IT Briefing

January 15, 2014

North Decatur Building

4th Floor Auditorium

IT Briefing Agenda

- Postini to EOP Transition
- Office 365 Upgrade
- Core Migration Project
- Compass Upgrade
- Security Update

- Jay Flanagan
- Jay Flanagan
- Jimmy Kincaid
- Tom Vincent
- Derek Spransy

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Jay Flanagan

Manager, Messaging Team, Infrastructure

Postini to EOP Transition

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What's Happening Now?

- Technical Updates
  - All mail will flow through the EOP service first
  - Global rules being moved
  - Global approved and blocked senders lists
  - Configuration ongoing for first couple of months

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What's Happening Now?

- Communication
  - Emails
    - Will be coming
    - Quick Reference Guides
  - IT Briefings
  - Articles via Wheel / Emory Report
  - FAQs - http://it.emory.edu/office365/EOP
  - Web Site - http://it.emory.edu/office365/EOP
  - Other

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How Will it Affect Me?

- Will get more spam initially as we tweak the service
- No more quarantine email
- Managed via the junk folder
- **Personal approved and blocked senders lists**
- Will have a bigger role in managing own spam
- Right click and then click on junk and choose option
- Should turn off any group policies disabling junk mail filtering – no later than the week of February 2nd

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Time-Frame

- Complete Technical Work – December and January

- Finalize Communication Plan – December and early January

- Begin sending out communication about the change – January

- Continue to send out communication – Throughout January and early February

- Cut over scheduled for February 9th

Questions?

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Jay Flanagan

Manager, Messaging Team, Infrastructure

Office 365 Upgrade

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What's Happening Now?

- Working on plan for moving EHC and Medical related University Departments (SOM, SON, Yerkes) to O365

- Moving remaining EAS archives to Exchange Archives on premise
  - Currently moving EHC users
  - SON completed
  - Yerkes moving in early February
  - SOM – planning

- EOP Transition (Previous Presentation ☺)

- Don't forget to send in tickets for your new users so they can be moved to 365 – still does not happen automatically

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Jimmy Kincaid

Communications Architect III, Architecture and Security Team, Infrastructure

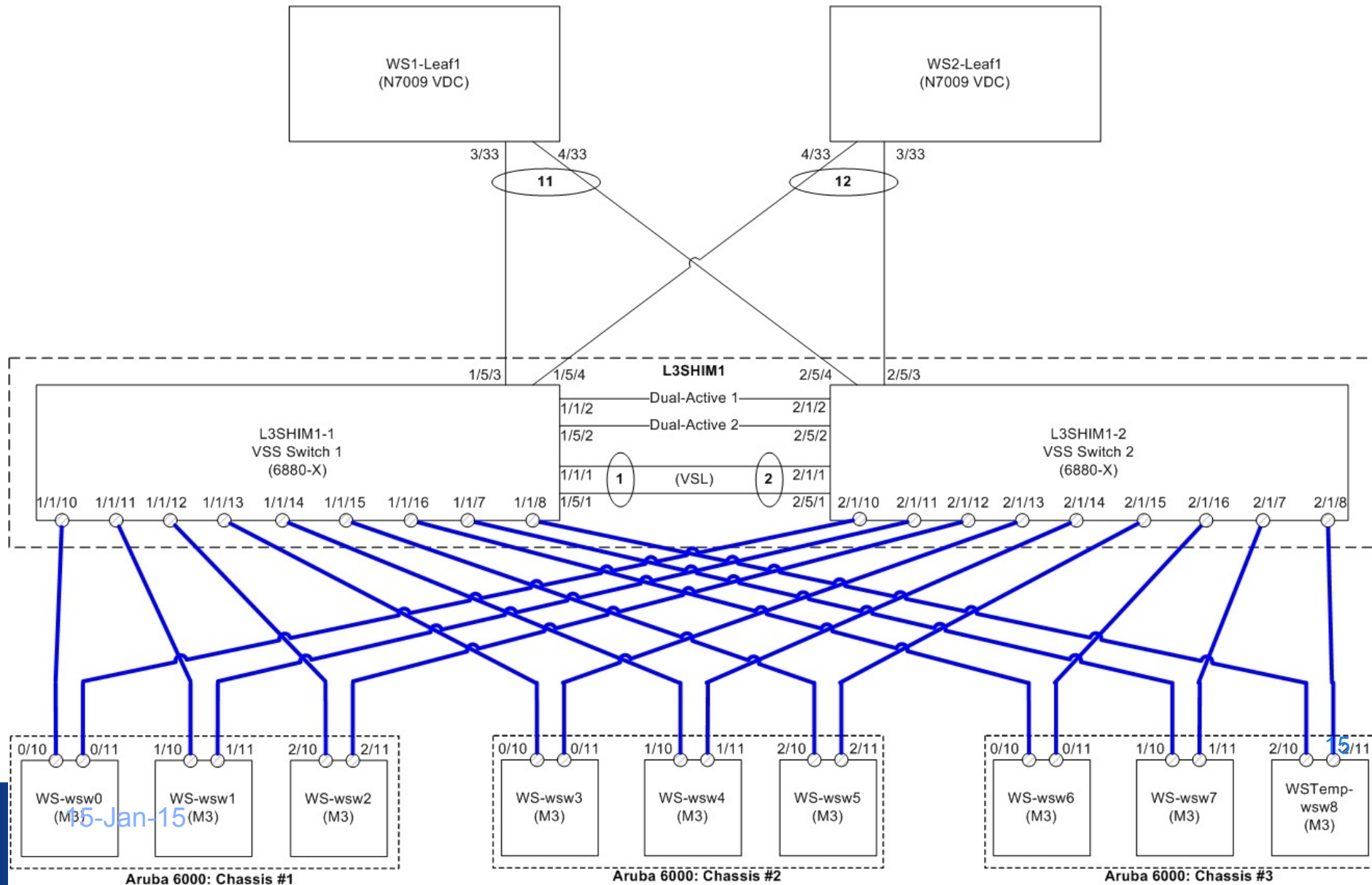# Core Router Update

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Core Router Update - Previously

- When we left off at the last briefing in August 2014, we were:
- Putting the finishing touches on installing a Layer 3 boundary between the Nexus Core and the University wireless environment
  - (L3 boundary consisted of a pair of Cisco 6880-X's in a VSS cluster)
  - This was done to address core / wireless stability and scalability issues which are:
    - Nexus F2 module 16k MAC address limit
      - Causes flooding (chews resources and causes slowness)
    - No fault isolation due to all Layer 2 domains spanning the entire core
      - Directly responsible for the at the time unidentified wireless controller loop issue melting down the core (July 2014)
- Preparing to implement a L3 boundary for the Healthcare wireless environment
- Evaluating this design as a model for all core connectivity including an external review
- All migrations to the Nexus core had long since been halted

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Emory University
6880 VSS L3 Shim WS Install
Including WLAN Controllers

-Jimmy Kincaid 08/13/2014
Updated 08/15/2014

15-Jan-15

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Core Router Update – Present

- Layer 3 boundary implementation complete for University/Academic Wireless
  - A bug with the 6880-X code caused a reboot of an entire cluster. This has been worked around and a code update is pending.
- The root cause of the Aruba wireless controller loop issue is now known
  - Loop occurred again on Nov 5, 2014 after enabling the second link in the port-channel to each University wireless controller
  - Detailed preparation allowed for quick data capture of the event, then one leg of each controller was disabled to stabilize the network
  - Loop consisted of multicast traffic being erroneously reflected by wireless controllers back into the core
  - Root cause was a corner case bug associated with the procedure used to convert from split STP style links to a bundled Po's
  - Workaround was to reboot each controller after STP to Po conversion
  - The workaround has been applied and validated.
  - Due to scheduling, most wireless controllers are still operating off of a single link
  - Second linkwill be brought up for all controllers prior to spring break
  - STP will be disabled on all wireless controllers shortly thereafter

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Core Router Update – Present (cont.)

- The L3 Boundary model was technically validated and selected as the model for all core connectivity
  - The wireless issue on Nov 5, 2014 did not propagate to the core unlike the original July 2014 event.
  - Proven in production to provide fault isolation and split up Layer 2 domains
  - Proven in production to also solve the Nexus F2 module 16k MAC address limitation
- 14 additional 6880-X's have been purchased and have just arrived – mostly paid for by Cisco.
  - Installation is underway
  - A project to resume core migrations has been kicked off - PM: Keith Foster, Architect: Jiann Su

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Border Update

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Tom Vincent

Technical Manager, PeopleSoft Financials, Enterprise Applications

Compass Upgrade

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Compass Upgrade

Compass Background

➢Compass is Emory's PeopleSoft Financials system
➢Implemented in September, 2009 on version 9.0
➢Services both the University and Healthcare business units
➢Over 13,000 users over the past year
➢Performed a tools upgrade (to PeopleTools 8.53.9) and infrastructure upgrade in April, 2014
➢Current database is on Oracle 11g and uses about 1.7TB

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Compass Upgrade

Why are we upgrading

➢Provide continuous operational improvements to the University and Healthcare communities

➢Optimize our investment in the system and take advantage of improved PeopleSoft functionality

➢Pursue opportunities to reduce cost of ownership through a reduction of customizations

➢Try to provide more intuitive user interactions and expand functionality to better support business needs

➢Evaluate opportunities for process improvements

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Compass Upgrade

What do I need to do right now?

Keep your eyes and ears open for ongoing communications and opportunities for engagement.

An upgrade this size (and this long) will be a journey and one in which the project team members, the user community and our executive leadership will take together. We are committed to full transparency and community involvement during the upgrade process.

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Compass Upgrade

Upgrade Plan

➢Upgrading to PeopleSoft Financials 9.2
➢Upgrading to PeopleTools 8.54.x
➢Compass is frozen – no more enhancements
➢Completed fit/gap sessions
➢Completed Retro-fitting customizations being kept
➢Business Cases for modifications/enhancements are being readied for Executive Committee review/approval
➢Upgrade tentatively planned for **October, 2016**
➢Much more information to come at future briefings as many systems are impacted by this upgrade

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Compass Upgrade

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Derek Spransy

Sr Information Security Specialist, Information Security

IT Security Update

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Windows 7 End of Mainstream Support

- Only security related patches will be released for the next five years

- Never too early to starting thinking about a migration strategy

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MIR Update

- We are still conducting our first full enterprise sweep
- We will soon need to upgrade our agent population to the newest version
- More communications to come

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Firewall Rule Request Process

- On February 2nd we will implement a new firewall rule request process

Currently:

- Anyone can submit a firewall rule request ticket and have it fulfilled unless it violates basic policy

- This includes inter-core and Internet facing rules

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New Request Process

- There is now a form in Service Now's Request Catalog
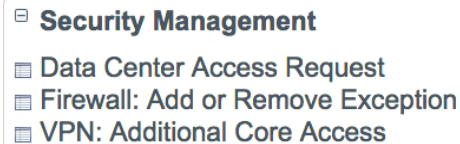
- Any requests for firewall rule creations or deletions must use the form. See KB04110 for more information

- Inter-core rule requests will be handled the same as they are today

- Internet facing rules will require additional vetting from the Enterprise Security team.

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New Request Process

- Internet facing rules will be evaluated to determine if they impact the security of the enterprise or violate established policy

- Any issues that are identified must be corrected prior to the rule being implemented. This means it's **important to plan in advance** for firewall rule requests

- Once everything checks out the rule will be approved for implementation

- An additional layer of IPS protection will be added to all new rules

- Stale rules (those that have not matched any packets) will be removed after 90 days

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Security Update

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Thank you for coming!

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