IT Briefing

March 21, 2013
North Decatur Building
4th Floor Auditorium
IT Briefing Agenda

• Office 365 Project Update
• Major Incidents Update
• Virtualization Update
• IT Security Update

• Jay Flanagan
• Missie Martin
• Steve Siegelman
• Derek Spransy / Robert Vineyard
Jay Flanagan
Manager, UTS Messaging, Infrastructure

Office 365 Project Update
Faculty, Staff, EHC
OPTIMISM

is lack of information
In Process

• Overall Office 365 Project
Exchange Online

Microsoft® Office 365
Exchange Archiving
In Process

ExchangeUnified Messaging
Lync Online
## Associated KB Articles

### Lync

| KB0 2558 | KB0 2556 | KB0 2464 | KB0 2471 | KB0 2210 | KB0 2467 | KB0 2473 | KB0 2468 | KB0 2208 | KB0 2207 | KB0 2470 | KB0 2465 | KB0 2209 | KB0 2469 | KB0 1875 | KB0 1874 | KB0 1876 | KB0 2126 |
Web Apps / Sharepoint / Skydrive Pro

SkyDrive Pro
In Process

- Communication Plan
Office 365
Outlook
OWA
PDA’s
Questions?
Missie Martin
IT Service Manager, ITSMO, Integration

Major Incidents Update
(P1 – Critical)
P1-Critical Incidents

- INC01787180 (3/11) – ColdFusion
  - Server went down and had to be restarted
  - Downtime of 10 minutes
  - Upcoming changes to migrate to new CF9 configuration
    - CHG115262 (4/2)
    - CHG115263 (4/4)

- INC01787696 (3/11) – Network
  - Power outage affected locations all along Clifton Road
  - Downtime of 1 hour 40 minutes

- INC01779087 (2/22) – OIT Shopping Cart & Billing Portal
  - oitbilling.emory.edu was unavailable
  - Server reboot resolved a connectivity issue
  - Downtime of 43 minutes
Support
Consolidated Switches
Centralized Management
Better Integration with Datacenter Switching
NDB Consolidated Cluster
Hardware Refresh

10 HP Blades → 8 Cisco Blades → 500+ VMs → No Downtime !!
Next Steps

- NDB VMWare 5.1 Upgrade
- WS VMWare 5.1 Upgrade
- WS HW Refresh
Misc...

SAN Storage Option on Shopping Cart

Future: Cookie Cutter VM Configuration

Future: Enterprise Backup & DR Capabilities
Virtualization Update

Questions
IT Security Update

Derek Spransy
Sr Information Security Specialist, Information Security

Robert Vineyard
Information Security Specialist, Information Security

IT Security Update
Security Awareness

March:

- Storing data in the cloud
SQL Injection in the News

• February 2013: 2GB worth of customer records leaked from American Express

• November 2012: 150,000 passwords stolen from Adobe

• September 2012: 3.6 million Social Security Numbers and 387,000 Credit Cards stolen from the South Carolina Department of Revenue

• July 2012: 453,000 Yahoo accounts compromised

• June 2012: 6.5 million LinkedIn passwords stolen
How do we stop it?

- OIT Information Security is currently developing new technology and education

Preview of coming attractions:
- Web Vulnerability Scanner (HP WebInspect)
- Web App Firewall (Imperva SecureSphere)
- Developer Training on Defensive Programming
What’s a WAF?

- Web Application Firewall (Imperva SecureSphere)
- Network security device installed at the Load Balancers to protect Emory’s web sites
- Blocks thousands of known attack signatures
- Virtual Patching of vulnerabilities found by a scanner
- Automatically “learns” how a site normally operates to address unknown vulnerabilities
- Requires in-depth knowledge of your application
- Not perfect and may block legitimate traffic
Questions
Thank you for coming!