# IT Briefing

September 18, 2014

North Decatur Building

4th Floor Auditorium

# IT Briefing Agenda

- Office 365 Update
- Emory Commons & SAM Kiosk
- SPOK Mobile Update
- Back to School Review
- Monitoring Project
- Trusted Storage Migrations
- Security Update

- Jay Flanagan
- Marc Overcash
- Jay Flanagan
- Dawn Francis-Chewning
- Tony Dawson
- Steve Siegelman
- Derek Spransy

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**Jay Flanagan**

Manager, Messaging Team, Infrastructure

# Office 365 Update

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# O365 Moves Coming Soon

- Finance and Administration
  - 1599 Building
  - 1762 Building
  - Admin Building
- Yerkes
- Campus Life
- Reviewing for other groups t
  may have been missed

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# Additional Updates

- Engagement with Microsoft
    - ADFS Implementation
    - Review of options for moving EHC to 365
- Postini to EOP Transition
    - Engagement with CDWG to handle

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# Archiving

- Archives move as your school / department moves
- Only EAS user archives are moved
- Archive Policies begin working on current mail in mailbox
- Global Policy is for all mail over 15 months to be archived
- Users can set individual policies that will override global policies



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# Archiving



- All groups that have moved to 365 have had archives moved except for Carter Center

- EHC IS moving to Exchange on premise Archiving – started on Monday

- Will start moving rest of EHC once EHC IS moved and tested

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# Questions?

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# Office 365 Update

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**Marc Overcash**

Deputy CIO and SOM Assistant Dean for IT

# Emory Commons and SAM Kiosk

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# Topics

- Quick Overview
- Demo
- Future Versions

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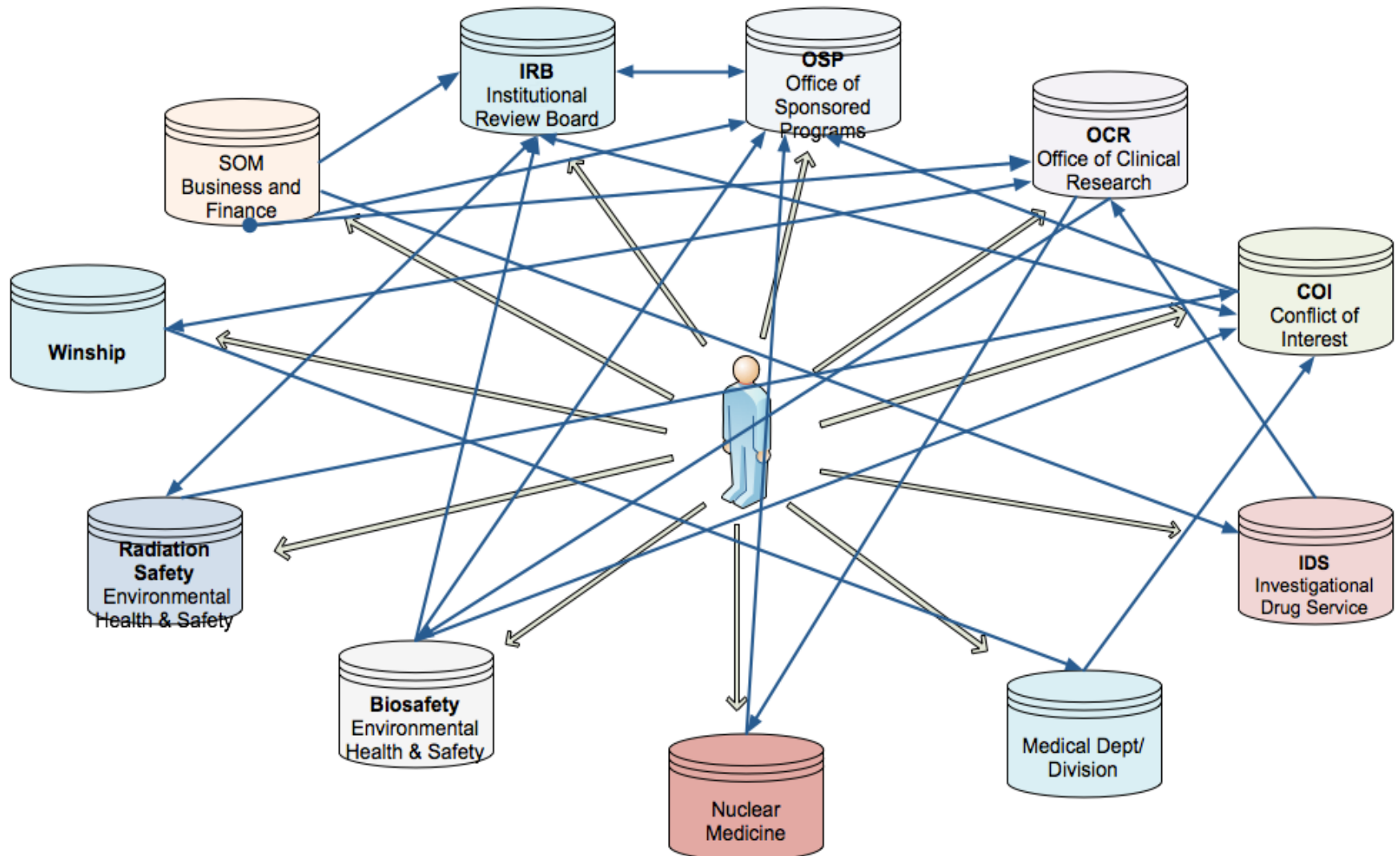INFORMATION
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# Objectives

- We want to make it easier for investigators to know the status of their proposals and award information

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# Pre-Award Workflow Analysis (Clinical Trials Only)

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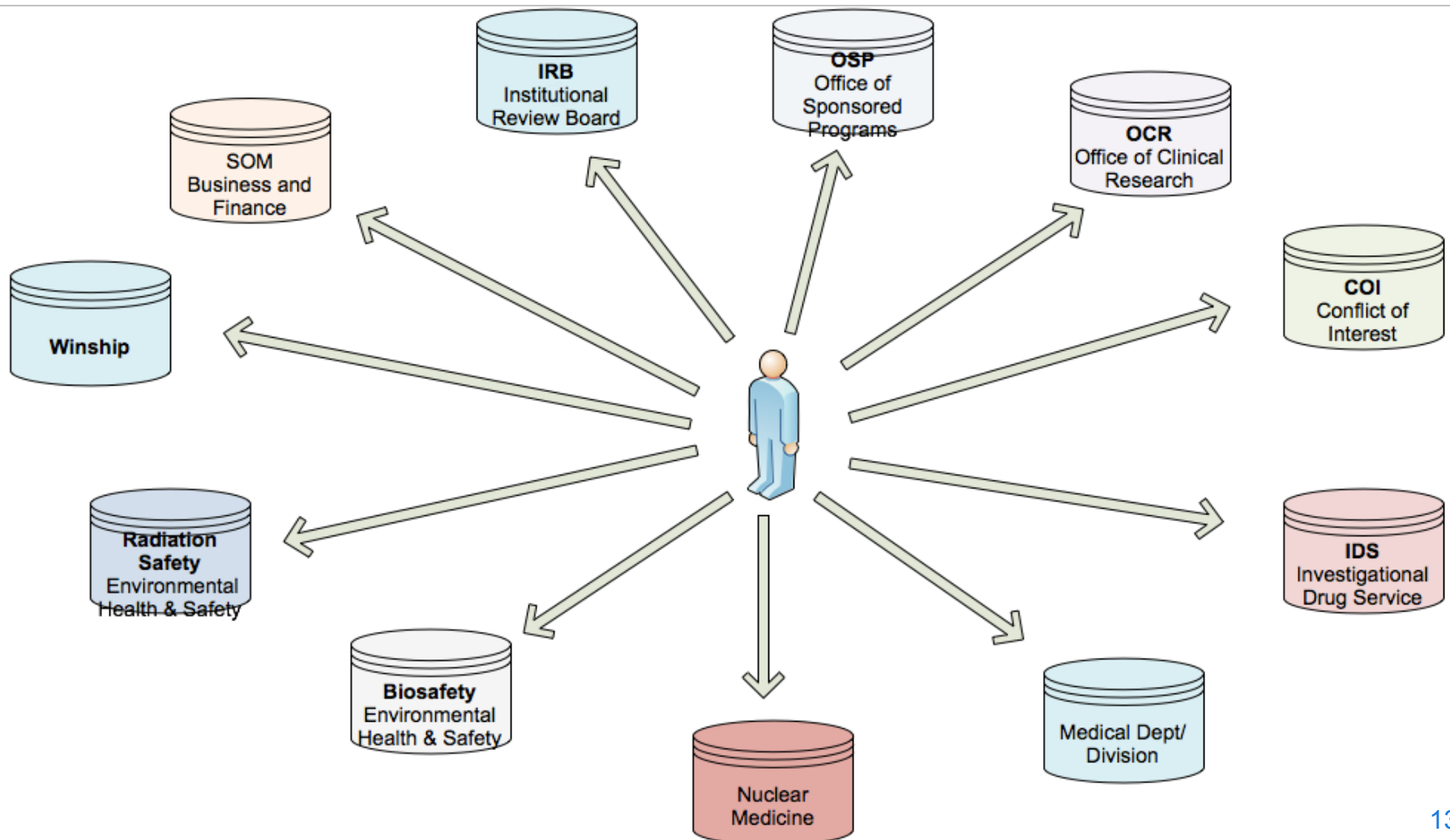
# Pre-Award Data Flow (Clinical Trials Only)

# Recommendation

- Investigator portal that contains:
  - Real-time updates on proposals (EPEX & eCOI)
  - Common language for Facilities and Other Info
  - Certification information (CITI)
  - Awards
- Establish connections so we can do system-to-system information exchange

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ESB

Emory Commons Investigator Portal

Emory Commons Wireframe - Proposal Detail Page

**Emory Commons Data Layer**

**Proposal Driven Connection**
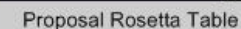
Data Store for common protocol elements
- Assigns the Master Proposal ID
- Proposal GUID

**Investigator Driven Connections**

This is needed to link information by Investigator without being tied to Proposal ID

Data Store for common Investigator elements
- Assigns the Master Investigator ID

| Proposal Rosetta Table | |
| --- | --- |
| Master_PropID | 00092141280 |
| eIRB | IRB00047644 |
| EPEX_ID | 00000000114 |
| OCR_PRA_ID | 789-000A7 |

| Investigator Rosetta Table | | |
| --- | --- | --- |
| Dr. Brain | Master_Inv_ID | 000411 |
| Dr. Brain | eIRB | 89609 |
| Dr. Brain | EPEX_ID | 00114 |
| Dr. Brain | eBirt | 227864 |

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# Demo

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# SAM Kiosk

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# Scope

- 21 of the most frequently used forms for pre-award and post-award
- Online forms to enter data
- Dashboards to track where in the process they are
- Administrative dashboard for OGCA/OSP to manage the work
- Holly Sommers, Evelyn Balabis

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# Emory Commons and SAM Kiosk

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**Jay Flanagan**

Manager, Messaging Team, Infrastructure

# SPOK Mobile Update

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# What is SPOK Mobile?

- SPOK Mobile is a paging app used on your iPhone or Android device

- Used to be Amcom Mobile Connect (AMC)

- Receive pages for emergency alerts, monitoring alerts, on-call type services, etc.

- Alert pops up on your phone, but must access the app to see the actual page

- Encrypted and secure – HIPAA compliant

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# Current State

- New version came out on Sept. 2
- No specific notification from Vendor about the upgrade
- User must sign in to the app after the download before receiving pages again
- If app was automatically downloaded then user would not receive pages unless they opened the app and signed in
- Additional versions came out for Android on 9/8 and iPhone on 9/15 to fix different issues within the original app that came out on 9/2
- iPhone update release on 9/15 had update for IOS 8
- Users should download iPhone app update prior to downloading IOS 8

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# Additional Updates

- Have begun a concerted communication campaign to users about any new updates

- Asking users to turn off automatic app updates until further notice while new versions continue to come out

- As noted, this is where the major problem is as the app gets downloaded without the user realizing it and doesn't receive pages until they open the app and sign in

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# Questions?

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**Dawn Francis-Chewning**

Educational Analyst III, Student Services IT

# Freshman Arrival Weekend and Back to School 2014…Got NAC?

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# By the numbers

Emory College Class of 2018  = 1375

Oxford College Class of 2016 = 466

48 states and 45 countries are represented

Total enrollment: Fall 2013?

Fall 2014 numbers will post after 9/17 (date of record)

# The Arrival Weekend

What does it look like?

Going from 0 to 5000 in a weekend's time?

More like 300 to 14,500 in 2 weeks' time!

New Students, Returning Students, Parents, Siblings, Grandparents, U-Hauls, giant storage containers, one way traffic, high humidity, lines everywhere - except . . .

# No lines at Residence Hall check-ins

For the very first time, our Back to School Staff was working entirely out of the Computing Center at Cox Hall!

Residence Life was thrilled to get their lobby real estate back and their check-in process was greatly enhanced.

What about us?

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# Business at the Computing Center

Our Staff – 20 strong!

Our combined total Saturday and Sunday

2014:  396                          2013: 375

8/23-9/5 – Students needing technical assistance:
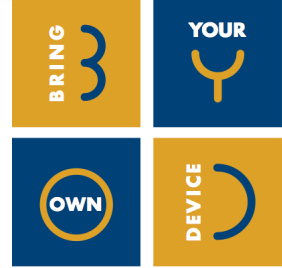
2014 – 1580                          2013 - 1739

# Multiple Mobile Devices?
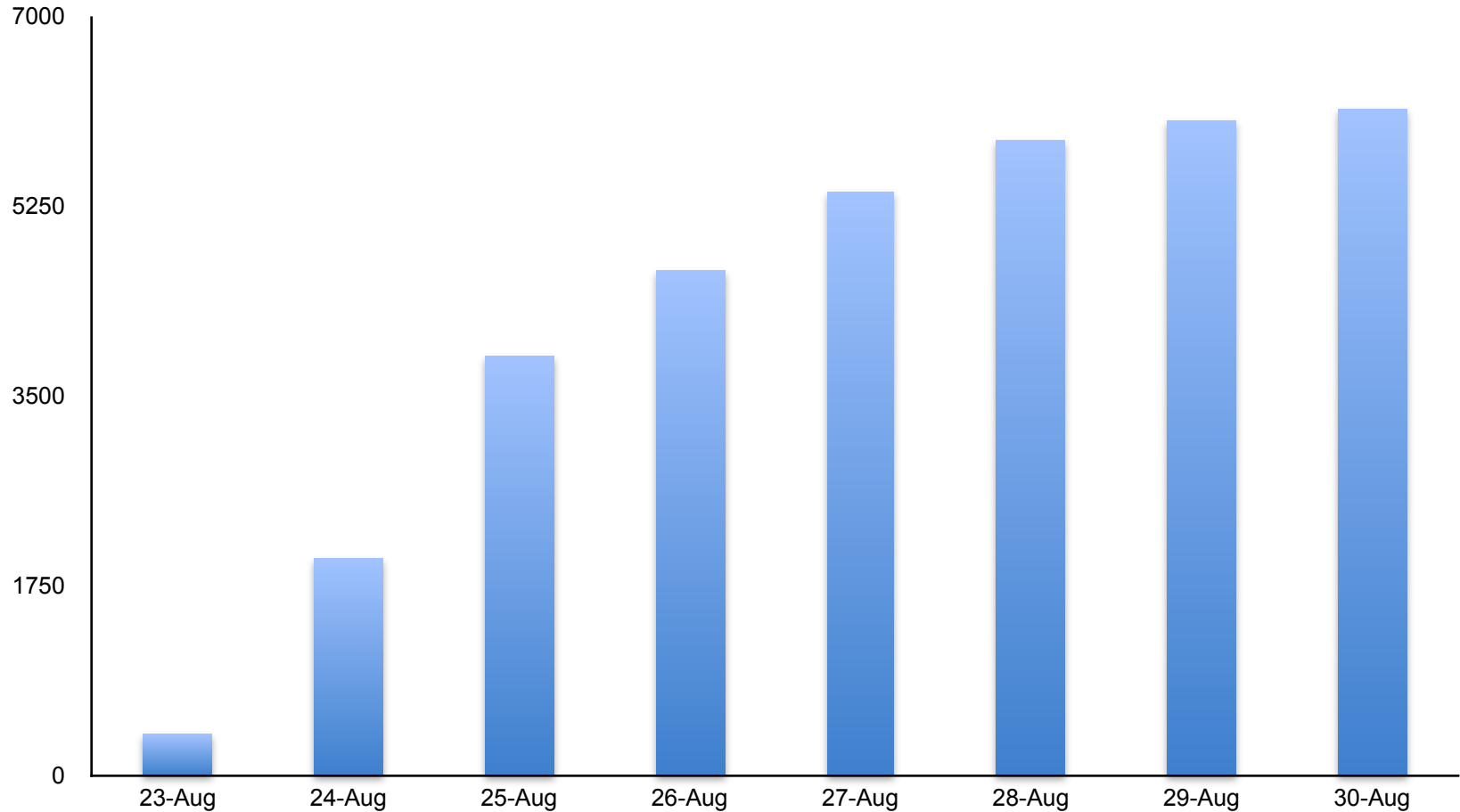
For Emory and Oxford - by Sunday afternoon

- 1345 unique NetID's on ResNet and
- 3868 devices
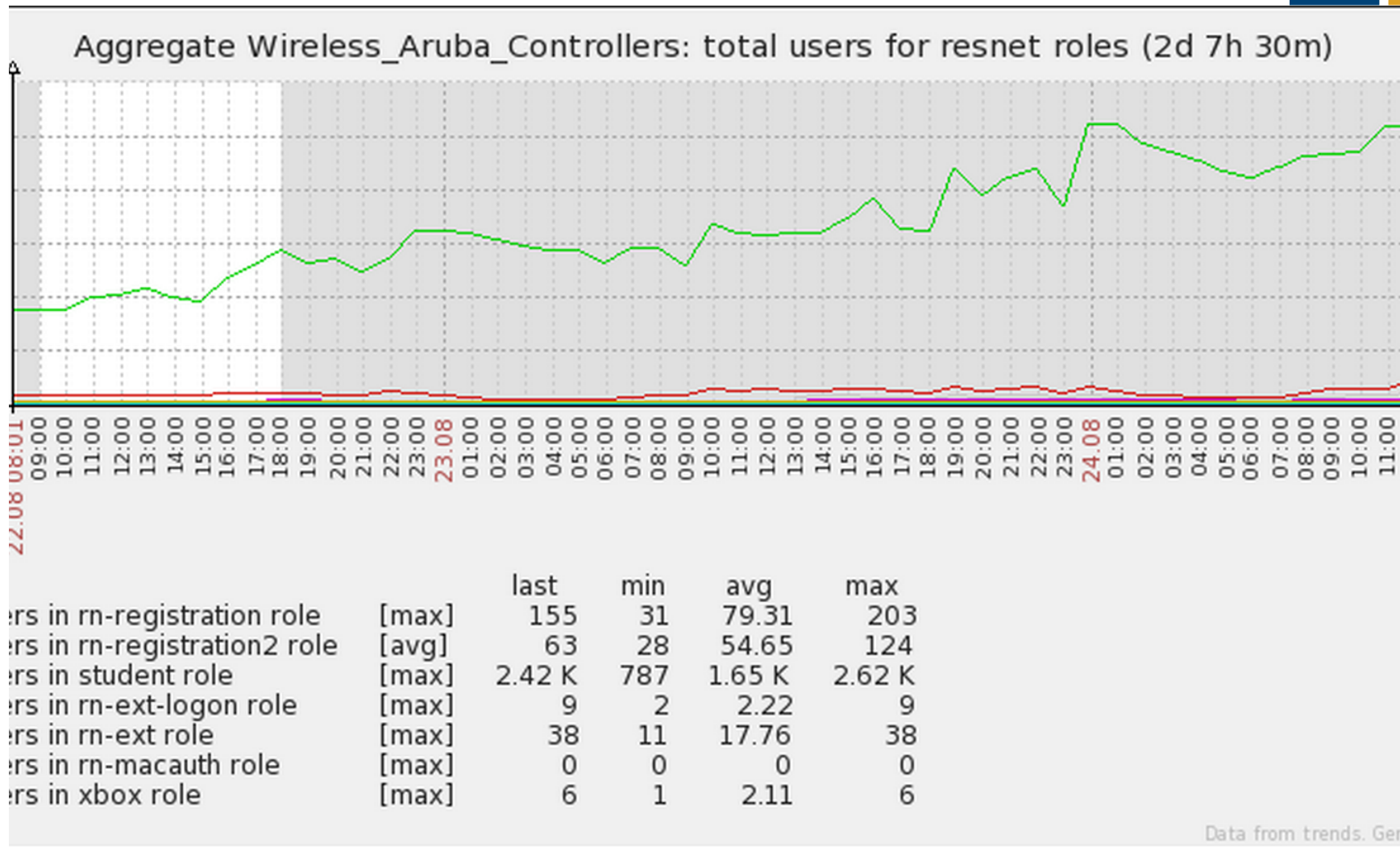- About 3 devices per User

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# ResHalls only

**BTS 2014 Devices NetReg'ed**

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# Wireless Usage for Saturday 8/24



Aggregate Wireless_Aruba_Controllers: total users for resnet roles (2d 7h 30m)

|  |  | last | min | avg | max |
|---|---|---|---|---|---|
| :rs in rn-registration role | [max] | 155 | 31 | 79.31 | 203 |
| :rs in rn-registration2 role | [avg] | 63 | 28 | 54.65 | 124 |
| :rs in student role | [max] | 2.42 K | 787 | 1.65 K | 2.62 K |
| :rs in rn-ext-logon role | [max] | 9 | 2 | 2.22 | 9 |
| :rs in rn-ext role | [max] | 38 | 11 | 17.76 | 38 |
| :rs in rn-macauth role | [max] | 0 | 0 | 0 | 0 |
| :rs in xbox role | [max] | 6 | 1 | 2.11 | 6 |

Data from trends. Ger

# What was new?

We got NAC'ed!

Bradford was rolled out in ResNet right after graduation and this was the first full 'production' implementation.

The Academic network rollout was rolled back and prompted some exciting load bearing adjustments on the wireless controllers for ResNet and the pods for Bradford.

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# NAC and McAfee

Another load bearing improvement was to use Bradford as a channel and not a landing pad.

If your scan failed because you lacked the Emory McAfee AV you were directed to Software Express, make your selection, download it and then ReScan.

Not bad BUT our returning Mac Students living on campus had a bit of a wakeup.

# Counter measure: Communication

New webinar went live and was recorded for all new students featuring LITS.

Messaging – emails to all students and then resident students emphasizing McAfee requirement.

Signage – present at Orientation and in every Res. Hall, the DUC and WML telling everyone how to get on the network AND how to find us if needed.

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# Communications too

We had some great stories to tell!

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# It takes a Team!

Student Services Team:

Tony, Alex, Tara, Haynes, Derek, Robert, Robin, Michael & Dawn

Student Technology Support (STS)

11 intrepid students!

And . . . The Village:

- – Alan White (NAC) and Keith Foster (NAC project PM)
- – Chad Street (Wireless)
- – Tom Armour (McAfee)
- – Michael Fowler (CATV)
- – Erin Mooney (1st year Librarian)
- – Steve Savage (OUE)
- – Bob Hamilton (Housing)
- – Pat Murdock (Software Express)

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# Summary

- New: NAC, McAfee AntiVirus for all, single location base, less staff, more communication!
  - Space Reno – Learning Commons & BYOD!
- Same: Camaraderie and excitement at welcoming & connecting our new students!
- Result: continued improvements and success!

**Questions?**

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# Thank You!

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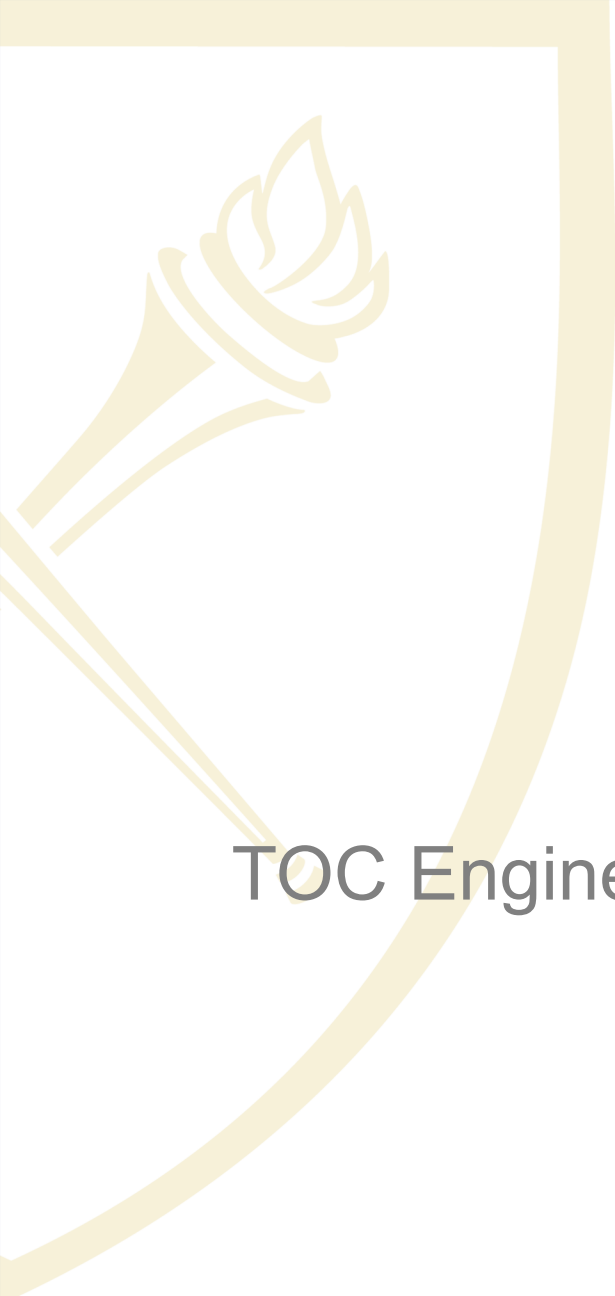
**Tony Dawson**

TOC Engineer IV, Technical Operations Center

# Monitoring Project

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# Onboarding

- PeopleSoft Tools Upgrade – May 2014
- Ares (Library) – May 2014
- DNS/Infoblox – Sept 2014
- Emory Commons (UIT) – In progress
- REDCap (UIT) – In progress
- IPAM (DNS/DHCP) – almost complete

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# Application Monitoring

**Web Checks**

- Running into issues when monitored applications have changes made to their web site content, eg MySoft and Shibboleth
- Differences between web check server environment and end user systems
- Only IE browser support possible with current NetIQ Response Module.
- Web checks options not as flexible as we would like
- Need app and element owners to be our partners and record more than just "false alarm" in tickets

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# Application Monitoring

**Ticketing and Paging**

- Ticketing and paging on application failures
- Ticketing only on elements
- Element paging still being worked on
  - Developing NOC automation script to handle some scenarios where we either don't want a page or we want pages to go to other support groups.

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# Dashboard

DNS servers relative to each application's web checks are part of the current elements' dashboard

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Development Systems

- Development system for Operations Center

- Allows us to test patches, upgrades, and configurations before deploying to production

- AppManager development system is on the way

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# Training

NetIQ provided training
- NetIQ advanced training course for TOC Monitoring Engineers

Internal training
- NOC introduction classes provided by Steve Lee for TOC staff

Working group/forum
- Outstanding issues
- Training opportunities/Q&A
- Sharing infrastructure information on applications as we onboard them

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# Challenges

- Web check environment robustness

- Shortcomings with vendor support for AppManager

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# Next steps

- Application owners monitoring group
- Update NOC patch base (new base in September)
- ERMS, AMP, and WebSphere monitoring
- Add more web check monitoring servers
- AppManager development system
- Technical services dashboard (which will include IPAM)

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# Monitoring Project



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**Steve Siegelman**

Manager, Systems Engineering

# Trusted Storage v2 to v3 Migration

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# Current (Legacy) version: TSv2

- Service is supported and maintained by the LITS Systems Team

- 2-node Windows Cluster

- Data Auditing by vended software called StealthAudit

- Did not scale well

- TSM backups & restores were cumbersome

- Hardware is EOL

- Cost: $0.20/gb per month - $2.50/gb per year

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# New Version: TSv3

- Service is supported and maintained by the LITS Storage Team
- Isilon Storage Platform
- Enhanced auditing by a product from Varonis; also supported by Security Team
- Encryption at Rest
- 10Gb Network Connectivity
- 35 Daily local backups at NDB
- Offsite replicated backup to White Street Data Center
  - 3 Daily's
  - 3 Monthly's – Taken on the 1st of each month
- **Cost: $0.07/gb per month - $0.85/gb per year**

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# Net New TSv3 Requests

- Submit a request for a new Trusted Storage share by filling out a MySoft request
- Storage Team will fulfill the request
- New pricing will take effect immediately
- **Cost: $0.07/gb per month - $0.85/gb per year**

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# TSv2 to TSv3 Migration

- The Systems Team will reach out to current TSv2 customers to begin the migration conversation and coordination

- The Systems Team will coordinate who will be performing the copy of the data

- The customers will submit a MySoft Trusted Storage - TSv3 request in the amount of their current storage allotment plus any growth they would like to request

- **The customer will not be billed for the TSv3 storage until the migration has been completed…you will not be doubled billed**

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# TSv2 to TSv3 Migration

- Please put into the notes of the MySoft request that this is for the V2 to V3 migration
- The Systems Team will work with the Storage Team to create the new share
- **Please note that there will be a new hostname associated with the share name so during the cutover the end-users share mapping will need to be updated**
- Cutover:  After the final sync of data, the customer will be responsible to remap their users to the new share name

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# TSv2 to TSv3 Migration

- The final step is for the customer to confirm that their users are now using the new shares

- After successful completion to the new TSv3 infrastructure, the new pricing will take effect

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# Storage Requests to Expand TSv2 Shares

- Our preference is to migrate and expand the new TSv3 storage if at all possible.


- If the customers storage usage is critical, we will expand with what is needed
  - Additional storage on TSV2 will not be charged
  - We ask the customer to add the additional storage they need to the base on the TSv3 request.

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# When Can Migrations Begin

- Immediately!

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# Trusted Storage v2 to v3 Migration

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**Derek Spransy**

Sr Information Security Specialist, Information Security

# IT Security Update

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# Disk Encryption Policy 5.12 Update

- The disk encryption policy now requires that all portable systems be encrypted regardless of the data they store

- Don't forget desktop encryption requirements as well

- Personal computers are prohibited from storing Emory sensitive data

- An implementation guide will be coming soon

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# Enterprise Password Policy 5.15 Published

- Minimum Password Length: 9 Characters
- Maximum Password Length: 30 Characters
- Password Complexity: Passwords must contain at least two alphabetic characters (A-Z, a-z), at least two non-alphabetic characters (spaces, numerals, punctuation and/or special characters appearing on a standard U.S. PC keyboard)
- Password Constraints: The userid/netid cannot be part of the password, and the password cannot contain more than 2 consecutive characters that are identical

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# Enterprise Password Policy 5.15 Published

- Maximum Change Interval: 365 Days (90 days for system/network administrators and individuals with access to cardholder data or cardholder data systems)
- Minimum User-Initiated Change Interval: 1 Day
- Password Rotation History: 24 Passwords

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# Enterprise Password Policy 5.15 Published

- Lockout Threshold: 10 Unsuccessful login attempts

- Lockout Duration: 30 Minutes

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# Enterprise Password Policy 5.15 Published

- There are requirements for IT personnel. Non-central IT systems must also meet the policy requirements unless an exception is granted
  - Additional details on that will be forthcoming
- Existing systems must be in compliance within the next year
- Warning banners are required to be added to login pages where possible

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# PhishMe

- We will soon begin using the PhishMe service again to raise awareness of phishing attacks among Emory users

- Those who respond will be redirected to awareness materials

- Please do not warn users about the messages

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# MIR Sweeps

- We have begun a series of small MIR sweeps as a dry run before performing more intensive ones

- You and your users shouldn't notice any impact from these sweeps

- We will communicate our schedule before performing more intensive sweeps of the environment

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# Security Update

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# Thank you for coming!

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