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
Office 365 Update

Jay Flanagan
Manager, Messaging Team, Infrastructure

20-Mar-14
O365 Moves Completed

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

Dear Friends,
I am moving to another house...
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?
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 May 2014
Steve Lee
TOC Engineer IV, Enterprise Services, UTS

Monitoring Update
# Application Monitoring

<table>
<thead>
<tr>
<th>Application</th>
<th>Ticketing/Paging</th>
<th>Availability</th>
<th>Application &amp;/or Elements</th>
</tr>
</thead>
<tbody>
<tr>
<td>25Live</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACE</td>
<td></td>
<td></td>
<td>Elements Only</td>
</tr>
<tr>
<td>Aleph</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amcom Mobile Connect</td>
<td></td>
<td></td>
<td>Elements Only</td>
</tr>
<tr>
<td>Avaya CM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blackboard</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cascade</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ColdFusion</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e.Notify</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Echo360</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Roomview Fusion</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Effort Reporting System</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EmoryCard</td>
<td></td>
<td></td>
<td>Elements Only</td>
</tr>
<tr>
<td>Exchange</td>
<td></td>
<td>Application Only</td>
<td></td>
</tr>
<tr>
<td>Google Appliance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insight+Luna</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kronos</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MySoft</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OBIEE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office 365</td>
<td></td>
<td></td>
<td>Application Only</td>
</tr>
<tr>
<td>OnBase</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PeopleSoft-ELM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PeopleSoft-Fin</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PeopleSoft Fin Reporting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PeopleSoft-HR</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PeopleSoft-Student</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pharos</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primo</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ServiceNow</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Simonweb</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verint</td>
<td></td>
<td></td>
<td>Application Only</td>
</tr>
<tr>
<td>Wireless</td>
<td></td>
<td></td>
<td>Coming soon</td>
</tr>
<tr>
<td>Unified Messaging</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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
  - 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
Questions
PeopleSoft Financials Tools

Upgrade

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/
Glossary

Sun/Oracle Identity Management Suite

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

To be replaced by:

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

VLAD
• EUV-LDAP
• EHC-LDS
• EHC-AD
Authentication – Future state

VLAD
EUV-LDS
- EUV-LDAP
- EUV-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\textsuperscript{th}, 2014
• This means \textbf{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 2014
## Windows XP Remaining

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

20-Mar-14
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…
Questions
Thank you for coming!