

IT Briefing

April 18, 2013

Goizueta Foundation Center
Room W131

IT Briefing Agenda

- Office 365 Project Update
- Enterprise Imaging Update
- Monitoring CSI Project
- SMCC Update
- Recent Network Outages
- Jay Flanagan
- John B. Wilson
- Mark Kawasaki
- Dan Ra
- Scott Davis



Jay Flanagan

Manager, UTS Messaging, Infrastructure

Office 365 Project Update Faculty, Staff, EHC

3



Exchange Online



Exchange Archiving



In Process



**ExchangeU
nified
Messaging**

Lync Online



In Process

- **Communication Plan**



Questions?





John B. Wilson

Manager, Academic and Business Systems,
Enterprise Applications

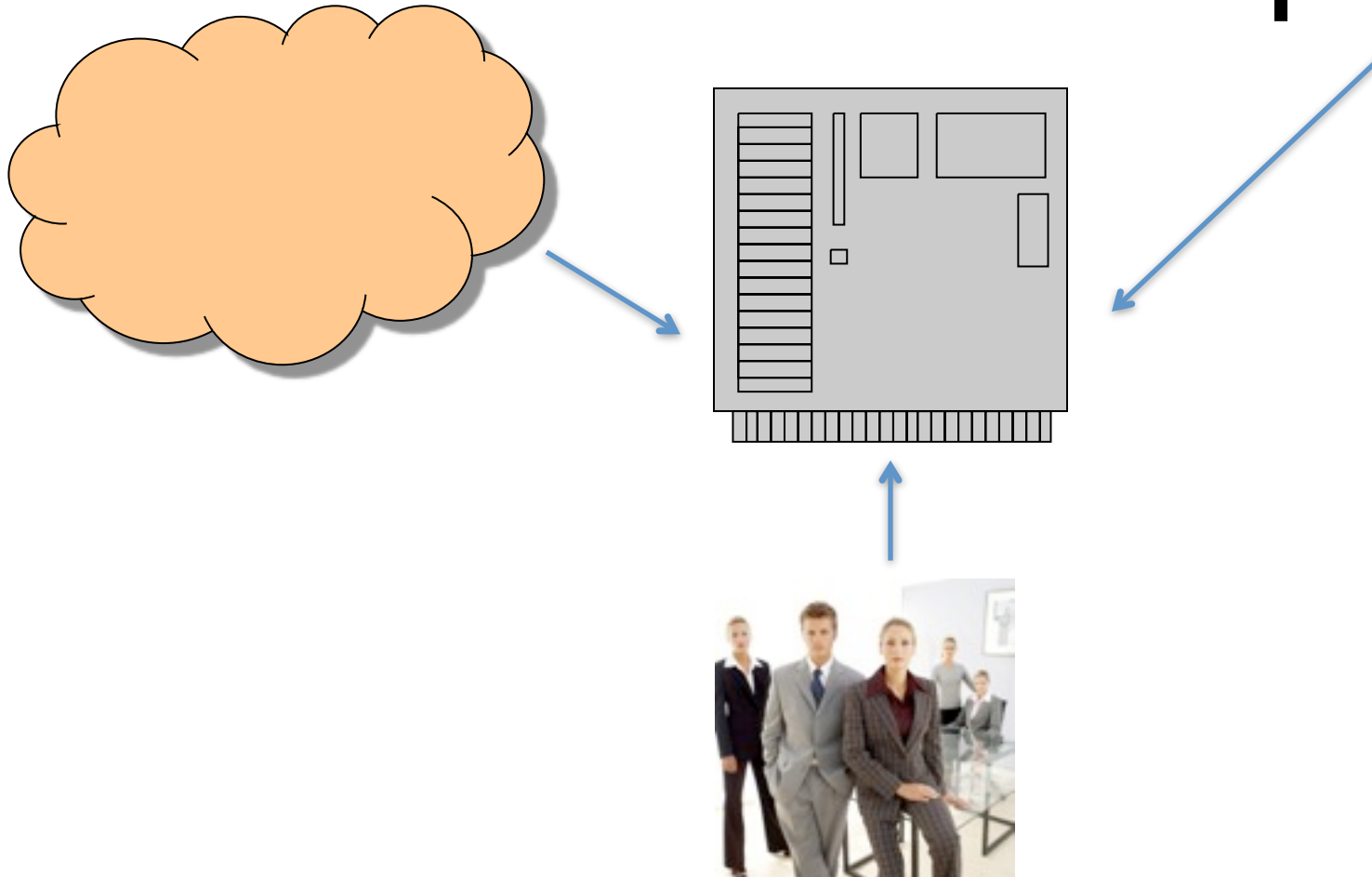
Enterprise Imaging Project



Your ECM Project Team!

Status

Optix



New Users



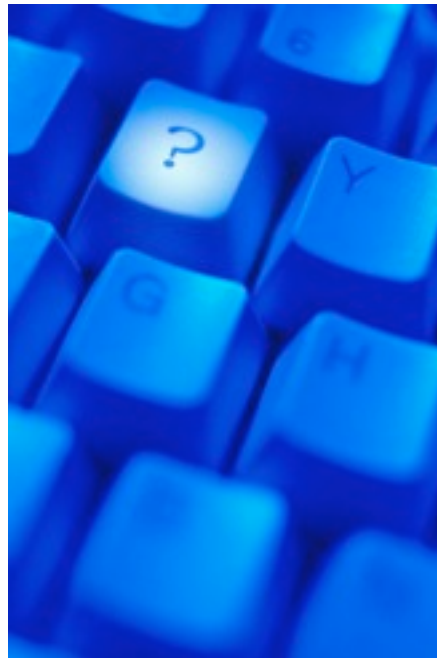
Preparation

What should my unit do to prepare to implement Document Imaging?

Costs



Questions





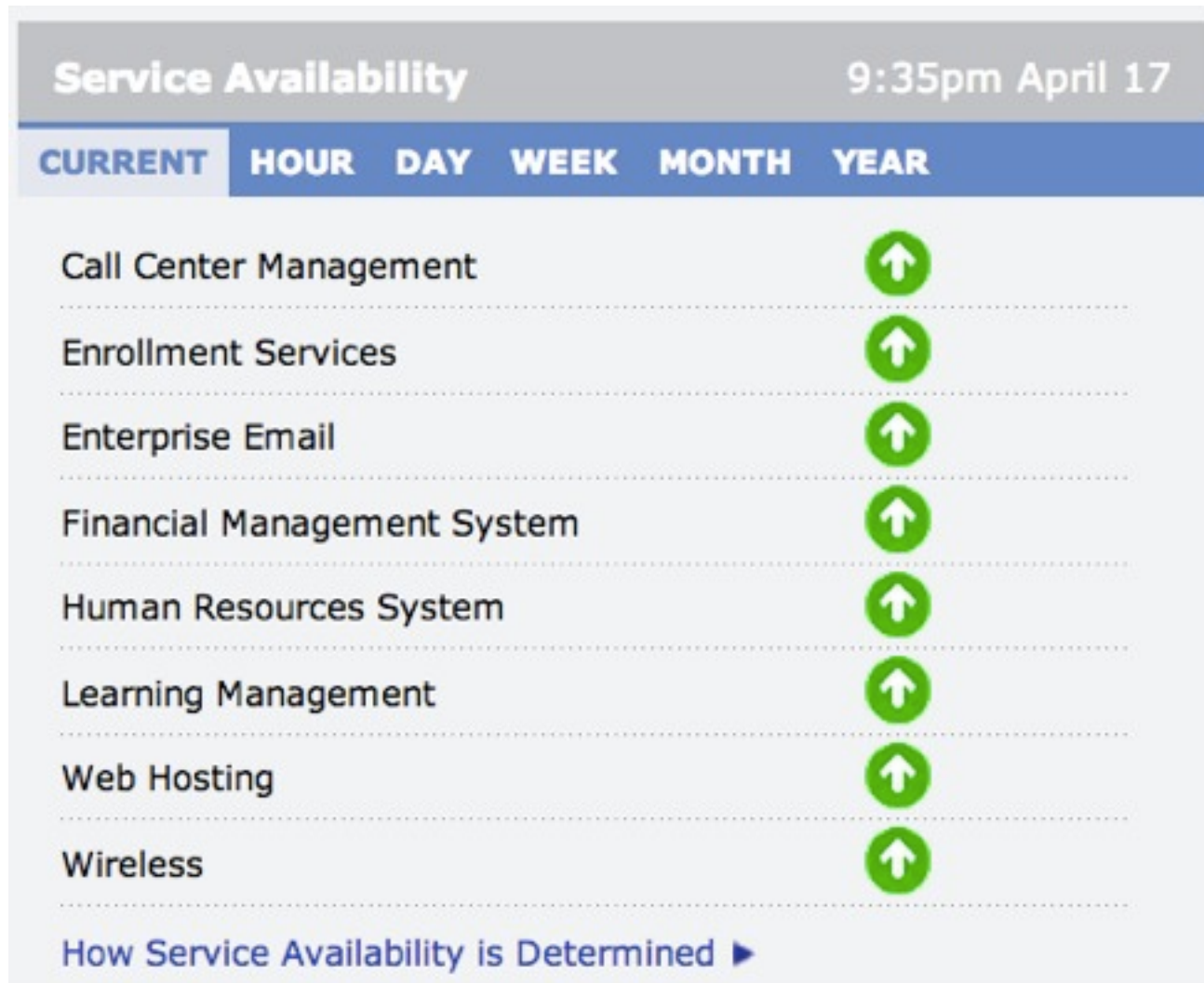
Mark Kawasaki

IT Service Management Specialist

Monitoring CSI Project Update

18

Service Availability Dashboard

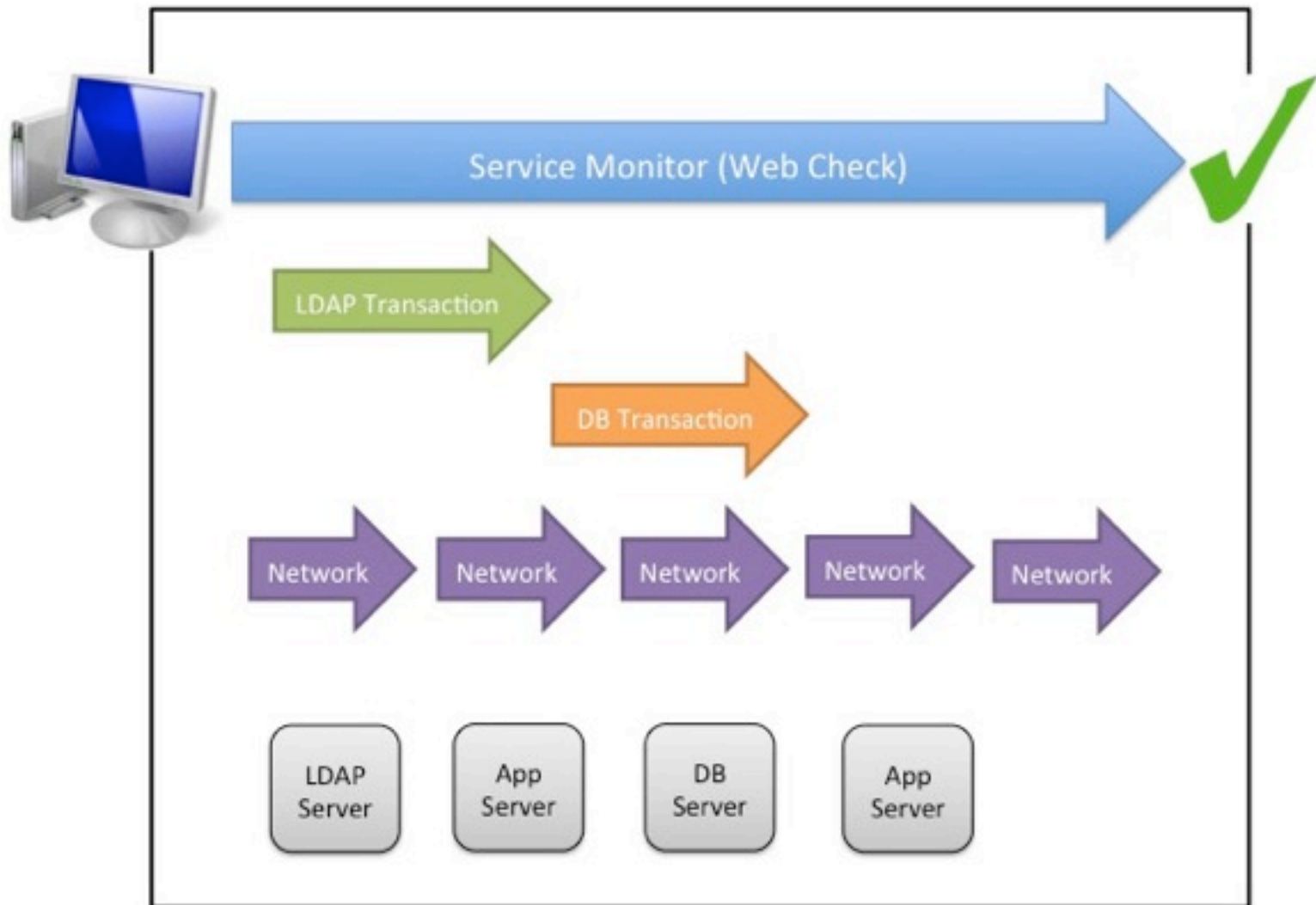


Service Availability Dashboard



Tool Requirements

- Element monitoring for all critical components
- Centralized event correlation and RCA
- Dashboard views
- Historical reporting
- Synthetic transactions for availability & SLA
- Real user monitoring for performance & capacity
- Escalation and notification
- Integrations with ServiceNow and Amcom



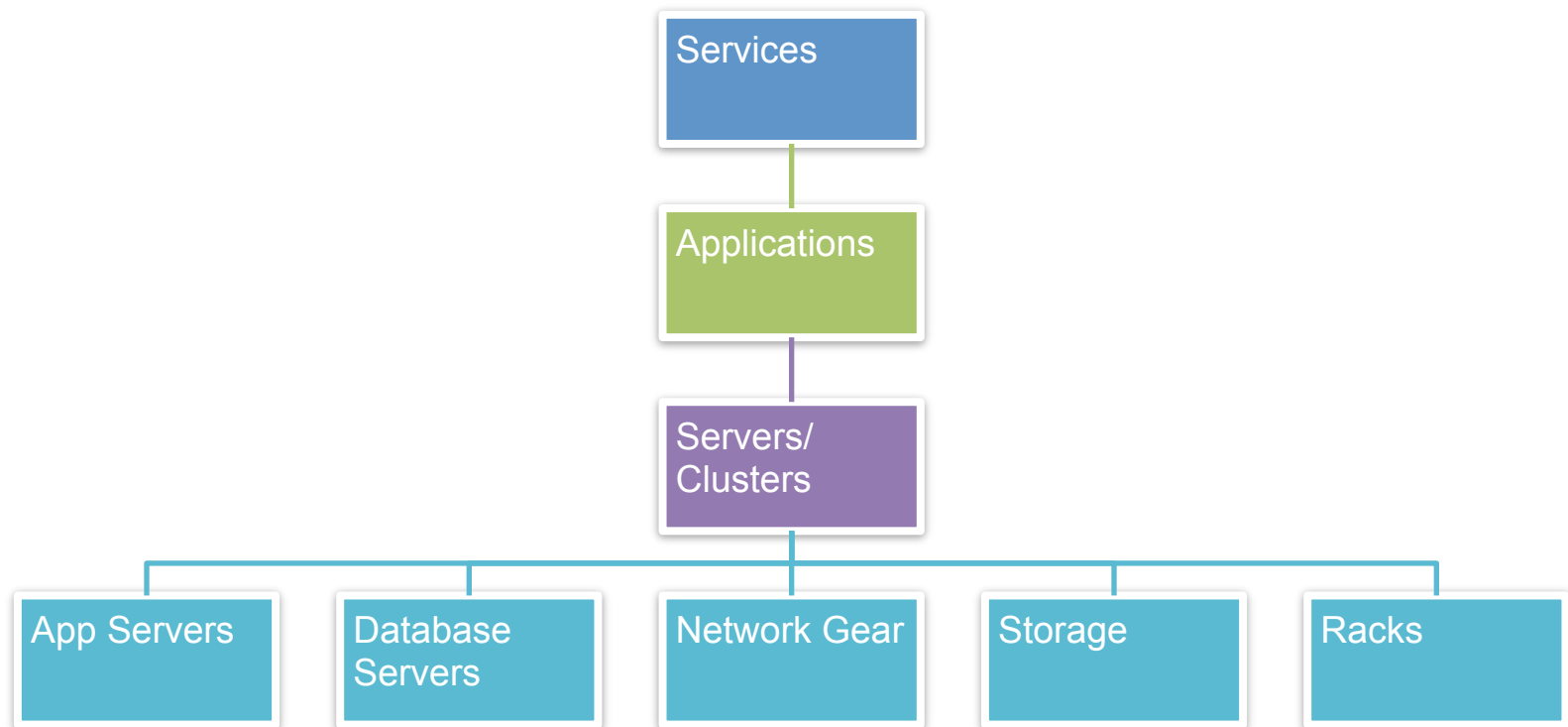
Tool Evaluations



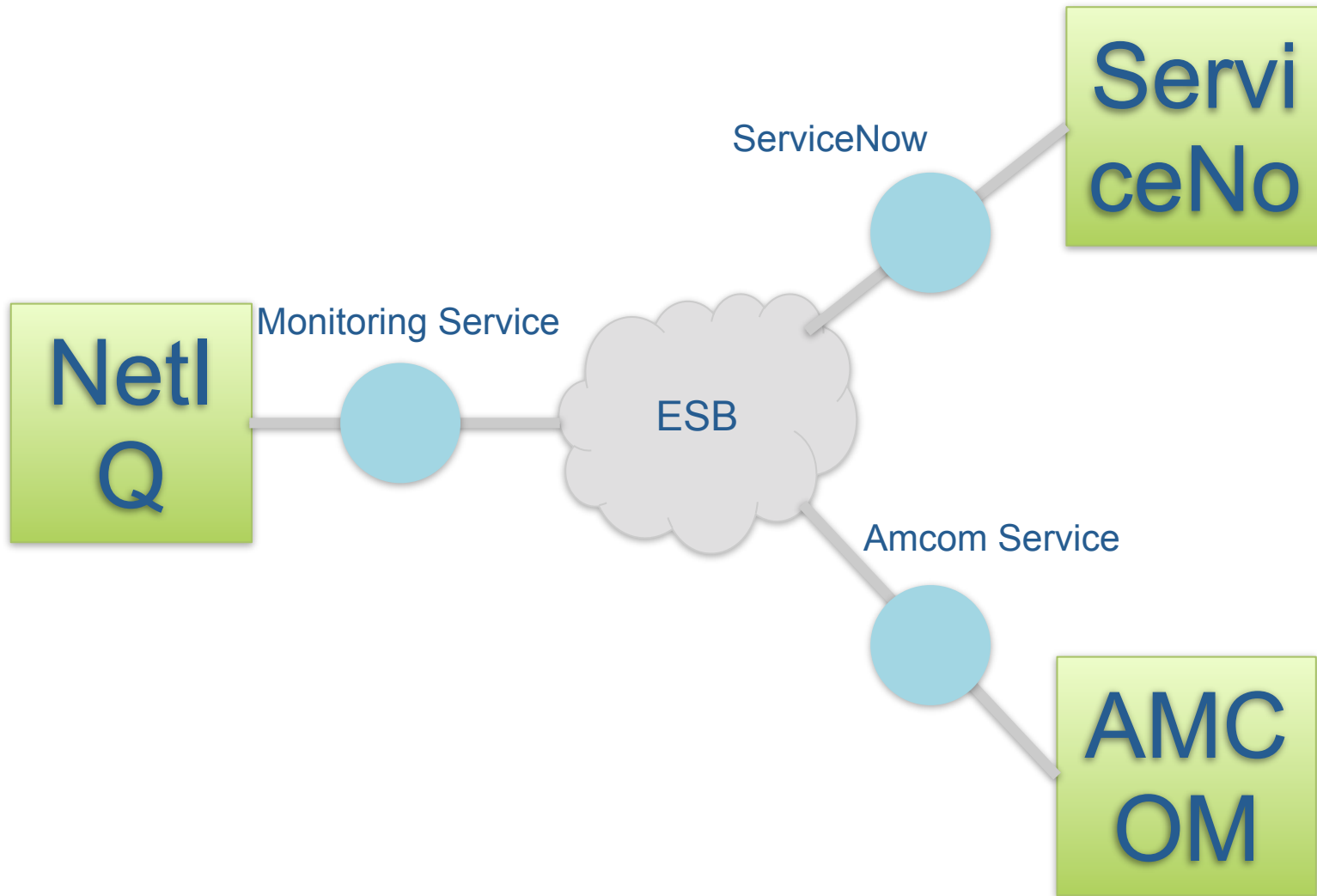
Onboarding Applications

- What are the required levels of service?
- What events should be monitored?
- How is availability defined?
- How should events be functionally escalated?
- What are all the critical components of the service or application?

Service Mapping in CMDB



Integrations



Implementation 2013

25Live

ACE

Amcom

Avaya

Avaya IQ

BI

Blackboard

Cascade

ColdFusion

Compass/PS-Fin

EBO

eControl

Effort Reporting System

ELM

Emory Express

eNotify

Exchange

Google Search

Insight/Luna

iTunesU

Kronos

Labor Distribution

MySoft

Office365

OnBase

OPUS/PS-SA

PeopleSoft-HR

Pharos

ServiceNow

Unified Messaging

Verint

Wireless

Monitoring CSI Project Update



Questions



Dan Ra

Desktop Consultant, Emory Law

SMCC Update - Scholarship Opportunities

29

SMCC Update

- Scholarship Opportunities
- Contact smcc@emory.edu



Questions





Scott Davis

Communications Architect II, UTS Architecture

Recent Network Issues

Recent Network Outages

- **Wireless (3/22)**
 - Issue with the management VE access to the NDB stack of wireless controllers
- **ResNet Wireless (4/6)**
 - Issue with routes to internal private IP subnets not on the border routers
- **EmoryGuest Wireless (4/11)**
 - FWSM stopped NATing DNS requests for Guest Access
 - Issue was due to a Partial Hardware Failure with the firewall service module, which is part of the border routers
- **NAT Border Services (4/12)**
 - Issue resulted from an attempt to repair the BCOX2 firewall service module from the outage on 4/11
- **Firewall (2 outages on 4/15)**
 - Issue related to a failure of the high availability mechanism of the firewalls

Emory Wireless Users Group

- Inaugural meeting April 23 in NDB Auditorium
- Purpose: Facilitate open communication between all support levels and end-users of wireless services
 - Wi-Fi
 - Cellular
 - Paging
 - Other connection methods
- Quarterly meetings planned (more often if there is interest)
- All Are Welcome
 - Bring questions, concerns, and suggestions for the enhancement of wireless services

Recent Network Issues



Questions

Thank you for coming!

*Thank
You*