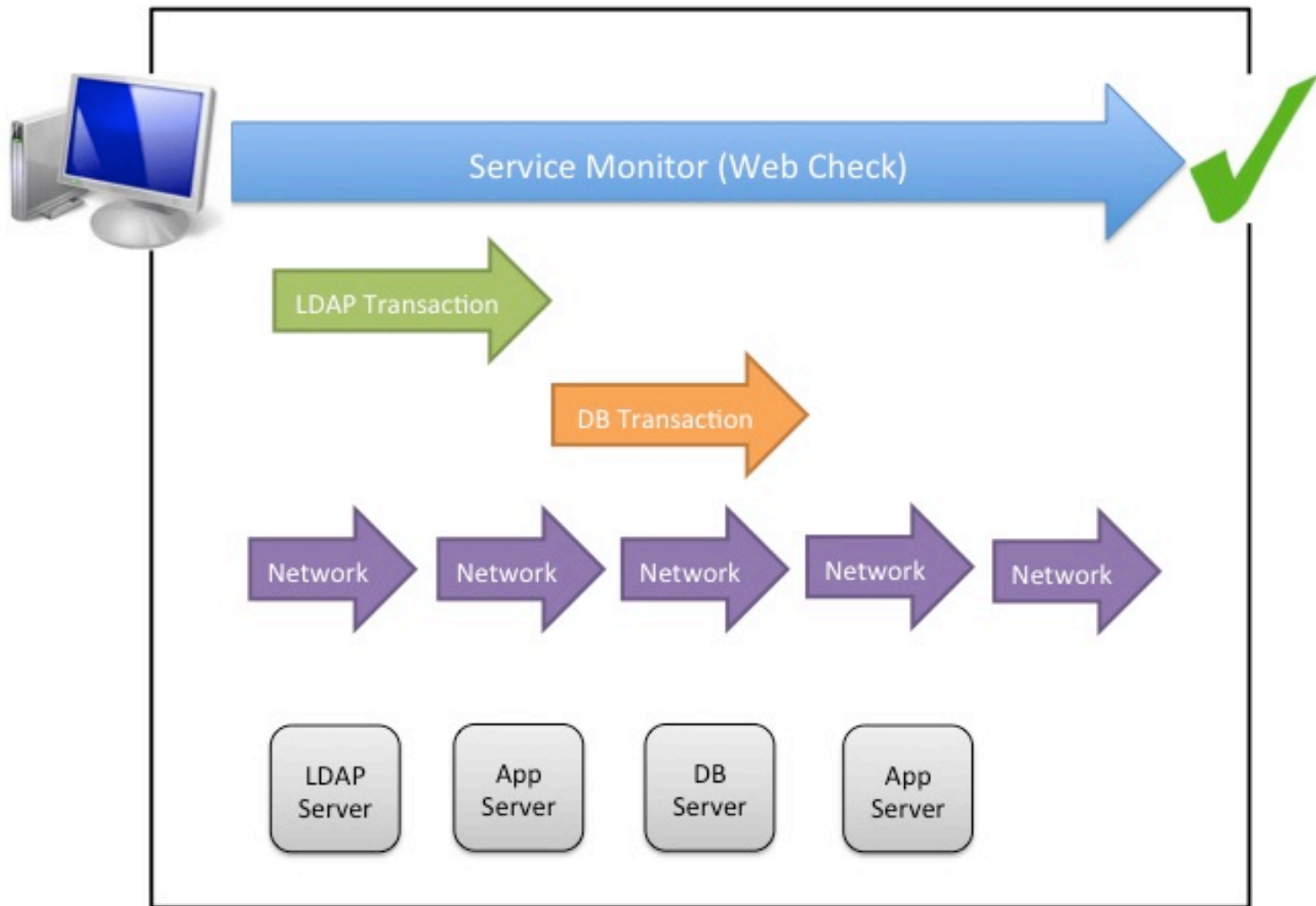


Quick Fix Dashboard – Day View



Phase 2: Design

- Gather Tool Requirements
 - RFI selection criteria and scoring
 - Vendor Demos
- Define the processes
 - Availability Management
 - Event Management
 - SLM, Config, and other process dependencies
- Define the Roles and Responsibilities
 - OLA for Monitoring
 - Increased TOC capabilities



Phase 3: Proof of Concept

- Two vendors selected for proof of concept (PoC):



- NetIQ in progress - EIMC in November
- Major PoC Objectives:
 - Test monitoring an entire service end-to-end
 - Test monitoring of all major element (CI) types
 - Integration with SMARTS, SCOM, and ServiceNow
 - Run through detailed use cases

Phase 4: Selection and Purchase

Phase 5: Implement

- Develop Detailed Procedures
- Provide Awareness & Training
- Implement Processes
- Install and Configure (~ 6/13 through 8/13)
 - Migrate Critical Services from QuickFix
- Deploy and Scale
 - Onboard other critical services (through end of '13)
- Continual Improvement

Monitoring CSI Project



Questions



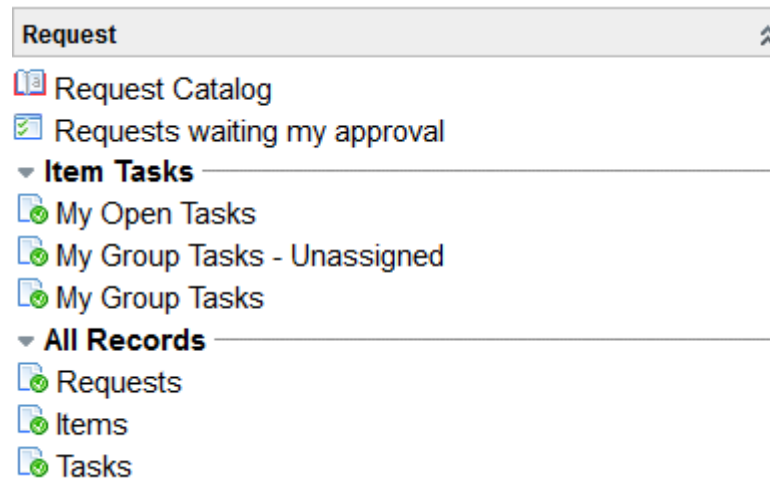
Nicole McFarland

ITSM Specialist II, UTS IT Service Management

Request: Fall Release

What's New

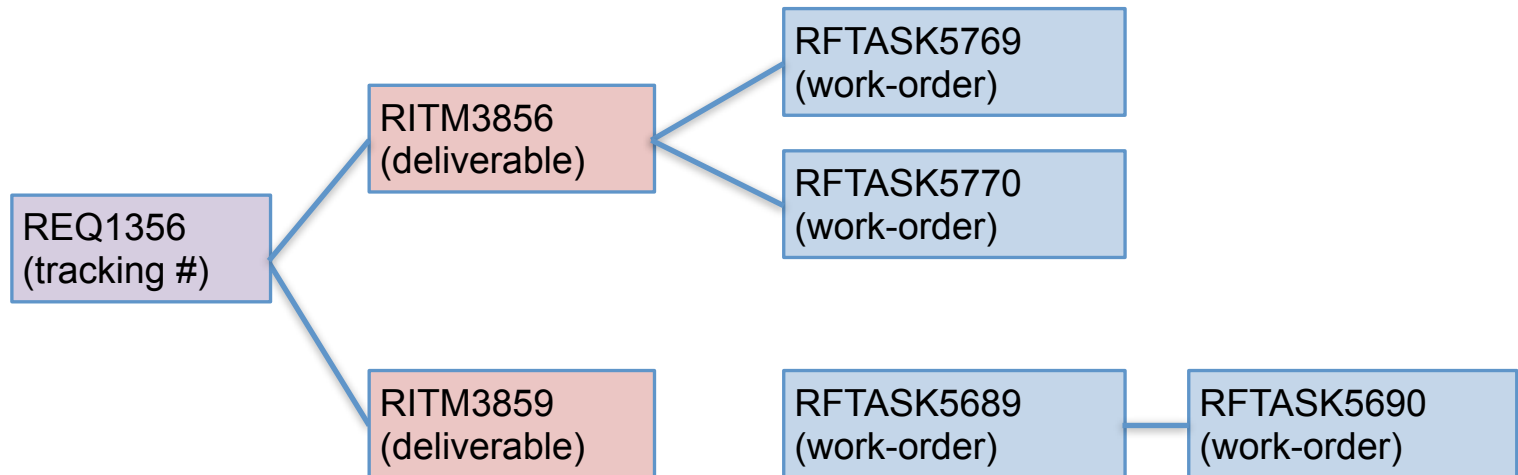
- Service Catalog application will now be called “Request”



...eliminating the confusion over our
IT Service Catalog online

What's New

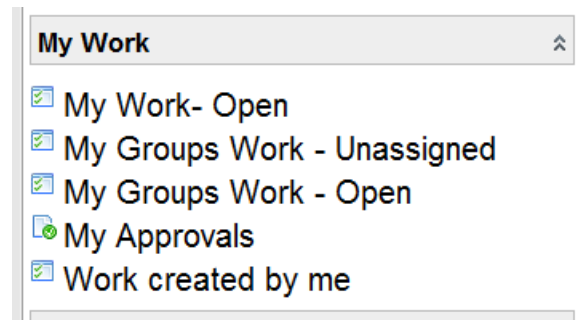
- Capitalized on the Logic of ServiceNow



... eliminating confusion over the three tiers by allowing fulfillment teams to just focus on their assigned Tasks

What's New

- New application to help teams manage all record types



... eliminating the need to navigate multiple applications or add aggregated view on homepages

What's New

- Search Widget on the Self Service home page

A screenshot of a web widget titled "Knowledge & Catalog Search". The title is in a grey header bar. Below the header is a white search input field with a magnifying glass icon and a dropdown arrow on the right. In the top right corner of the widget, there is a small circular icon with two arrows forming a loop.

Requests can be for a good, a service or for information, often preceded with “I need...” or “How do I...”

... eliminating the need for end users to discern between knowledge articles and actual orders.

How can you get involved?

- **Help Test:**
 - Testers needed for Monday, October 29 - Tuesday, November 6
 - Contact the ITSMO at ITSMO@emory.edu
- **Sign up to be on the listserv:**
 - Send an email to REQ-IT@listserv.emory.edu
 - Body of email: SUB "Input full name"
- **Do a review of your current request tasks**
 - Document requested items and procedures for fulfillment
 - Designate a Request Champion

Go Live Date: Saturday, November 17

Request: Fall Release

Questions





Steve Siegelman

Manager, Systems Engineering, OIT Infrastructure

Virtualization Update

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Topics

- Current Environment & Stats
- Existing VM Offerings & Cost
- Existing SysAdmin Service & Cost
- Planned Upgrades to Infrastructure
- Cloud Initiative

Current Environment & Stats

- 625 VMs
- VMware ESXi 4.1
- Clusters across 2 datacenters
 - North Decatur Building
 - White Street
- 6 Clusters
- 30 HP c-Class Blades
 - Dual/Quad Core Intel Processors
 - 192GB of RAM

Linux VM Offering

- \$30/month Base VM
 - 1GB RAM, 1 vCPU, 25GB SAN Storage
- Add Ons
 - RAM: \$2.08/month per GB
 - NAS Storage: \$.10/month per GB (25GB increments)
 - SAN Storage: \$.50/month per GB (25GB increments)
- Linux OS
 - Red Hat Linux RHEL 6 – 32/64bit
 - CentOS 5.3 32/64bit
- Requestable by MySoft Shopping Cart or Through ServiceNow
 - <https://mysofttext.emory.net/selfservice/>
 - ServiceNow: Service Request Catalog

Windows VM Offering

- \$37.50/month Base VM(Current)
 - 1GB RAM, 1 vCPU, 40GB SAN Storage
- Add Ons
 - RAM: \$2.08/month per GB
 - NAS Storage: \$.10/month per GB (25GB increments)
 - SAN Storage: \$.50/month per GB (25GB increments)
- Windows OS
 - Windows 2008 32bit R1
 - Windows 2008 64bit R1
 - Windows 2008 64bit R2
- Requestable by MySoft Shopping Cart or Through ServiceNow
 - <https://mysofttext.emory.net/selfservice/>
 - ServiceNow: Service Request Catalog

SysAdmin Service - Standard

- Standard - \$156/month per VM/Physical
 - VM, HP Blade or HP Standalone Server
 - Windows 2008 or Red Hat Enterprise Linux (RHEL) 6
 - Service includes:
 - Support of virtualization infrastructure
 - Install of OS and patching
 - Monitoring
 - Backup & Restore
 - Support of all networking & storage components
 - Security

SysAdmin Service – Customer Responsibility

- Installation and support of application software
- First line of support for all application issues
- Own application vendor relationship
- Work with vendor to resolve any application issues
- Handling setup and monitoring of interfaces
- Writing/supporting of all application scripts
- Configuration and support of Web Services
- Installation and support of database software
- Database backups

Planned Infrastructure Upgrades

- Hardware Platform Eval/Upgrade
 - Cisco UCS Blades vs HP c-Class Blades
 - Cisco UCS Blades selected as new hardware platform
 - Centralized Management
 - Better integration with Cisco Network Switches and Routers
 - Better integration with Cisco SAN Directors
 - Greater Consolidation of Network and SAN Port Connectivity
- 10GB Network Connectivity
- Blade Memory Density
 - 256GB – 512GB
- Vmware 4.1 to vSphere 5.1

Cloud Initiative

- Consultant Engagement for Recommended Cloud Direction for Emory
- Hybrid Approach
 - Emory Cloud
 - AWS – Amazon Web Services
- UTS – Cloud Broker
- Cloud Management Tools
 - One Portal to deploy either in AWS or Emory
 - Fully-Automated Provisioning from request to delivery

Virtualization Update



Questions

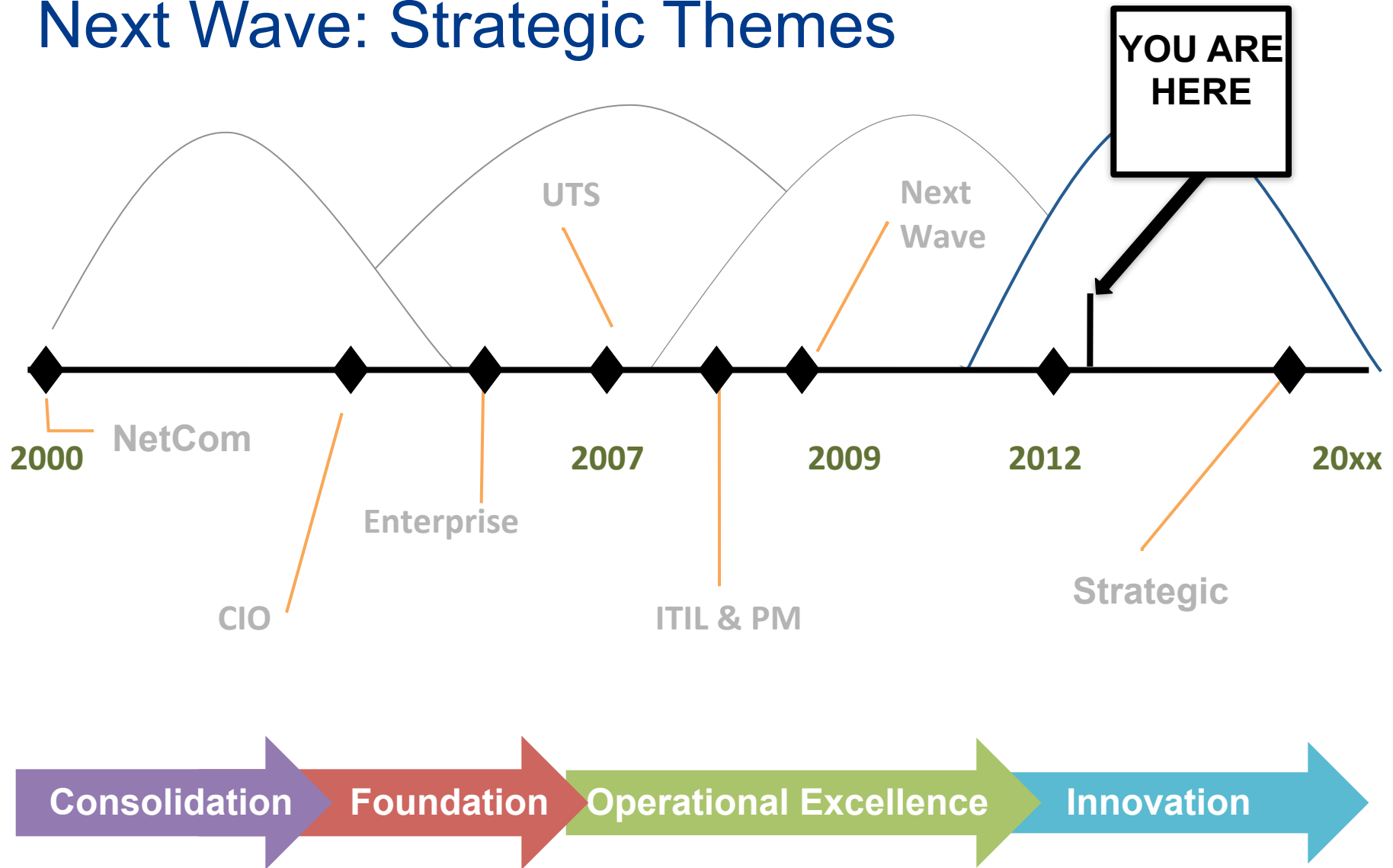


Brett Coryell

Deputy CIO, UTS Central Operations, OIT

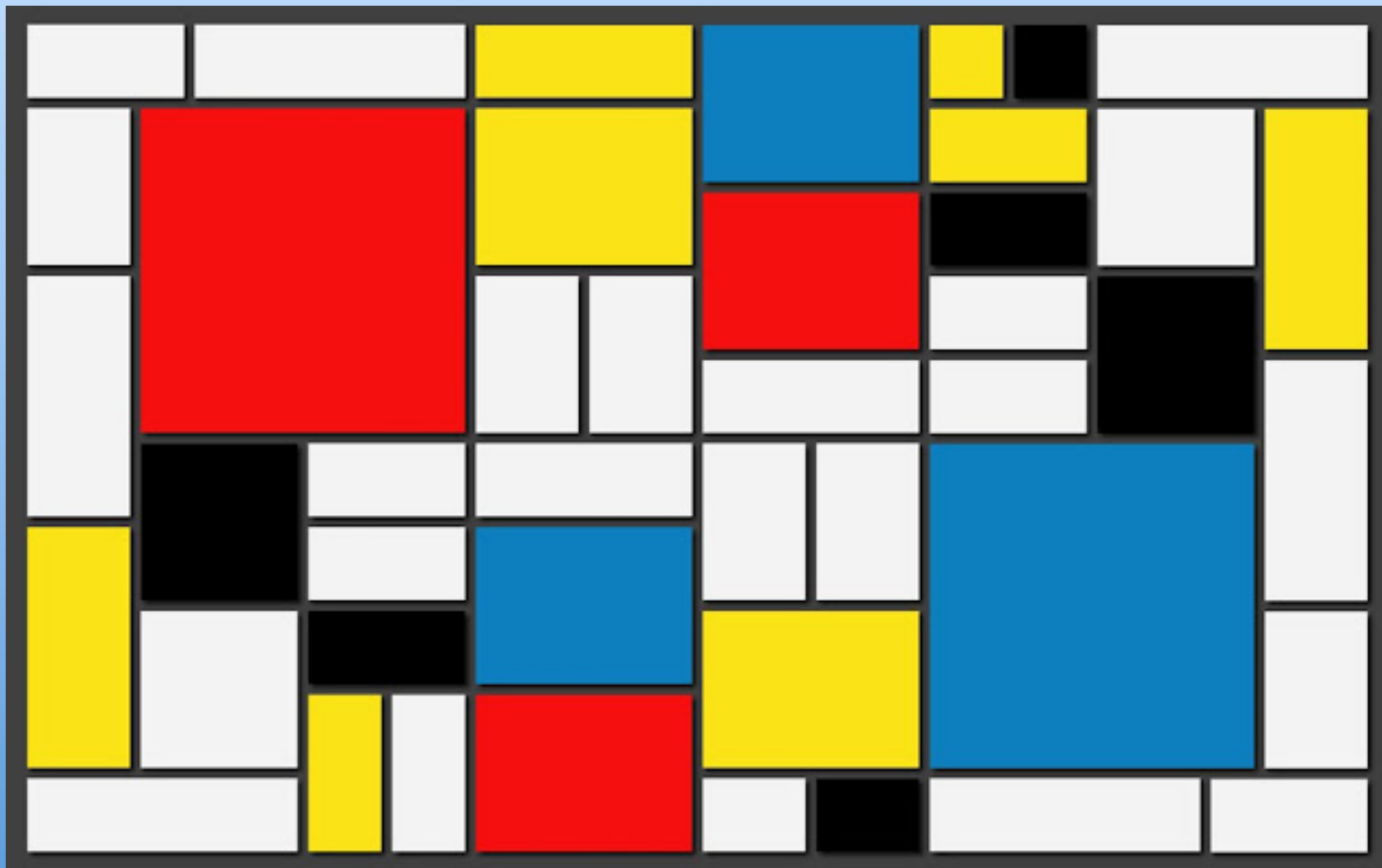
UTS Annual Goals 2013

Next Wave: Strategic Themes











Managed and predictable

Sprint Dates: Sep 12 - Aug 13

Estimated Velocity (Start): 727

Actual Velocity (End): 727

Project Burn Down - Based on Est Points Remaining

Number of Sprint Months: 12

Number of Points Assigned: 726.5

Est Points Per Month: 61

Act Points Per Month (Real Velocity / month) 61



Project or Product Backlog Item	Priority	Est. Points	PMO or Service Owner	Sep 1	Oct 2	Nov 3	Dec 4	Jan 5	Feb 6
Blackboard OPUS: Grade Center Integration	2	5	PMO			0.5	1.0	0.5	0.5
Online Course Evaluations	2	8	Cattier		0.5	0.5	0.5	0.5	0.5
Research/Recommend Analytics Roadmap/Tools	2	40	Coryell	1.0	2.0	4.0	4.0	4.0	4.0
Billing CSI	0	100	Kirk			8.0	8.0	8.0	8.0
Software Licensing/Distribution CSI	3	20	PMO						
BI Finance: Phase II	1	40	Bianchi	3.0	5.0	5.0	3.0	3.0	3.0
Cascade CSI recommendation (with Patti Pate)	3	2	Ellis	0.3	0.3	0.3	0.3	0.5	0.5
ColdFusion 9 Migration	1	8	Chen	1.0	3.0	2.0	2.0		

Pssst



18-Oct-12



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Dana Haggas – Enterprise Applications

- Job family system
- SDLC
- Compass
 - BPI
 - Upgrade
 - Control DB growth
- PS
 - ESB for Commons
 - Performance
 - Reports, transactions
 - Control and improve
 - UI Improvements
 - HW scaling
 - No more SQRs
 - Mobile apps
- Training plan for all staff
- Support for BI
- Imaging
- Analytics support
 - GC-OPUS; Bb warehouse
 - More ETLs
 - Data Advisory Committee
- Monitoring
- Release and Validation
 - PS tools, free tools
 - New methods
- MySoft
 - More, better, faster imports
 - Suspense
 - UI improvements

Michael Keown – Enterprise Services

- SCCM, LANDesk
- McAfee
- Citrix pilot (with Paul)
- Box.net (with Paul)
- Data center
 - Tidiness, Wait time
 - M&P improvements
 - Closets too
- “Single” desktop image
- TOC to absorb 10 services
- Mobile device management
- Roland cross-training plan
- Investigate data center printing
- Monitoring ownership
- Billing accountability
 - Metrics for director, mgrs
 - Metrics for staff
- BYOD
 - Roadmap, stance
 - Community, DeskNet
- Self service phone moves
- Service Desk
 - Standardization activities
 - Measure, control
- Evaluate Field Services

John Ellis - Integration

- Transition availability meetings to incident managers
- Annual report
- UTS kickoff meeting
- Single NetID
- NetIQ implementation.
- Middleware projects
 - WS Migration, CF Migration
 - ESB CSI
 - GC-OPUS
 - Define success for devs, EMA
- Exec Sponsorship
 - Cloud computing
 - OIT road-mapping
- Cascade future mapping
- Service-now true up
- Gartner renewal decision
- Process support for
 - Collaboration svc launch
 - Desktop services
 - Billing
 - Monitoring
- Unified change calendar
- Validate https, JMS, IB connectors
- ITSMO scorecard for directors
- SNOW development
- ESD rewrite
- Sponsored accounts & Lync, automation, and IAM group

Alan Cattier – Academic Technologies

- Create recharge AV service
- Conference room support
- Blackboard
 - Expand GC use; GC-OPUS
 - Bb Mobile Learn
 - Bb-OPUS v2
- Faculty Use Framework
 - Push, pull, both, follow
 - Goals for each level
 - ECIT to implement
 - Instructional to weigh in
- iBooks authorship
- RSPH support
- Finish Job Family System
- Community and Collaboration
- Bonjour for Spring term
- Implement CMA
- Support Julia in CMA-Mobile
- Online course evaluations
- Kim, Barb support in WML
- Develop at least 1 auto-nudge
- Instructional Governance Roadmap; CMA Bb features; GC Khan, Coursera
- Collect five “No thanks” AV support Khan, Coursera Grant funding

Paul Petersen - Infrastructure

- Flare roadmap
 - CM upgrade
 - Lync timing
 - Other networking projects
- Implement Flare
- Core router upgrade
- Network simplification
- Decide and do:
 - Retire Library EZ-Proxy
 - After hours data engineer
 - Medical grade networking option
- Bonjour
- Network Access Control
- Office 365 for faculty/staff
- 2000 wired ports to wireless
- OIT Billing
 - Authoritative source for all svcs
 - Audit capability
 - Improve accuracy of records
 - Accountability for all services
- EduRoam
- Full adoption of monitoring
- Cloud roadmap
- PCI compliance with/for Brad

Marisa Benson – PMO

- Support desktop projects
- Develop recharge PM service
- Consider PM swap with Patti
- Dedicate PM to acquisitions
- Focused attention on:
 - Business intelligence
 - Imaging
 - Grants BPI
- Track, encourage extra credit
- Tangible progress on succession planning, including community of practice
- Co-create OIT manager development program
- DAS Phase 1 – Implement
- Academic Analytics
 - Visual map of the whole space
 - Support Alan's grants
 - Author 5 papers
- Manage UTS burndown chart
- Next steps on Release
- Assess OCM and act on it
- Actionable answers for:
 - What instructional methods and personal strategies support student success, goals?
 - What systems support provably good human techniques?
 - What can systems do that humans can't or won't do?
 - Guess and check OR
 - Mine, Find, and Do

UT Annual Goals 2013



Questions

Thank you for coming!

*Thank
You*