



**EMORY**  
LIBRARIES &  
INFORMATION  
TECHNOLOGY

# **IT Briefing**

March 20, 2014

North Decatur Building

4<sup>th</sup> Floor Auditorium

# IT Briefing Agenda

- Office 365 Update
- Infrastructure Update
- Monitoring Update
- PS Financials Tools Upgrade
- Identity Management
- Security Update
- Jay Flanagan
- Mike Politinsky
- Steve Lee
- Michael Davidson
- Anne Marie Alexander
- Derek Spransy



**Jay Flanagan**

Manager, Messaging Team, Infrastructure

# **Office 365 Update**

# O365 Moves Completed

- LITS
- Campus IT
- Oxford
- Theology
- GBS
- College (part 1)
- Law



# O365 Moves Forthcoming

- DAR
- DUR (Alumni)
- F & A
- Campus Life
- Campus Services
- Others in Planning



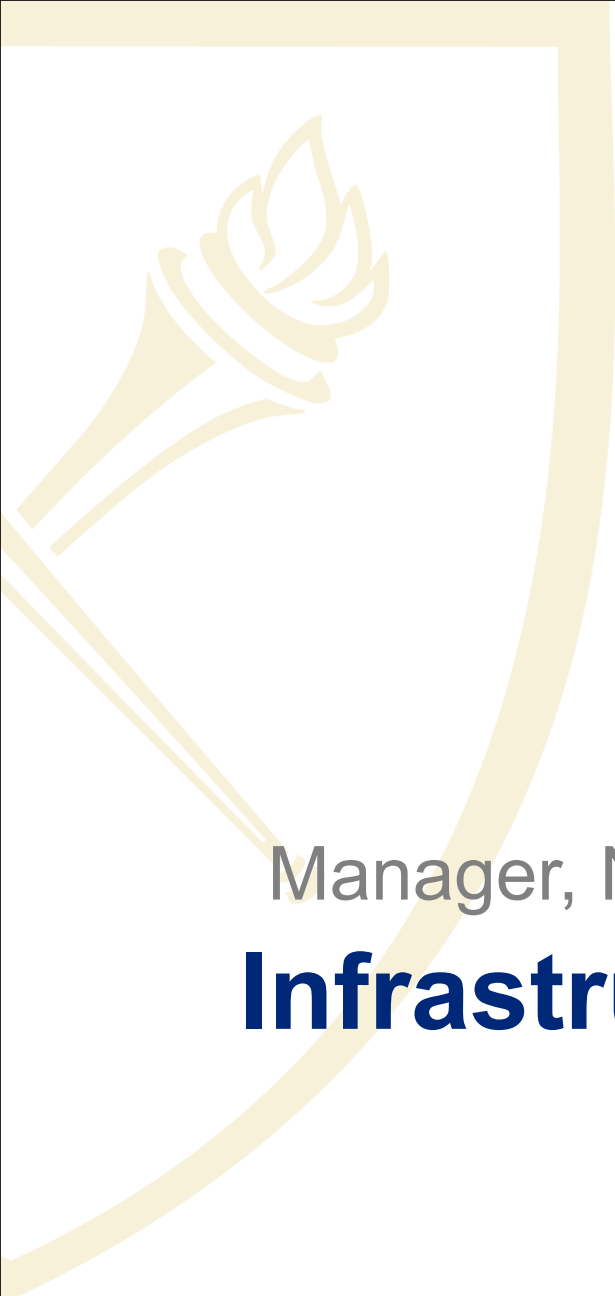
# Archiving

- Archives move as your school / department moves
- Only EAS user archives are moved
- Archive Policies begin working on current mail in mailbox



# Questions?





**Mike Politinsky**

Manager, Network Engineering, Infrastructure

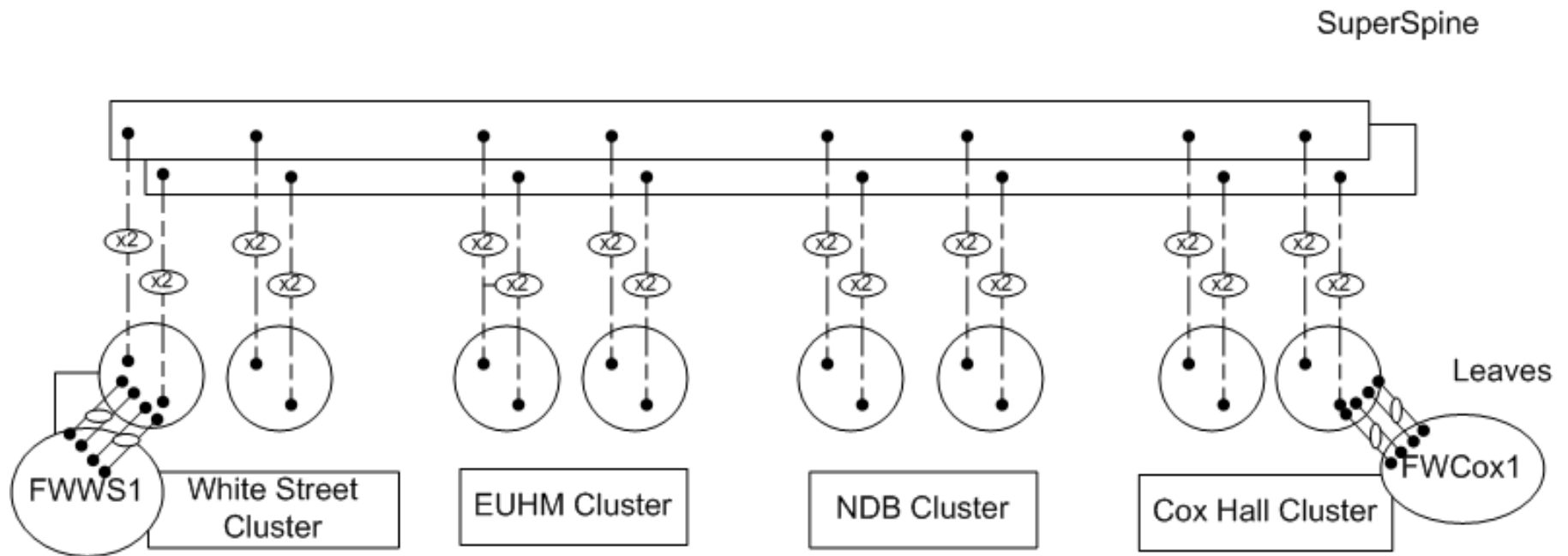
# **Infrastructure Project Updates**



# Core Router Refresh Update

- The project deployment is still on hold pending validation of new design and configuration
  - The validation is set to conclude at Cisco Labs in April 2014
- The new design includes a dual spine backbone with dual connected leaves through a virtual routing interface
- Percent migrated: ~33% (most work completed will likely need to be re-addressed)

# Proposed Core Router Re-Design



# IP Address Management (IPAM) Update

## February-April 2014

- Alert Integration with SMARTS/Zabbix/NetIQ

## April/May/June 2014

- Moving academic zones
- VoIP Migration (week after CM update)
- Migrate healthcare (big bang)

**The call for network stabilization has temporarily placed the project on hold**

# Edge Switch Refresh Update

- Completed:
  - Miller Ward Alumni House, Lullwater House, Clifton Tower, TEC B, Alabama Hall, Burlington Rd Church, Woodruff PE Center, VA Medical Center, Schwartz Performing Arts Center and Callaway
- Upgrades In Process:
  - Wesley Woods Campus, EUHM Woodruff/Davis-Fisher & 10 Peachtree, and Dobbs University Center
- Planned but not yet started:
  - Carlos Museum, WMB, EUH D207, SoM, Decatur Clinic, WRC and Grady Hospital

# Voice Changes

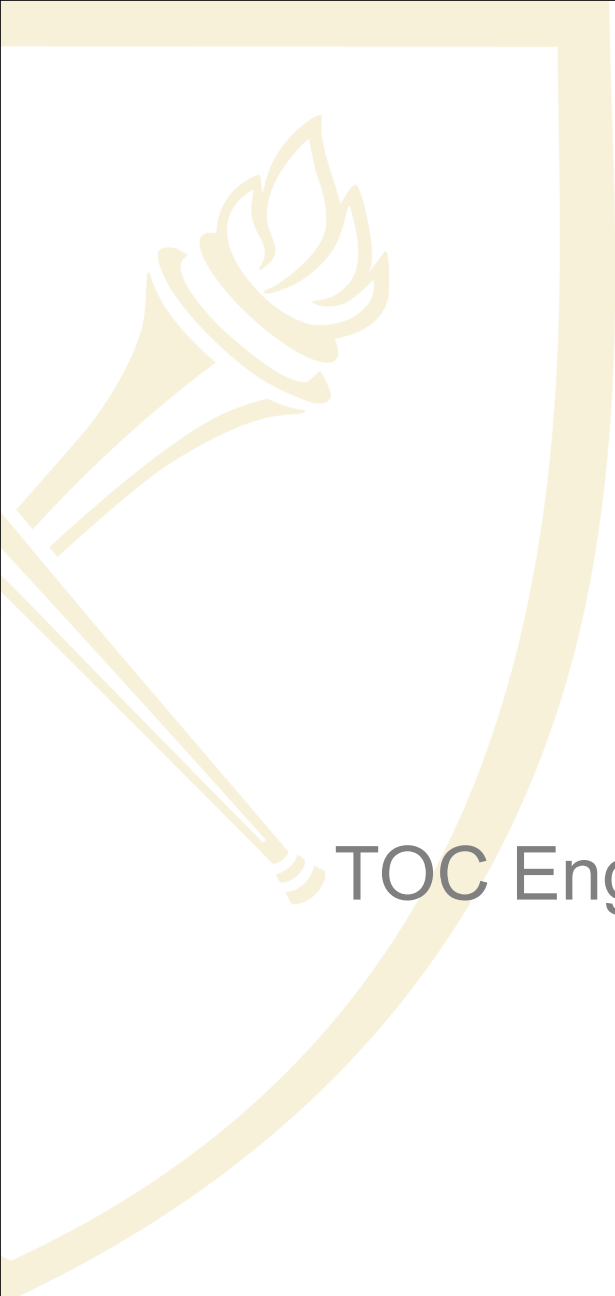
- Call Reporting Replacement
  - The CMS platform has been installed to replace AvayaIQ to add user/client capacity, decommissioned is planned for March 31

## Communication Manager Update

- Upgrade to CM 6.3.5 on CHG120503 for April 3
- Avaya Flare Pilot
  - Alpha testing continues
  - User pilot for 50-75 users is slated for May2014

# Questions





**Steve Lee**

TOC Engineer IV, Enterprise Services, UTS

# **Monitoring Update**

# Application Monitoring

Application	Ticketing/Paging	Availability	Application &/or Elements
25Live			
ACE			Elements Only
Aleph			
Amcom Mobile Connect			Elements Only
Avaya CM			
Blackboard			
Cascade			
ColdFusion			
e.Notify			
Echo360			
Roomview Fusion			
Effort Reporting System			
EmoryCard			Elements Only
Exchange			Application Only
Google Appliance			
Insight+Luna			
Kronos			

Application	Ticketing/Paging	Availability	Application &/or Elements
MySoft			
OBIEE			
Office 365			Application Only
OnBase			
PeopleSoft-ELM			
PeopleSoft-Fin			
PeopleSoft Fin Reporting			
PeopleSoft-HR			
PeopleSoft-Student			
Pharos			
Primo			
ServiceNow			
Simonweb			
Verint			Application Only
Wireless			
Unified Messaging	Coming		



# Application Monitoring

- Web checks
  - Records web transactions and creates scripts that simulate user experience
  - Identical checks run on 2 different servers to help eliminate false events
- Dashboard
  - [Availability.service.emory.edu](http://Availability.service.emory.edu)
  - Current status
  - Availability numbers
  - Web checks and element monitoring

# Application Monitoring

## Ticketing & Paging Integration

- Auto-routed based on application owner
- Paging and escalation via Amcom
- Acknowledge and assign tickets via Amcom Mobile Connect app

# Element Monitoring

- 540 production Windows and Linux servers
- 500 network devices in NetIQ
- 50 Oracle databases
- 30 SQL Server databases
- 8 storage arrays
- Element ticketing and paging in development/testing

# Challenges

- Integration with our processes
  - Ticketing and paging
  - On-call
  - New frontiers for application owners
- NetIQ software

# Next steps

- Complete element ticketing and paging
- Add remaining LITS applications
- IDM and Middleware monitoring
- Having initial discussions with R-WIT

# Monitoring Project

Questions





**Michael Davidson**

Manager, PeopleSoft Administration Group,  
Enterprise Applications

# **PeopleSoft Financials Tools Upgrade**

# What and Why?

- **What?** Upgrade the PeopleSoft Tools Component of PS Financials / Compass
- **Why?** This is the first upgrade since the 9/1/09 implementation. We must move to vendor certified environment to maintain vendor support and to leverage application improvements.



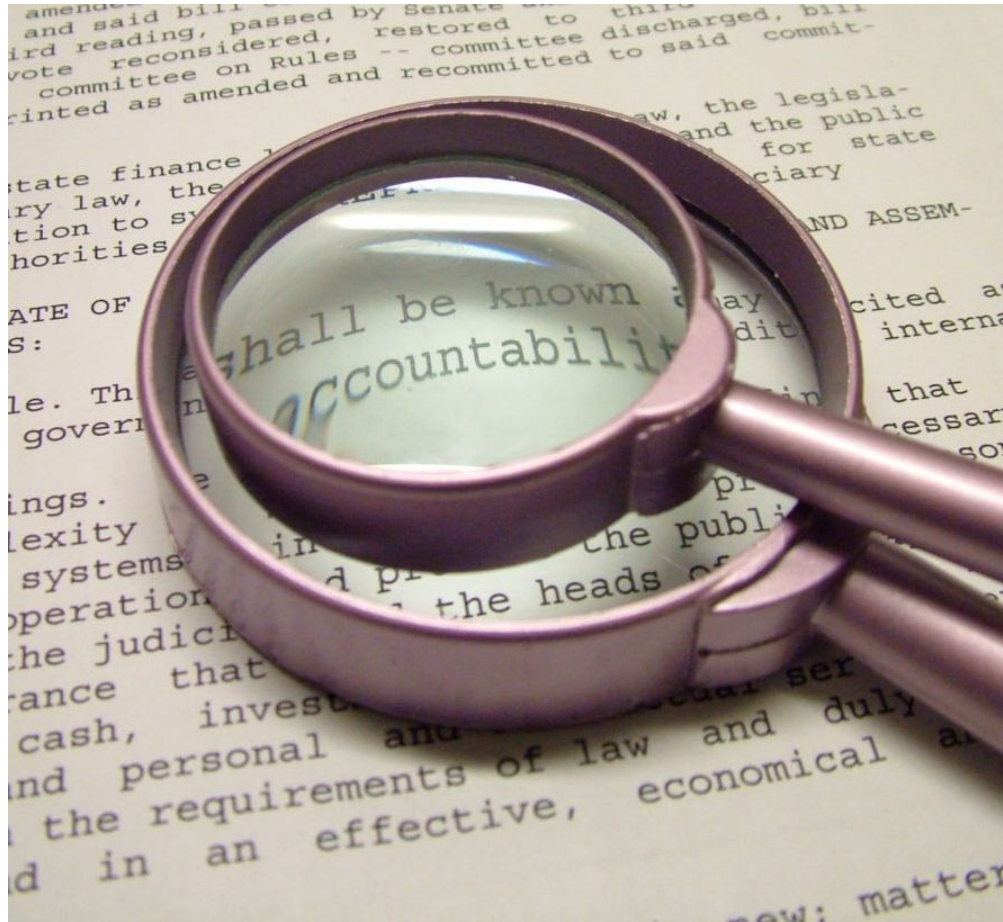
# When?

Per our Strategic Direction:

- PS Tools Environment Overhaul - now → Go Live 4/22 – Outage Period a work-in-progress
  - Complete Replacement of All 34 Servers
  - Migrating All Databases from Oracle 10g to 11g
  - Upgrade to PS Tools 8.53.09
- Fit Gap (Application Functionality vs Requirements) Analysis – now → July 31, 2014
- PS Financials / Compass Upgrade to 9.2 – August 2014 → March 2016

# Customer Impact?

- Transparent



# PS Financial Tools Upgrade

Questions

Now, or if later, contact <http://compass.emory.edu/>



**Anne Marie Alexander**

Manager, Identity Management, Integration

# **Identity Management Project Update**

# Glossary

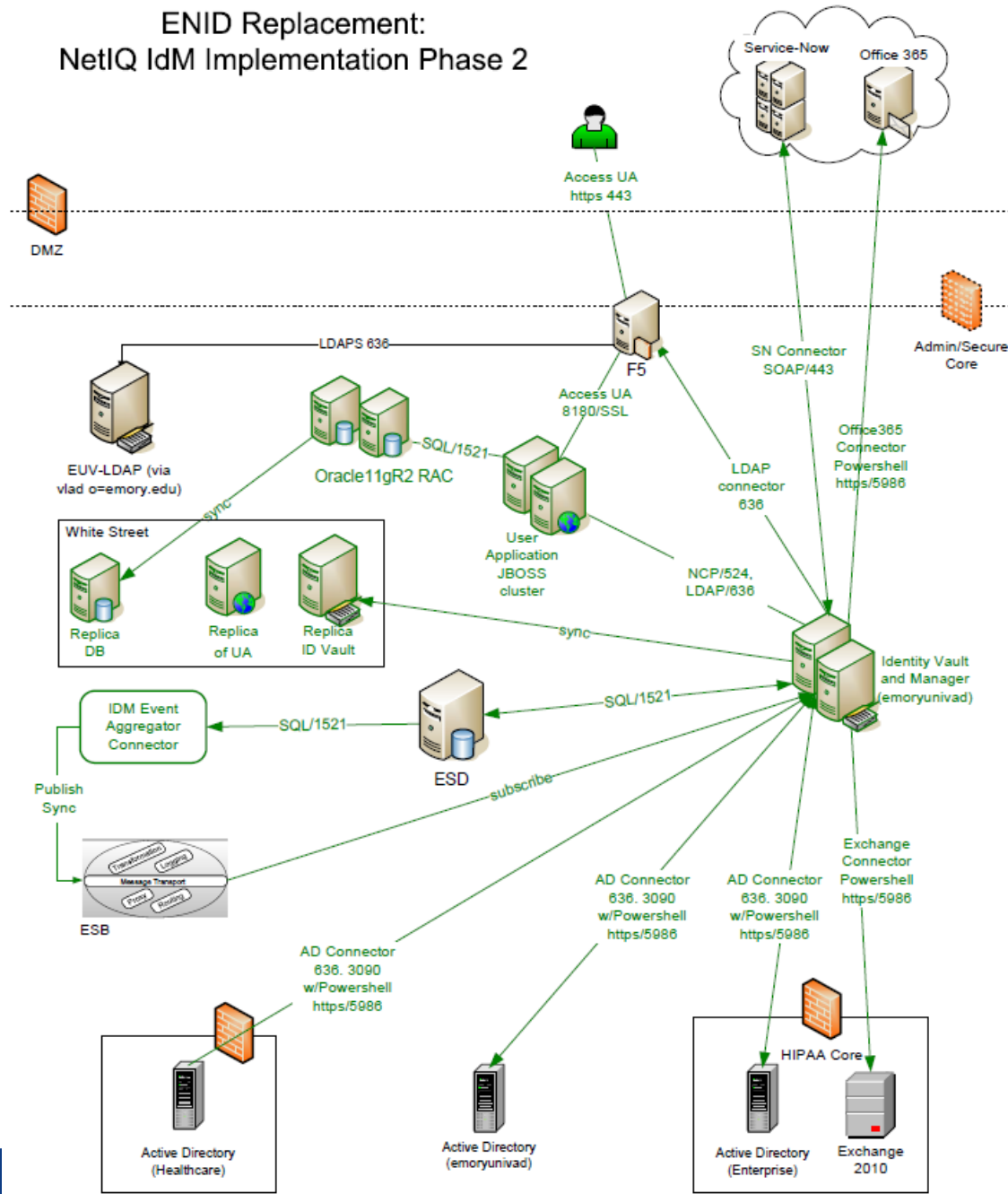
## *Sun/Oracle Identity Management Suite*

- ENID: Identity Manager – provision accounts and user self-service (enid.emory.edu/myaccount)
- EUV-LDAP: Lightweight Directory Access Protocol
- VLAD: Virtual LDAP Directory / LDAP Proxy

## *To be replaced by:*

- NetIQ Identity Manager
- Microsoft AD LDS – Active Directory Lightweight Directory Services

# ENID Replacement: NetIQ IdM Implementation Phase 2



# Authentication - Current state

## VLAD

- EUV-LDAP
- EHC-LDS
  - EHC-AD

# Authentication – Future state

~~VLAD~~

EUUV-LDS

- ~~EUUV-LDAP~~
- EUUV-AD



EHC-AD



# Milestones

## June

- Implement new Identity Manager
- July – August as warranty period

## October

- Service account owners begin testing
- **October – November: critical time**

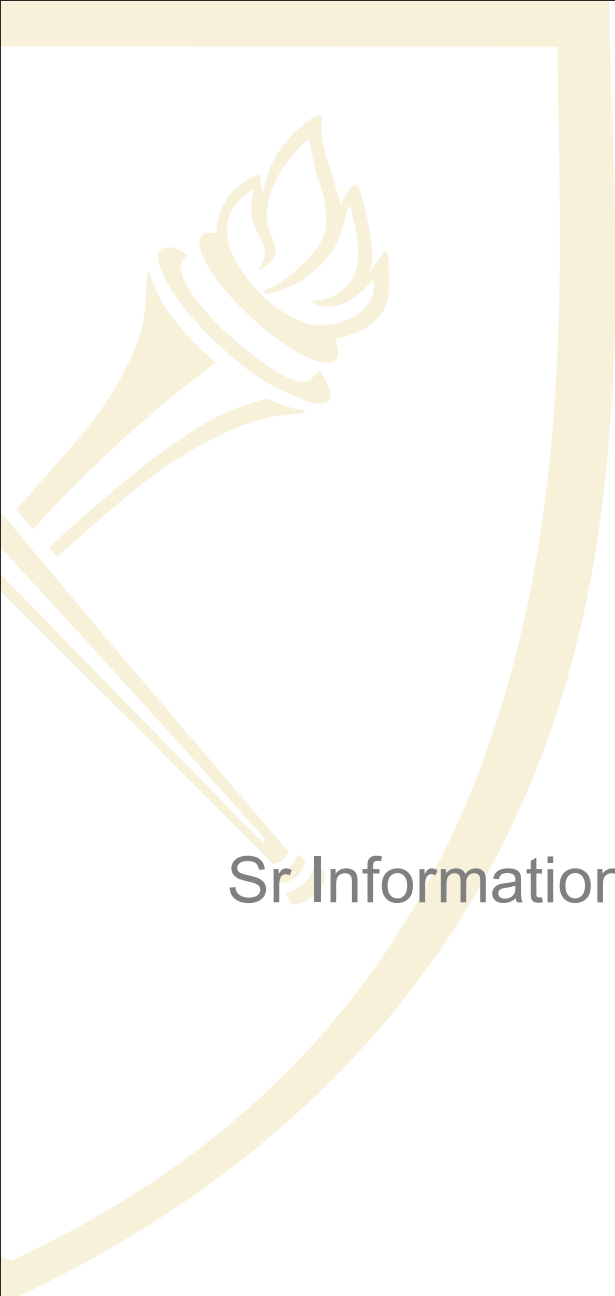
## January

- Implement new LDS by early January

# Identity Management Update



Questions



**Derek Spransy**

Sr Information Security Specialist, Information Security

# **IT Security Update**

# BitLocker Project

- The PoC phase has ended
- The project team is making a recommendation to governance to implement MBAM+BitLocker as a production service
- Should governance approve, we are targeting April 30 for go-live



# BitLocker Project – What to know

- MBAM+BitLocker for Windows and FileVault2 + Emory's FileVault Management Tool are the only FDE tools that will satisfy policy 5.12
- No date set for PGP decommission
- All PGP deployments should stop after MBAM becomes available
- Documentation will be made available
- More details in the next briefing and via Local-L

# Windows XP (and Office 2003) Retirement

- End of extended support is April 8<sup>th</sup>, 2014
- This means **no new security patches** will be provided for XP or Office 2003 after April
- Significant security enhancements have been made in Windows 7 and Windows 8
- Please make every effort to retire or upgrade systems running Windows XP before April
- Expect new 0-day exploits after April



# Windows XP Remaining

Department/Division	XP Machine Count
<i>Campus Life</i>	<b>53</b>
<i>Campus Services</i>	<b>15</b>
<i>Emory College</i>	<b>214</b>
<i>DAR</i>	<b>14</b>
<i>Emory Common</i>	<b>276</b>
<i>GBS</i>	<b>33</b>
<i>Law</i>	<b>4</b>
<i>Library</i>	<b>3</b>
<i>Oxford</i>	<b>1</b>
<i>RSPH</i>	<b>189</b>
<i>SOM</i>	<b>564</b>
<i>SON</i>	<b>1</b>
<i>UTS</i>	<b>94</b>
<i>Yerkes</i>	<b>121</b>
<i>Total</i>	<b>1582</b>

# Don't Forget Mac OS...

- 3 Mac OS X 10.4
- 22 Mac OS X 10.5
- 475 Mac OS X 10.6
- These only reflect those that have AV installed
- Apple follows an “n - 2” support model



# Password Policy

- The new password policy has been approved but not published
- Stay tuned...

# Security Update

Questions



# Thank you for coming!

*Thank  
You*