IT Briefing Agenda

- Office 365 Update
- Box @ Emory
- Infrastructure Project Updates
- Monitoring as a Service
- SMCC Update
- Freshman Arrival Weekend and Back to School
- Password Resets
- Security Update

- Jay Flanagan
- Ceray Doss-Williams / David Hauenstein
- Mike Politinsky
- Amir Ali / Mark Kawasaki
- Danon Vaughn
- Dawn Francis-Chewning
- Anne Marie Alexander / Chris Alexander
- Derek Spransy
Jay Flanagan
Manager, Messaging Team, Infrastructure
Office 365 Update
What’s New with 365
Moves to O365

- Moves suspended temporarily while team worked Security issue
- Other 365 Issues:
  - Voice Mail path
  - Pre-Copy and Final Moves
  - Archives
- Smaller issues
  - KB articles being written
Archives

• Gathering process completed
• Working to get moves moving forward
2-Way Trust

- Two-Way Trust to be turned on with EHC at the end of September.
Ceray Doss-Williams
Project Manager, PMO
David Hauenstein
Manager, Storage & Engineering, Infrastructure

box  @  Emory
Providing Faculty, Staff, & Students with a way to access and share documents on popular desktop and mobile platforms from anywhere with an Internet connection.
Currently 69 Box Apps

I2 Tier 3: 50k Seat Site License

No FISMA, No PCI

30-day Trashcan

No File Types Restricted

Tied to Primary Identity, EU or EHC

“Repatriate” existing Box Lite, Business & Enterprise accounts.

25 GB Hard Quota

Role Based:
Co-owner
Editor
Viewer
Etc...

5 GB Max File Size

Users can add email aliases
IT Service Desk: 404-727-7777

https://success.box.com/

https://support.box.com/home
Questions
Mike Politinsky
Manager, Network Engineering, Infrastructure

Infrastructure Project Updates
Core Router Refresh Update

• Locations moved to the new core in August: Cox Hall Vidyo, Cox Hall Occupant Network, New South Construction Trailer, Math/CS Department
• Locations moved to the new core in September: VoIP Device Network
• NDB Migrations to begin after updated code by Cisco is delivered in September
IPAM Update: DHCP Migration Status

- DHCP-VoIP 78%
  - Total DHCP subnets – 149
    - Migrated – 117
- DHCP-A 73%
  - Total DHCP subnets – 177
    - Migrated – 130
- DHCP-Admin 53%
  - Total DHCP subnets – 151
    - Migrated – 80
- DHCP-HC 2.5%
  - Total DHCP subnets – 234
    - Migrated - 6
Edge Refresh Update

• 2012-2013 Fiscal Year has closed
• What locations were refreshed with billing corrected and detailed wireless options offered to help users reduce on-going monthly charges:
  • School of Nursing, Rich Building, 1525 Clifton Rd, Harris Hall, 59 Executive Park, TEC B, Decatur Plaza
• What is in process to conclude by 10/15:
  • Woodruff PEC, DUC, EUHM: Woodruff Davis Fisher, Wesley Woods, and Alumni House
Accomplishments for 2012-2013

• Installed devices & added SJH to Emory network
• Added EJCH to Emory network
• Hope Clinic migration
• Upgrade to primary Emory telephone system
• New joint CHOA-Emory venture at HSRB
• Added 12 ESA healthcare clinics
• Villa Rica clinic relocation
• EUH ER update relocation
• 57 Executive Park build out
• HC Telemetry installation and build out
Infrastructure Project Updates

Questions
Amir Ali
Manager, TOC, Enterprise Services

Mark Kawasaki
IT Service Management Specialist, Integration

Monitoring Project
• **AppManager**
  • Element Monitoring for all Linux and Windows hosts, Physical and VM

• **Analysis Center**
  • Historical Reporting capabilities for up to 24 months

• **Operations Center**
  • Event Management and Root Cause Analysis
  • Integrations with Element Monitoring applications
  • Ticket Automation and Paging through Service-now and AMCOM
APPManager
Operations Center
Monitoring Project

Questions
SMCC Update

Danon Vaughn
Technical Project Manager, DAR

SMCC Update
New to the Request Catalog

17 additional standard request items

- Finance & Administration
  - LITS: Invoice or Quote Processing Request

- Web Hosting
  - Web Hosting Request

- Email
  - Exchange: Distribution List
  - Exchange: Resource (Room, Equipment or Department Calendar)

- Security Management
  - Data Center Access Request

- IT Service Management
  - IT Service Management Review
  - ServiceNow: Add/Remove/Modify user or role
  - ServiceNow: Create or Modify Request Item
  - ServiceNow: Inbound Email (listserv) action
  - ServiceNow: Submit an Enhancement Request
  - Subscribe to Major Incident Notifications

Order Things
Browse the request catalog
• Place an order

Business Information Management
- Business Intelligence: OBIEE Code Migration
- Campus Financial Report: PSoft-Compass/BI/FORS

To learn more: Subscribe to REQ-IT listserv and/or contact the ITSMO
Training Opportunities

Training Schedule here: http://smcc.emory.edu/training/im_training_schedule.html

• ServiceNow Refresher: (2 hours) Tips and tricks for: navigation, bookmarks, templates, knowledge, activity logs, homepages and reporting

• New to ServiceNow (6 hours) Comprehensive overview of ServiceNow
# SMCC FY14 Goals

<table>
<thead>
<tr>
<th>Goal</th>
<th>SMCC Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implement On-Boarding solution to streamline the experience for new hires and managers</td>
<td>Tiffany Kady / Nicole McFarland</td>
</tr>
<tr>
<td>Implement and market Mobile App to enhance operational efficiency</td>
<td>Daniel Ra / Mark Kawasaki</td>
</tr>
<tr>
<td>Automate Incident paging with integration between ServiceNow &amp; Amcom</td>
<td>Mike Politinsky/ Mark Kawasaki</td>
</tr>
<tr>
<td>Improve ServiceNow alignment between out-of-box build and Emory's customized view to access new features</td>
<td>Luciano Dalla Venezia</td>
</tr>
<tr>
<td>Implement Chat feature to improve customer and IT communications</td>
<td>Sharon Gregory / Danon Vaughn</td>
</tr>
<tr>
<td>Extend Major Incident process adoption across the Enterprise</td>
<td>Tanisha Hill / Patrick Maloney</td>
</tr>
<tr>
<td>Increase use of Knowledge by enhancing Knowledge Center Support (Lite)</td>
<td>Rose Harris / Sharon Gregory</td>
</tr>
</tbody>
</table>
SMCC Update

Questions
Freshmen Arrival Weekend and Back to School 2013
By the Numbers

Emory On Line = 2000 Flashdrives!

Provided to:
  – 1400 1st Year Students
  – 90 Transfer Students
  – 500 Oxford New Students

EOL is designed to be self-installed. Well . . .
EOL Self Installed

Yes!

The EOL script worked efficiently to get students connected.

The Documentation used by our students to do it themselves was simple and absolutely effective at walking a student through the setup – by device.
1. Open **Settings**.
2. Tap **Wireless & Networks**.
3. Choose **Wi-Fi Settings**.
4. Choose **EmoryUnplugged** from the list of networks.
5. If prompted, enter your Credential Storage password.
   
   Note: this password is specific to your device and is not associated with Emory.
6. Enter the appropriate information in the following fields:
   
   EAP Method: **PEAP**
   Phase 2 authentication: **MSCHAPv2**
   CA Certificate: **N/A**
   Client Certificate: **N/A**
   Identity: `<Emory NetID>`
   Anonymous Identity: `<Emory NetID>`
   Wireless Password: `<Emory Password>`
7. Tap **Connect**.
8. Once connected to EmoryUnplugged, go to [https://netreg.service.emory.edu](https://netreg.service.emory.edu) and follow the on-screen instructions.
9. **Restart** your device.
1. Touch the **Settings** icon.

2. Touch **Wi-Fi**.

3. Make sure that Wi-Fi is turned on. Select **Emory Unplugged**.

4. When prompted, enter your **Emory NetID** and **Password**.

5. When prompted, touch **Accept** (even though it says “Not Verified”).

6. Once connected to EmoryUnplugged, go to [https://netreg.service.emory.edu](https://netreg.service.emory.edu) and follow the on-screen instructions.

7. **Restart** your device.
1. Insert provided **flash drive** into your computer’s USB port.

2. Double-click **Emory Online 2013 for Mac**.

3. Follow the prompts, entering your **NetID** and **password** when required.

4. Once connected to EmoryUnplugged, go to **https://netreg.service.emory.edu** and follow the on-screen instructions.

5. It’s your Flash Drive - **Use it!**

   Once you’ve run EOL and you are on the network, delete all the EOL files from the flash drive and make this 2GB drive your own. It has a write protect switch. Use it to **BACK UP AND PROTECT** your data (class files, pictures, documents and more) from unintended changes or loss.
1. You **MUST** uninstall any anti-virus software before proceeding.

2. Insert provided **flash drive** into your computer’s USB port.

3. Double-click **Emory Online 2013**.

4. Follow the prompts, entering your **NetID** and **password** when required.

5. Once connected to EmoryUnplugged, go to [https://netreg.service.emory.edu](https://netreg.service.emory.edu) and follow the on-screen instructions.

6. It’s your Flash Drive - **Use it**!
   Once you’ve run EOL and you are on the network, delete all the EOL files from the flash drive and make this 2GB drive your own. It has a write protect switch. Use it to **BACK UP AND PROTECT** your data (class files, pictures, documents and more) from unintended changes or loss.
Multiple Mobile Devices

The documentation played to the four most popular devices:
• Android and iPhone
• Mac and Windows Laptops

More numbers . . .

Total Devices in NetReg (as of 9/13) = ?

NOTE: This count only includes on campus resident students
How many?

Total Devices in NetReg (as of 9/13) = 13,234

How many phones?

4,524  34% of all devices

How many laptops?

6,496  49% of all devices

(NetReg only!)
How many?

The remaining 17% . . .

<table>
<thead>
<tr>
<th>Device</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>iPads</td>
<td>1,089</td>
</tr>
<tr>
<td>Kindle Fire</td>
<td>29</td>
</tr>
<tr>
<td>Nexus 7</td>
<td>34</td>
</tr>
<tr>
<td>Linux</td>
<td>45</td>
</tr>
<tr>
<td>ChromeOS</td>
<td>9</td>
</tr>
<tr>
<td>RIM Plybk</td>
<td>1</td>
</tr>
<tr>
<td>Manual Reg</td>
<td>993</td>
</tr>
</tbody>
</table>
And then . . .

Password Reset – the Mission!

Our goal was revised for the weekend effort.

Job #1 – At check-in, all new students reset their passwords before getting their flash drive.

Job #2 – helped get them online, if needed, by providing guidance and enabling the student.
Talking Points

- Good Security begins with you!
- Proactive University stance
- Growing shift to require periodic resets
- It's your digital responsibility
- Let's change it before you get on the network!
...slides redacted for security reasons...

...for more information, contact Derek Spransy
Recap

The best BTS to date!
Great Team
Challenging Mission
Highly Successful
Major Multiple Devices

Questions?
Questions
Password Resets

Anne Marie Alexander
Manager, Identity Management, Integration

Chris Alexander
Enterprise Middleware Admin, Identity Management, Integration

Password Resets
…slides redacted for security reasons…

…for more information, contact Derek Spransy
Password Resets

Questions
Derek Spransy
Information Security Specialist, Enterprise Security

Security Update
Security Update

Questions
Thank you for coming!