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

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Jay Flanagan

Manager, UTS Messaging, Infrastructure

Office 365 Project Update Faculty, Staff, EHC

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OPTIMISM

is lack of information

buzzhunt.co.uk

Documentation
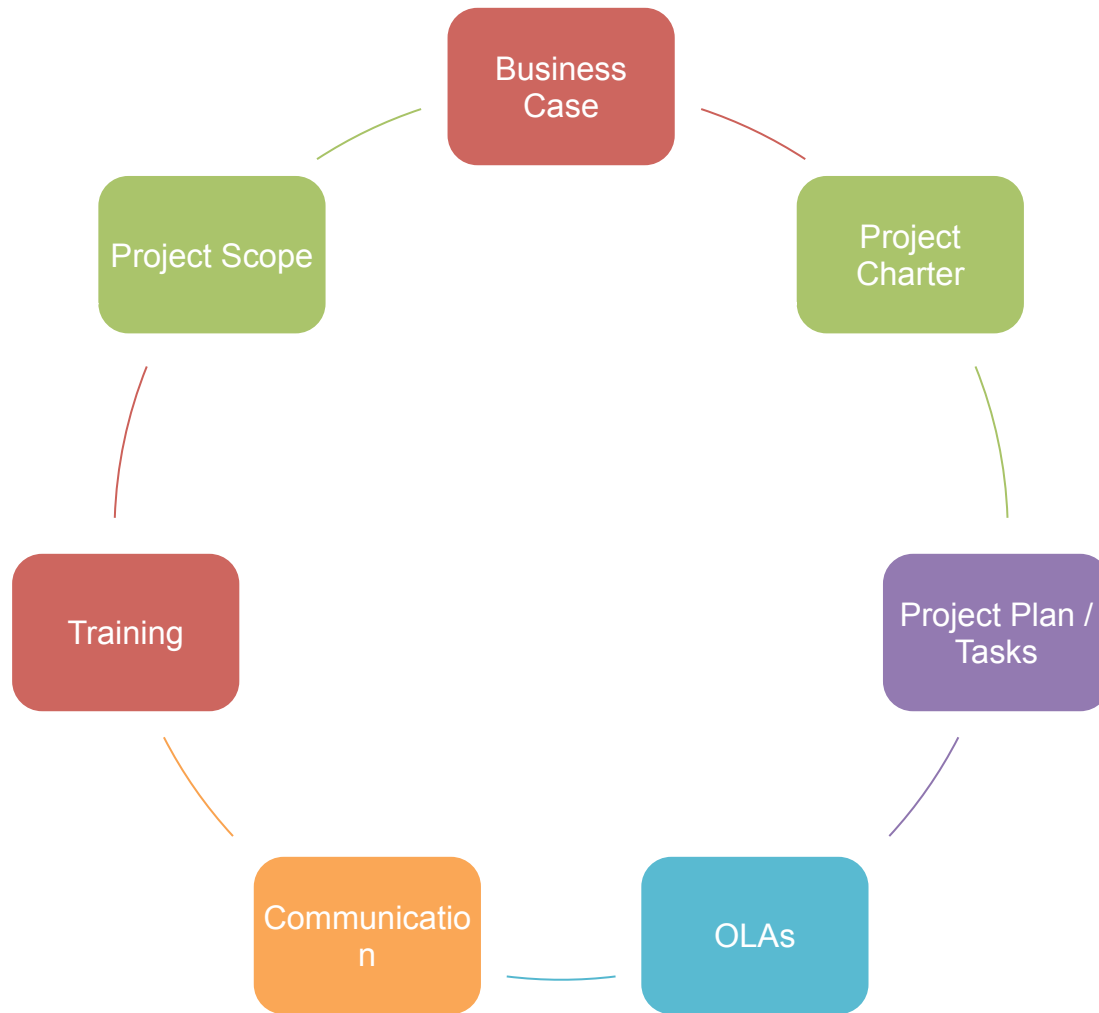
In Process

- Overall Office 365 Project

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Exchange Online

Exchange Archiving

In Process

ExchangeUnified Messaging

Lync Online

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Associated KB Articles

Lync

| KB0 2558 | KB0 2556 | KB0 2464 | KB0 2471 | KB0 2210 | KB0 2467 | KB0 2473 | KB0 2472 | KB0 2468 | KB0 2208 | KB0 2207 | KB0 2206 | 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**

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**Office 365
Outlook
OWA
PDA's**

Questions?

"I'll be back"

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Missie Martin

IT Service Manager, ITSMO, Integration

Major Incidents Update (P1 – Critical)

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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

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Major Incidents Update

Questions?

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Steve Siegelman

Manager, Systems Engineering, Infrastructure

Virtualization Update

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![CISCO]

Support

Consolidated Switches

Centralized Management

Better Integration with Datacenter Switching

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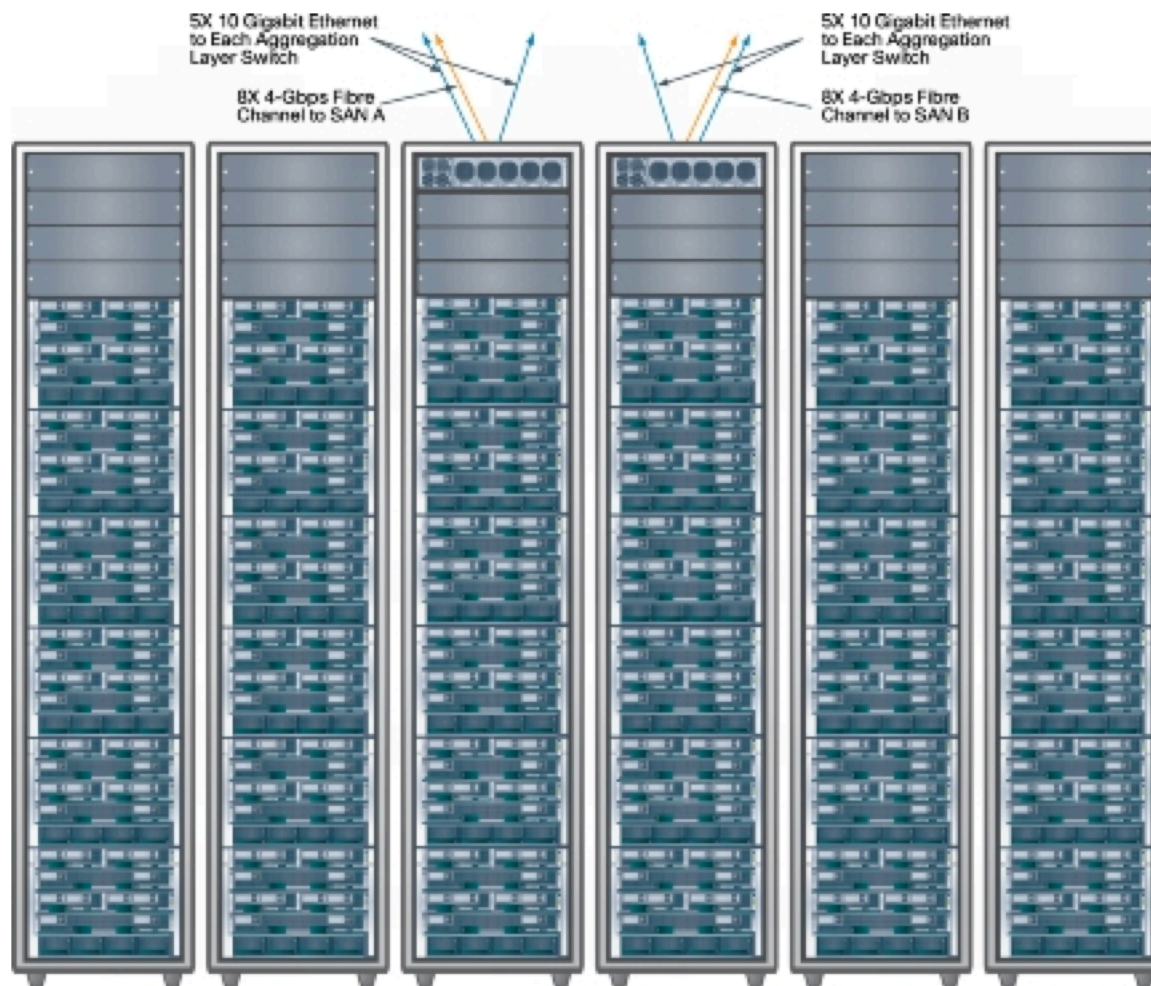
NDB Consolidated Cluster Hardware Refresh

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

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WS HW Refresh

WS VMWare 5.1 Upgrade

NDB VMWare 5.1 Upgrade

Next Steps

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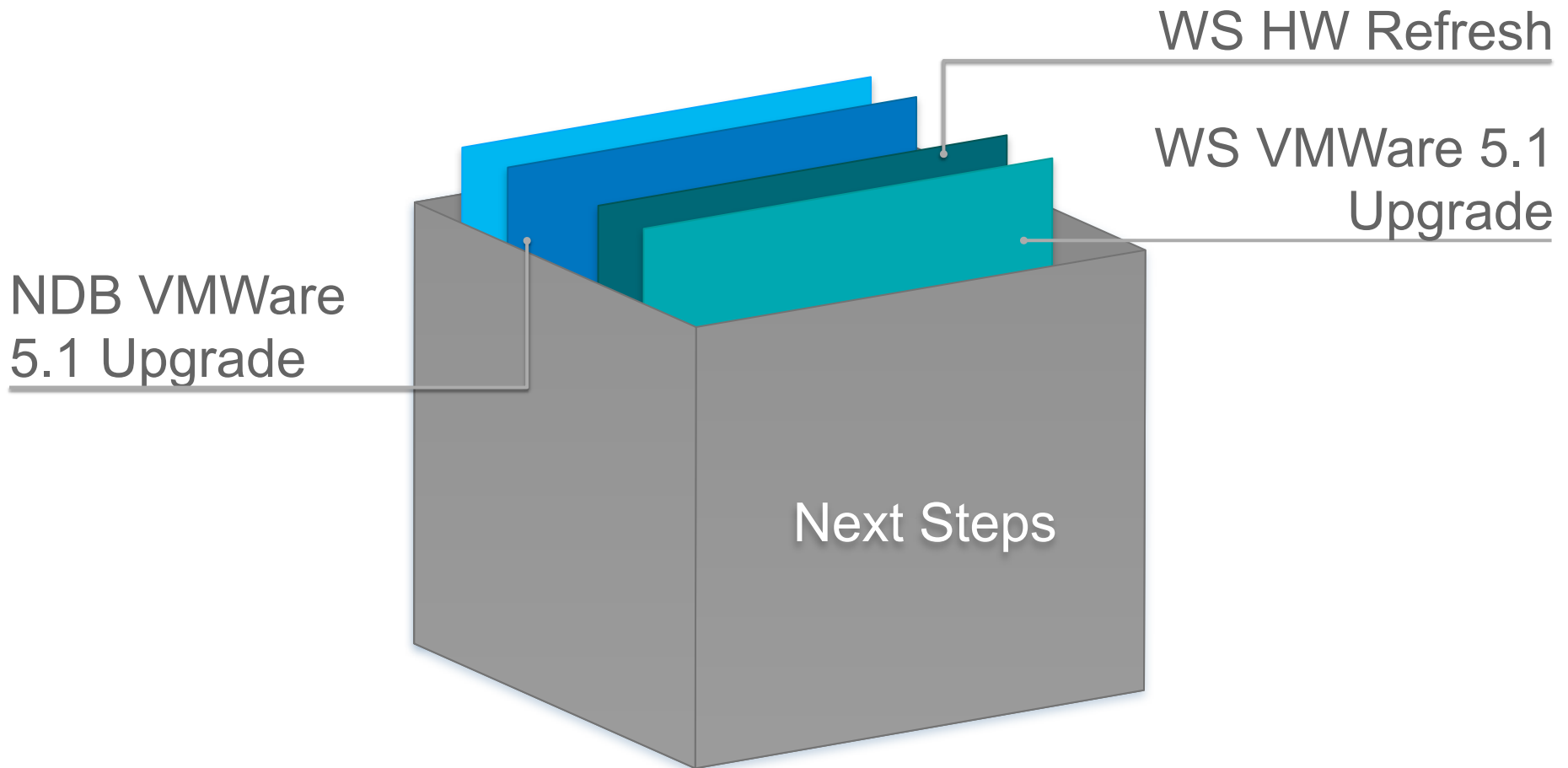
Misc…

SAN Storage Option on Shopping Cart

Future: Cookie Cutter VM Configration

Future: Enterprise Backup & DR Capabilities

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Virtualization Update

Questions?

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Derek Spransy
Sr Information Security Specialist, Information Security
Robert Vineyard
Information Security Specialist, Information Security

IT Security Update

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Security Awareness

March:

- Storing data in the cloud

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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

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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

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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

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IT Security Update

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Thank you for coming!

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