Apple Clearance
The Computer Store has deals on these Apple Products. Hurry while supplies last!

iPad 2 Wi-Fi
16GB $499 $399
32GB $599 $499
64GB $699 $599
(all $100 off!!)

iPad 2 Wi-Fi + 3G (AT&T or Verizon)
16GB $629 $529
32GB $729 $629
64GB $829 $729
(all $100 off!!)

Mac mini (MC815LL/A)
• 2.3 GHz dual core i5
• 2GB Ram
• 500GB Hard Drive
• Intel HD 3000 Graphics $579
  $529 ($50 off!)

Mac mini (MC816LL/A)
• 2.5GHz dual-core i5
• 4GB Ram
• 500GB Hard Drive
• AMD Radeon HD 6630M $779
  $629 ($150 off!)

MacBook Pro (MD314LL/A)
• 2.8GHz dual-core Core i7
• 4GB RAM
• 750GB Hard Drive
• 8x SuperDrive $1399
  $1249 ($150 off!)

MacBook Pro (MD322LL/A)
• 2.4GHz quad-core Core i7
• 4GB RAM
• 750GB Hard Drive
• 8x SuperDrive
• Intel HD Graphics 3000
  $1999
  $1799 ($200 off!)

iPod Touch
4th Generation 32GB
$299 $249 ($50 off!)

Barnes & Noble @ Emory University
www.facebook.com/emorybookstore 1390 Oxford Road, Atlanta, GA 30322, (404) 727-2667
Content sold separately. Available on iTunes. Title availability is subject to change. TM and ©
2012 Apple Inc. All rights reserved.
IT Briefing Agenda

- Office 365 for Students Update
- Gal Department Change
- ColdFusion 9 Re-Architecture
- ServiceNow Fall Release
- SCCM 2012 Update
- Data Destruction Day

- Jay Flanagan / Dawn Francis-Chewning
- Anne Marie Alexander / Jay Flanagan
- Gerry Hall
- Mark Kawasaki
- Richard Fischer
- Brett Anderson
Office 365 for Students Update

Jay Flanagan
Manager, Messaging Team, Infrastructure

Dawn Francis-Chewing
Bus. Analyst, Student & Mobile Tech, ATS
Laney Graduate Students

• Moving on January 7
Laney Graduate Students

- 2025 Total Students
Laney Graduate Students

- 944 Already on Exchange Premise
Laney Graduate Students

- 529 will go to Exchange Premise
Laney Graduate Students

• 552 will go to Office 365
Laney Graduate Students

• Communication Plan in Preparation for the move
Laney Graduate Students

• Website connections
SADRY, Son, YOU CAN'T MOVE BACK IN WITH US. WE'RE MOVING BACK IN WITH MY PARENTS.
Questions
Anne Marie Alexander  
Manager, Identity Management, Integration  

Jay Flanagan  
Manager, Messaging Team, Infrastructure  

GAL Department Change
<table>
<thead>
<tr>
<th><strong>Contact</strong></th>
<th><strong>Alias</strong></th>
<th><strong>JFLANAG</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail</td>
<td><a href="mailto:jflanag@emory.edu">jflanag@emory.edu</a></td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td>404-727-4962</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td>404-727-3246</td>
<td></td>
</tr>
<tr>
<td>Mobile phone</td>
<td>404-606-2403</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Information</strong></th>
<th><strong>Job title</strong></th>
<th>Mgr, Enterprise Email &amp; Msging</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Department</strong></td>
<td>Ofc of Inf</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Organization</strong></th>
<th></th>
</tr>
</thead>
</table>
Department will match Online Directory

Jay D Flanagan

Title: Mgr, Enterprise Email & Maging
Department: OIT: UTS Messaging
Work Phone: 404-727-4962
Student Phone:
FAX: 404-727-3246
E-mail Address: jflanag@emory.edu
Type: Staff
School/Division: Ofc of Information Technology
Mailstop: 1784-001-1AF (OIT VP & CIO)
Location: N Decatur Bldg 300
Directory Key: PS839496
COMING ATTRACTIONS
GAL Department Change

Questions
ColdFusion 9 Re-Architecture

Gerry Hall
Application Developer, Web Services Team, Integration
ColdFusion 9 Re-Architecture

The Past

- March 2011, moved to CF9 running in JBoss app server
- Adobe stopped supporting jrun
- Wanted to isolate each site from problems associated with other sites
ColdFusion 9 Re-Architecture

Why?

• The current implementation of CF9 has some problems that we need to address
• Because of the manner in which it is deployed, our current configuration is not supported by Adobe (multi sites running in a single JBoss app server)
• Numerous CF functions don't work properly (cgi_script name, PDF generation, cfchart, etc.)
• Stopping/restarting JBoss app server takes approximately 25 minutes during which all CF9 sites are unavailable
ColdFusion 9 Re-Architecture

How? – The Implementation

- Currently all CF9 sites run in a single JBoss server
- For the new implementation, each site will run in its JBoss server
- This will allow us to manage each site individually (start, stop, add additional resources to the JVM, etc.)
- Starting/stopping the application server will NOT bring down all CF9 sites
ColdFusion 9 Re-Architecture

How? – The Implementation (cont.)

• We will make all of the CF9 configuration changes and have you test
• No concrete timeline has been established, but we anticipate to began moving sites to this configuration beginning December 1, 2012
• Moving sites will be done in a piecemeal fashion
ColdFusion 9 Re-Architecture

How? – The Implementation (cont.)

- We will notify you when your site is ready to be moved
- You will have at least two weeks to test
- A test environment will be provided
- All sites will be moved by Jan/Feb 2013
ColdFusion 9 Re-Architecture

Number of ColdFusion Sites

- CF9 Sites: 134 (x2)*
- CF7 Sites: 23 (x2)*

* Each site has a non-secure and secure space on the server. For example, http://med.emory.edu and https://secure.web.emory.edu/med
ColdFusion 9 Re-Architecture

When?

• Began: December 1, 2012
• End: January/February 2013
ColdFusion 9 Re-Architecture

Questions
ServiceNow Fall Release

• Fall Release will be implemented:
  – November 17 at 2 a.m.

• What is going in?
  – ServiceNow’s latest release: Berlin
  – ServiceNow’s security update: High Security Settings
  – Request 2.0 Foundation Work
ServiceNow Fall Release

For ServiceNow-related updates, go to the ServiceNow Wiki listed below for detailed information

• High Level
  – Berlin
    • This is to keep up to date with vendor modifications
  – High Security Settings
    • Improves security within ServiceNow -- basically, the change takes us from a default-allow to a default-deny permissions model
ServiceNow Fall Release

• Request 2.0 Foundation Work
  – Standards have been designed and configured for:
    • Request Forms
    • Approvals
    • Workflows
    • Tasks
    • Email Notifications
    • Current Request Catalog forms have been modified to meet the new configuration standards
    • Documentation, FAQs and Training topics will be covered in a separate communication and posted to the SMCC website
ServiceNow Fall Release

• How will I be impacted?
  – New My Work navigation section
    • New application to help teams manage all record types
ServiceNow Fall Release

- How will I be impacted? (cont.)
  - Service Catalog application will now be called “Request”
  - Eliminating the confusion over our IT Service Catalog online
ServiceNow Fall Release

• How will I be impacted? (cont.)
  – Search Widget on the Self Service Home page
    • Eliminating the need for end users to have to know when what they want is answered by a knowledge article vs. something they can order
ServiceNow Fall Release

• How will I be impacted? (cont.)
  – New Template Management application
    • A centralized place to maintain Incident Templates created by you and your Assignment
ServiceNow Fall Release

New Request Homepage and Reports

Most Commonly Requested Items

Open Requests Due

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Today</td>
<td>338</td>
</tr>
<tr>
<td>Within 3 Days</td>
<td>339</td>
</tr>
<tr>
<td>This week</td>
<td>339</td>
</tr>
<tr>
<td>This month</td>
<td>340</td>
</tr>
</tbody>
</table>
ServiceNow Fall Release

Questions

?
Richard Fischer
Manager, UTS Client Services, Enterprise Services

SCCM 2012 Update
Why a Pilot of SCCM 2012?

✓ Cost – Already Licensed
  • Included in our Enterprise Agreement with Microsoft
  • No Agents to Buy (low cost server licenses)

✓ Technology
  • Simplified architecture compared to SCCM 2007
  • User Centric

✓ Flexibility
  • Local IT can have a separate, customized console
  • Shared resources (OS Image, apps, patching)
What about LANDesk?

✓ Service Moved to UTS-CS in September 2012
  • LANDesk will be supported and maintained until the end of Aug 2013 at a minimum

✓ Migration Options
  • UTS Client Services will offer access to SCCM
  • Assistance provided to those who wish to migrate
Existing LANDesk Customers

Number of Managed Computers

- UTS Client Services: 2162
- School of Medicine: 1475
- Yerkes: 310
- DAR: 490
- School of Nursing: 196
Phase I Timeline

- Initiated SCCM Pilot SEP
- SCCM 2012 Released by
- Completed ART Review NOV
- Security Review DEC 2012
- Deploy Servers DEC 2012
- Migrate UTS Client Services
- Demo/Hands-on DEC
- Open to Current LANDesk
- Open up to All LS MAR
What’s Next?

✓ Complete Security Review
✓ Hands-on Demo for DeskNet
✓ Deploy to select UTS Client Services customers
  • Test full functionality – Go/No Go
✓ Access to the Pilot provided to current LANDesk customers
✓ Open to the public
SCCM 2012 Update

Questions
Brett Anderson
Sr Information Security Specialist, Information Security
Data Destruction Day
Data Destruction Day

- OIT Information Security and Emory Shredding Services sponsored two “Data Destruction Day” events on October 2 and 4.
- Accepted: Hard Drives, Backup Tapes, Mixed Media, Flash Drives, and Paper
Data Destruction Day

SUCCESS!!!!!

- Collected 21 bins of media in total
  - 5 bins of paper
  - 6.5 bins of hard drives
  - Over 8000 lbs (4 tons) of media destroyed
Data Destruction Day
Data Destruction Day – Part II

- Given the overwhelming success, Emory Secure Shredding Services will be hosting a recycling event at Ashbury Circle TODAY, November 15 RIGHT NOW (11 a.m. - 1:30 p.m.) as part of week long recycling activities
- Accepted Media - Hard Drives, Backup Tapes, Mixed Media, Flash Drives, and Paper
Data Destruction Day

Questions
Thank you for coming!