IT Briefing

June 20, 2013
Goizueta Business School
Room GBS-234
IT Briefing Agenda

- ServiceNow Update & Demo
- Service Desk Update
- ColdFusion 9 Update
- Office 365 Update
- Core Router Update
- Security Update

- Luc Dalla Venezia
- Sharon Gregory, Anne Marie Alexander, Kathy Hayes
- Kevin Chen
- Scott Swann
- Mike Politinsky
- Brett Anderson
Luciano Dalla Venezia
IT Service Mgmt Specialist II, ITSMO, Integration

ServiceNow Update
Which is better?

OR
IT Service Management

Self-Service

How can we help you?
- Report an IT Incident (Something's Broken)
- Request a Service (I need.....)
- Reset NetID Password
- Search the Knowledge Base
- Set Email Alias
- Set Spam Filters
- Subscribe to Major Incident Notifications
- Submit a new feature request for ServiceNow

Global Critical Incidents

My Open Tickets

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
<th>Date</th>
<th>Status</th>
<th>Short Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Request</td>
<td>INC01833681</td>
<td>2013-06-05 09:34 AM</td>
<td>Pending</td>
<td>Desktop - Microsoft Lync accounts for Oxford Library staff</td>
</tr>
<tr>
<td>Service Request</td>
<td>INC01827854</td>
<td>2013-05-23 03:41 PM</td>
<td>Assigned</td>
<td>Hello all. We need our 3 circulation front desk CP</td>
</tr>
<tr>
<td>Service Request</td>
<td>INC01729038</td>
<td>2012-11-07 03:08 PM</td>
<td>Assigned</td>
<td>Kitty has two laptops she would like to have wiped</td>
</tr>
</tbody>
</table>
Highlights & Next Steps

• Users without Roles will go directly to new Self-Service page
• There is a link for ITIL users
  – Under Self-Service Application: ESS-Homepage

Timeline:
• Current Sprint Activities – next 2 weeks
  – Complete final development
  – Develop communication and marketing
ServiceNow Update

Questions
Sharon Gregory  
Manager, Service Desk, Enterprise Services  

Anne Marie Alexander  
Manager, ID Management Team, Integration  

Kathy Hayes  
Bus Analyst II, Faculty Services, Academic Technology Services  

Service Desk Update
Self-service

Password Resets
Password Resets

Total Tickets Created by Service Desk
September 2012 – May 31, 2013
24,953
Change Answers to Authentication Questions

If you forget your password, the system will prompt you for the answers to authentication questions associated with your account. Remember - the answers to these questions are as sensitive as your password. Do not write down your answers or give them to anyone else. Please answer at least 6 of the following questions. Click Save when finished.

- Answers will be automatically converted to upper-case.
- Answers must be at least 6 characters long.
- Each answer must be unique; answers may not be duplicated.
- Please select answers which other people would be unlikely to guess your response.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who was your 3rd grade teacher?</td>
<td></td>
</tr>
<tr>
<td>What is your grandmother’s maiden name (first last) on your mother’s side?</td>
<td></td>
</tr>
<tr>
<td>What is your grandmother’s maiden name (first last) on your father’s side?</td>
<td></td>
</tr>
<tr>
<td>What is your oldest cousin’s first and last name?</td>
<td></td>
</tr>
<tr>
<td>What is your oldest sibling’s full name (first middle last)?</td>
<td></td>
</tr>
<tr>
<td>What is your mother’s full maiden name (first middle last)?</td>
<td></td>
</tr>
<tr>
<td>Who was your 1st grade teacher?</td>
<td></td>
</tr>
<tr>
<td>Who was your 2nd grade teacher?</td>
<td></td>
</tr>
<tr>
<td>What is the maiden name (first last) of the mother of your spouse/significant other?</td>
<td></td>
</tr>
<tr>
<td>Who was your childhood hero?</td>
<td></td>
</tr>
<tr>
<td>What was the name of your first stuffed animal?</td>
<td></td>
</tr>
<tr>
<td>What was the first concert you attended?</td>
<td></td>
</tr>
<tr>
<td>What was your favorite place to visit as a child?</td>
<td></td>
</tr>
<tr>
<td>What is the name of your best friend from childhood (first last)?</td>
<td></td>
</tr>
</tbody>
</table>
Teamwork – Tier 2 to Tier 1

- Law School
- Service Desk
- Blackboard
- UTS Client Services
- AmCom Mobile Connect
- Unified Messaging
- Lync
- Vidyo Desktop
- Paging/Mobile Messaging

More Coming Soon
Teamwork

- [http://youtu.be/0Q8DriPCX2o](http://youtu.be/0Q8DriPCX2o)
“Knowledge is the key that unlocks all the doors. You can be green-skinned with yellow polka dots and come from Mars, but if you have knowledge that people need instead of beating you, they'll beat a path to your door.”

Ben Carson, *Think Big: Unleashing Your Potential for Excellence*  
(*gifted neurosurgeon famous for his work separating conjoined twins*)
ColdFusion 9 Update
Migration to the New Architecture
The Migration is Done
• All CF sites migrated to the new architecture in April

• 113 ColdFusion sites

• All CF tags and functions working

• ColdFusion7 servers decommissioned in May
The Hero is....

Gerry Hall
Web Hosting
UTS
ColdFusion 9 Update

Questions
Office 365 Faculty/Staff/EHC

- UM – Voicemail in the cloud
- Archiving in the cloud
- 2013 Blue Version
- 2-Way Trust
- First Wave implementation
  - UTS project team, then the rest of UTS
  - Emory College
  - Oxford
  - Theology
  - GBS
  - LAW
Office 365 Faculty/Staff/EHC

Questions
Mike Politinsky
Manager, Network Engineering, Infrastructure

Core Router Update
Migration of Wireless to New Core Routers

TODO = GET IN DNS & AUTH PRECONFIG

1. MOVE APS FROM COX 1,2 TO TEMP 1,2. TEMP IS GROUP
2. MOVE COX 1,2 TO NEW CORE (WS)
3. MOVE APS FROM TEMP TO NEW CORE
4. DECOMMISSION OLD CORE AS NEW CORE

5. AS353 (AS3) FOR NEW BACKUP
6. WSX HAS CLIENTS AT 12AM 5/3, 4, 5. THEY WILL BE 777 ON TEMP 1,2. TEMP 1,2 REQUIRE WSX.
7. MOVE APS FROM COX 3,4,5 TO TEMP 1,2
8. MOVE APS TO NEW CORE (WS)
9. MOVE APS FROM TEMP TO NEW CORE
10. MOVE 6000 #5 TO NEW CORE
11. RECONFIGURE BACKUP CORE. DEVICE FOR APS.
12. MOVE APS FROM TEMP TO NEW CORE
13. MOVE APS FROM HX3 TO NEW CORE
14. MOVE APS FROM HX4,5 TO TEMP 1,2
15. MOVE 6000 to NEW CORE
16. RECONFIGURE BACKUP CORE
17. MOVE APS FROM TEMP TO NEW CORE

* THIS DOES NOT COVER NETWORK HARVESTING

MOVING APS TO NEW CORE BE CONFIRMED WITH JAN
C H U S T O M E R S R E N A M E D
BACKUPS ADJUSTED

WSW #6

NEW CORE

EMORY UNIVERSITY
Office of Information Technology
IT Compliance Initiatives

2012-2013 Compliance Initiatives

• HIPAA Security Assessments
  – Used an automated Compliance Management tool (Archer)

• PCI Data Security Assessments
  – Used SSC-approved web tool called Navis
HIPAA Security Assessments – WHY?

✓ Criminal Penalties
  - $100-$50,000 / violation
  - Possible Prison time (1-10 years depending on the situation)

✓ Authorizes state attorney general to bring a civil action in federal district court against individuals who violate the HIPAA rules.

<table>
<thead>
<tr>
<th>Penalty Amount</th>
<th>For violations occurring prior to 2/18/2009</th>
<th>For violations occurring on or after 2/18/2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to $100 per violation</td>
<td>$100 to $50,000 or more per violation</td>
<td></td>
</tr>
</tbody>
</table>

| Calendar Year Cap | $25,000 | $1,500,000 |

### Table 1—Categories of Violations and Respective Penalty Amounts Available

<table>
<thead>
<tr>
<th>Violation category—Section 1176(a)(1)</th>
<th>Each violation</th>
<th>All such violations of an identical provision in a calendar year</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A) Did Not Know</td>
<td>$100–$50,000</td>
<td>$1,500,000</td>
</tr>
<tr>
<td>(B) Reasonable Cause</td>
<td>1,000–50,000</td>
<td>1,500,000</td>
</tr>
<tr>
<td>(C)(i) Willful Neglect—Corrected</td>
<td>10,000–50,000</td>
<td>1,500,000</td>
</tr>
<tr>
<td>(C)(ii) Willful Neglect—Not Corrected</td>
<td>50,000</td>
<td>1,500,000</td>
</tr>
</tbody>
</table>
HIPAA Security Assessments – WHY?

Goals of Program:

- To ensure that Emory’s HIPAA program is integrated into the organization as a part of on-going operations
- To ensure compliance with HIPAA/HITECH
- To ensure we are doing everything we can to protect patient information

- Governance: The program will measure the status of our covered components against HIPAA policies and procedures and will document compliance metrics.
- Identification: The program will identify key areas of risk across the covered component based on compliance to HIPAA Security controls.
- Remediation: The program will give management the ability to streamline remediation and track on-going efforts to implement mitigating controls across the covered component.
HIPAA Security Assessments – HOW?

RSA Archer:

Inventory of ePHI Systems

RSA Archer

Business Owner Assessments

Facility Owner Assessments

System Owner Assessments

Triggers Findings

Track REM Plans
What is ePHI?

The Department of Health and Human Services (HHS) Office for Civil Rights (OCR) is aggressively enforcing the HIPAA Privacy and Security Rules regulating the use, disclosure and protection of health information Protected Health Information (PHI).

**Protected Health Information (PHI) is any information, whether oral or recorded in any form or medium, that….**

1. Is created or received by a health care provider, health plan, public health authority, employer, life insurer, school or university, or healthcare clearinghouse and;

2. Relates to:
   - past, present, or future physical or mental health or condition of an individual
   - the provision of health care to the individual
   - past, present, or future payment for the provision of health care

3. And can be used to reasonably identify an individual

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ePHI is protected health information (PHI) that is created, stored, transmitted, or received **electronically**.

All protected health information (PHI) is subject to HIPAA regulation.

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**Examples**

- Demographic information about a patient contained in EHC (power chart / millennium)
- RxNumber +
- Doctor > Patient
- Test Results
- Lab Results Emailed
- Health Plan
- Patient Name +
- Patient Note + Stored on PDA or Mobile Device
- Health Plan
- Photo of Patient
- Patient Name +
- Address + Drug Name
- Social Security # +
- Patient Name + Reason for Visit
- Address + Drug Name
- Social Security # +
HIPAA Security Assessments – ePHI?

In Scope
- Applications
- Servers
- Workstation

Logical Storage
- Shared Storage
- Backup Storage

Physical Storage
- Hard Drives
- Smart Cards

Search & Secure

High
- Inventory
- Identify Risks
- Analyze Repository
- Criticality

Medium
- Trusted Zone

Low
HIPAA Security Assessments – Results

- 100% Participation – 328 unique Assessments
  - Thousands of servers, workstations, network devices, mobile devices, and facilities inventoried and assessed
- Where were most of these findings?
  - Security management processes, audit controls, and training

Largely Successful!
PCI Security Assessments – WHY?

- The Payment Card Industry Data Security Standard (PCI DSS) is a set of requirements designed to ensure that ALL companies that process, store or transmit credit card information maintain a secure environment.

- Essentially, any merchant that has a Merchant ID must adhere to these standards.

- The Payment Card Industry Security Standards Council (PCI SSC) was launched on September 7, 2006 to manage the ongoing evolution of Payment Card Industry (PCI) with focus on improving payment account security throughout the transaction process.

- Emory is a Level 2 – We process > 1 million credit card transactions / year.

- Major fines associated with non-compliance.
PCI Security Assessments – WHY?

- What is Cardholder Data and what can you do with it?

<table>
<thead>
<tr>
<th>Account Data</th>
<th>Storage Permitted</th>
<th>Render Stored Account Data Unreadable per Requirement 3.4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardholder Data</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary Account Number (PAN)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Cardholder Name</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Service Code</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Expiration Date</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Sensitive Authentication Data</td>
<td>No</td>
<td>Cannot store per Requirement 3.2</td>
</tr>
<tr>
<td>Full Magnetic Stripe Data ²</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAV2/CVC2/CVV2/CID</td>
<td>No</td>
<td>Cannot store per Requirement 3.2</td>
</tr>
<tr>
<td>PIN/PIN Block</td>
<td>No</td>
<td>Cannot store per Requirement 3.2</td>
</tr>
</tbody>
</table>

1. Sensitive Authentication Data includes PAN, Service Code, Expiration Date.
2. Magnetic Stripe Data includes Full Magnetic Stripe Data, CAV2/CVC2/CVV2/CID, PIN/PIN Block.
PCI Security Assessments – How?

- Office of Debt and Cash Management in conjunction with Enterprise Security conducted PCI Assessments.
- Merchants were required to provide information regarding how they process credit cards. This resulted in a required Self Assessment Questionnaire (SAQ).

**PCI Data Security Standard – High Level Overview**

<table>
<thead>
<tr>
<th>Build and Maintain a Secure Network</th>
<th>1. Install and maintain a firewall configuration to protect cardholder data</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Do not use vendor-supplied defaults for system passwords and other security parameters</td>
</tr>
<tr>
<td>Protect Cardholder Data</td>
<td>3. Protect stored cardholder data</td>
</tr>
<tr>
<td></td>
<td>4. Encrypt transmission of cardholder data across open, public networks</td>
</tr>
<tr>
<td>Maintain a Vulnerability Management Program</td>
<td>5. Use and regularly update anti-virus software or programs</td>
</tr>
<tr>
<td></td>
<td>6. Develop and maintain secure systems and applications</td>
</tr>
<tr>
<td>Implement Strong Access Control Measures</td>
<td>7. Restrict access to cardholder data by business need to know</td>
</tr>
<tr>
<td></td>
<td>8. Assign a unique ID to each person with computer access</td>
</tr>
<tr>
<td></td>
<td>9. Restrict physical access to cardholder data</td>
</tr>
<tr>
<td>Regularly Monitor and Test Networks</td>
<td>10. Track and monitor all access to network resources and cardholder data</td>
</tr>
<tr>
<td></td>
<td>11. Regularly test security systems and processes.</td>
</tr>
<tr>
<td>Maintain an Information Security Policy</td>
<td>12. Maintain a policy that addresses information security for all personnel.</td>
</tr>
</tbody>
</table>
PCI Security Assessments – How?

- Office of Debt and Cash Management in conjunction with Enterprise Security conducted PCI Assessments.

- Merchants were required to provide information regarding how they process credit cards. This resulted in a required Self-Assessment Questionnaire (SAQ). (4-5 month process)

- Depending on how you process depends on your PCI Compliance requirements.

Business Process + Technology Components = Level of Compliance

- SAQ A
- SAQ B
- SAQ C
- SAQ CVT
- SAQ D
Security Update

Questions
Thank you for coming!