



EMORY
LIBRARIES &
INFORMATION
TECHNOLOGY

IT Briefing

September 17, 2015

North Decatur Building

4th Floor Auditorium

What is this?



Finger Catastrophe



IT Briefing Agenda

- Student Arrival 2015
- Canvas Demo
- VDI Pilot Demo
- Messaging Team Updates
- Dawn Francis-Chewning
- Lee Clontz
- Palmer White
- Jay Flanagan



Dawn Francis-Chewning
Educational Analyst III, Student Digital Life
Student Arrival 2015

Class of 2019

- Emory College Freshmen Class numbers 1369
- Oxford College First Year Class totals 489
- Students hail from 37 countries
- All but 3 states are represented – which ones aren't here?

NAC – Network Access Control

- This is the Bradford interface that registers our students on the Residential Network after verifying that the Emory McAfee Anti-Virus is installed on the computer.
- Mobile devices only have to authenticate to EmoryUnplugged and accept the wireless credentials.
- Game Consoles, SmartTVs, AppleTVs and Roku are manually registered.

Summer Prep

- **New Students:**

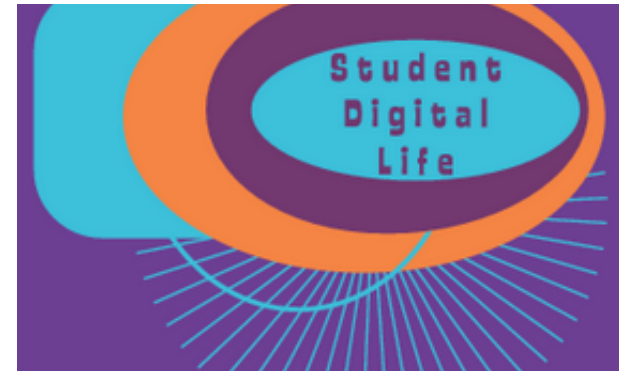
- LITS Webinar – Library and Student Digital Life working with the OUE.
- Welcome letter with a list of Student Digital Life services, spaces and support.
- Follow up to load Emory's McAfee Anti-Virus before arriving.
- 'How to Connect' sheet and SDL brochure on every bed!

- **Returning Students:**

- What's New & Welcome Back email – the EaglePrint launch, the STS move, the new MediaLab, the Computing Center expansion, the TechLab relocation and the 'Change your Password' message!

Student Digital Life!

The Emory Creative Group gave us a new look, with a color palette and fresh designs to use for all our signage and communications.



LITS Marketing and Communication worked with us and these design elements to create a brochure of our services that highlights our Services, Spaces and Support.

We have new mouse pads, new staff t-shirts and documentation that all help communicate the new look!

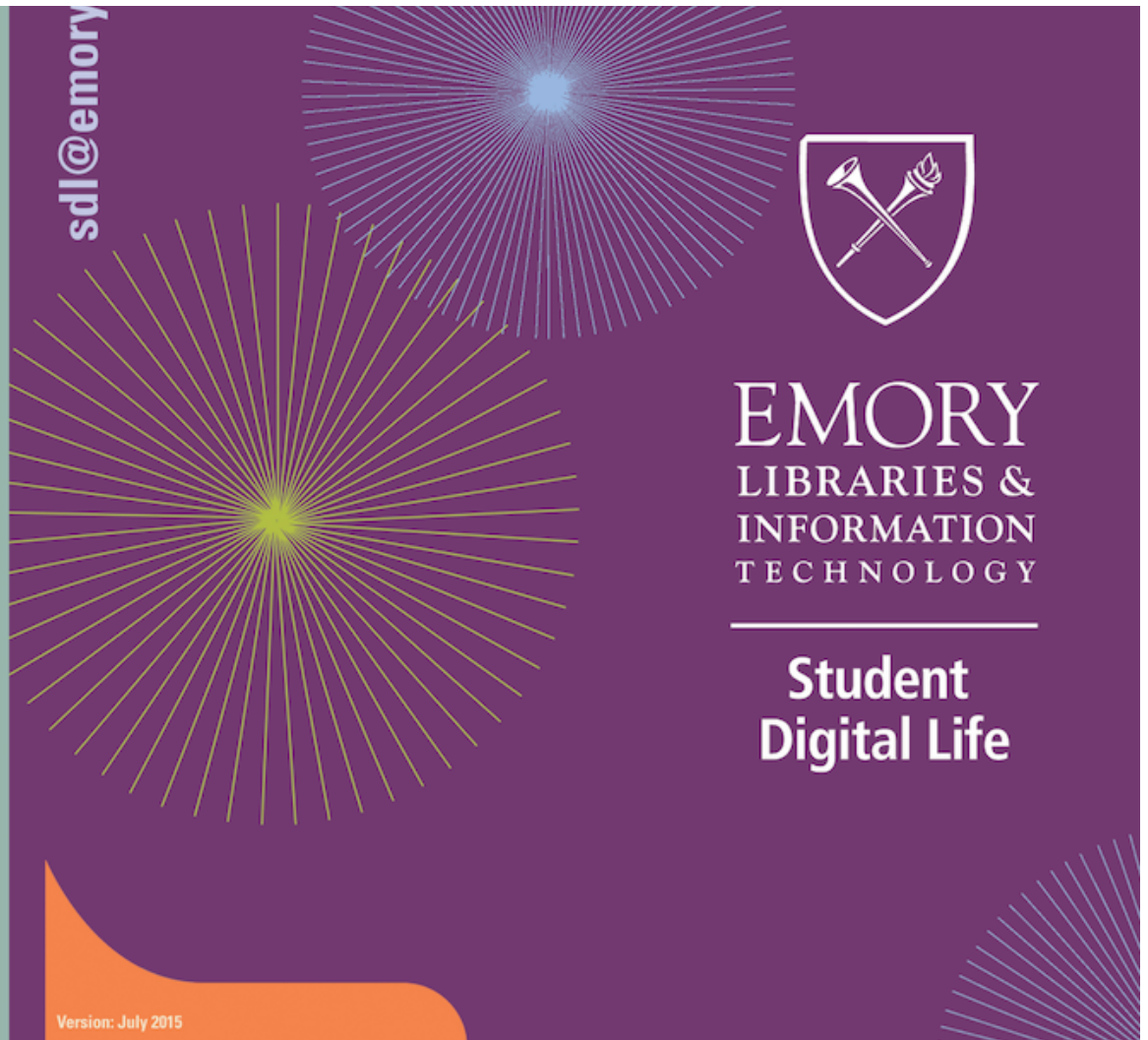
Visit us at . . . it.emory.edu/SDL

sdl@emory.edu

it.emory.edu/SDL

Student Digital Life (SDL), a unit of Emory Libraries and Information Technology Services, supports the Computing Center at Cox Hall, Learning Commons at Woodruff Library, MediaLab, TechLab, EaglePrint, Student Technology Support and various other specialized technology spaces and services.

it.emory.edu/SDL



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Spaces

Computing Center at Cox Hall

Located on the second floor of Cox Hall, the Computing Center combines flexible, comfortable furniture with creative lighting and interiors to create a relaxed, social space where students can enjoy studying or playing video games with friends.

TechLab (3D printing/Makerspace)

TechLab, located within the Computing Center at Cox Hall, serves as a research and development space for new and emerging technologies, as well as a workshop space where students can use a variety of tools to bring ideas to life.

The Learning Commons at Woodruff Library

This multi-floor space in Woodruff Library combines desktop hardware and software resources and support services in an accessible, welcoming environment for learning and research.

MediaLab (multimedia production)

Equipped with industry leading tools and services, MediaLab, in the 4th floor Music & Media Library at the front of Woodruff Library, is a space where students can use a variety of video, graphic design, audio and web development software and hardware to create multimedia projects.

Undergraduate and Graduate Computer Labs

Student Digital Life maintains graduate labs in Bowden Hall and Tarbutton Hall, as well as undergraduate labs in the Dobbs University Center, the Student Activity and Academic Center and Building H on the Clairmont campus. Each of these spaces provides desktop

Support

Student Technology Support (STS), located on Level 1 of Woodruff Library, provides technical support and assistance for a variety of issues on student-owned devices and is offered as a free service to all Emory students on a first-come, first-served basis.



Services

Presentation Practice and Web Conferencing

Woodruff Library Room 213 is a dual-purpose space that provides presentation practice and recording functionality to assist individuals and groups in developing effective presentation skills. Students can practice their presentations for immediate playback or record them for later review and analysis. It also provides web and audio conferencing functionality to facilitate student interviews, dissertation defenses, and collaborative engagement with peers and scholars from across the globe.

Group Study Room Request System

The Student Digital Life Resource Scheduler is an online reservation system that allows students to reserve study space in the Learning Commons at Woodruff Library and the Computing Center at Cox Hall.

EaglePrint

EaglePrint is a consolidated printing service that allows students to print from their laptops or campus workstations to over 50 print stations located across campus, including freshmen residence halls.



Emory Mobile

This suite of information tools (Events, Maps, Directory, Transit, Alumni, etc.) for mobile devices is free for Emory faculty, staff, students and visitors. Download Emory Mobile for any device at m.emory.edu

Follow Student Digital Life

Emory Bubble: LITS Student Digital Life



Student Arrival Weekend

2013: 1 Day in the Res. Halls, and 1 day at the Computing Center at Cox Hall - first 'required' Password Change for all.

2014: we operated both days out of the Computing Center at Cox Hall. Bradford new for all students.

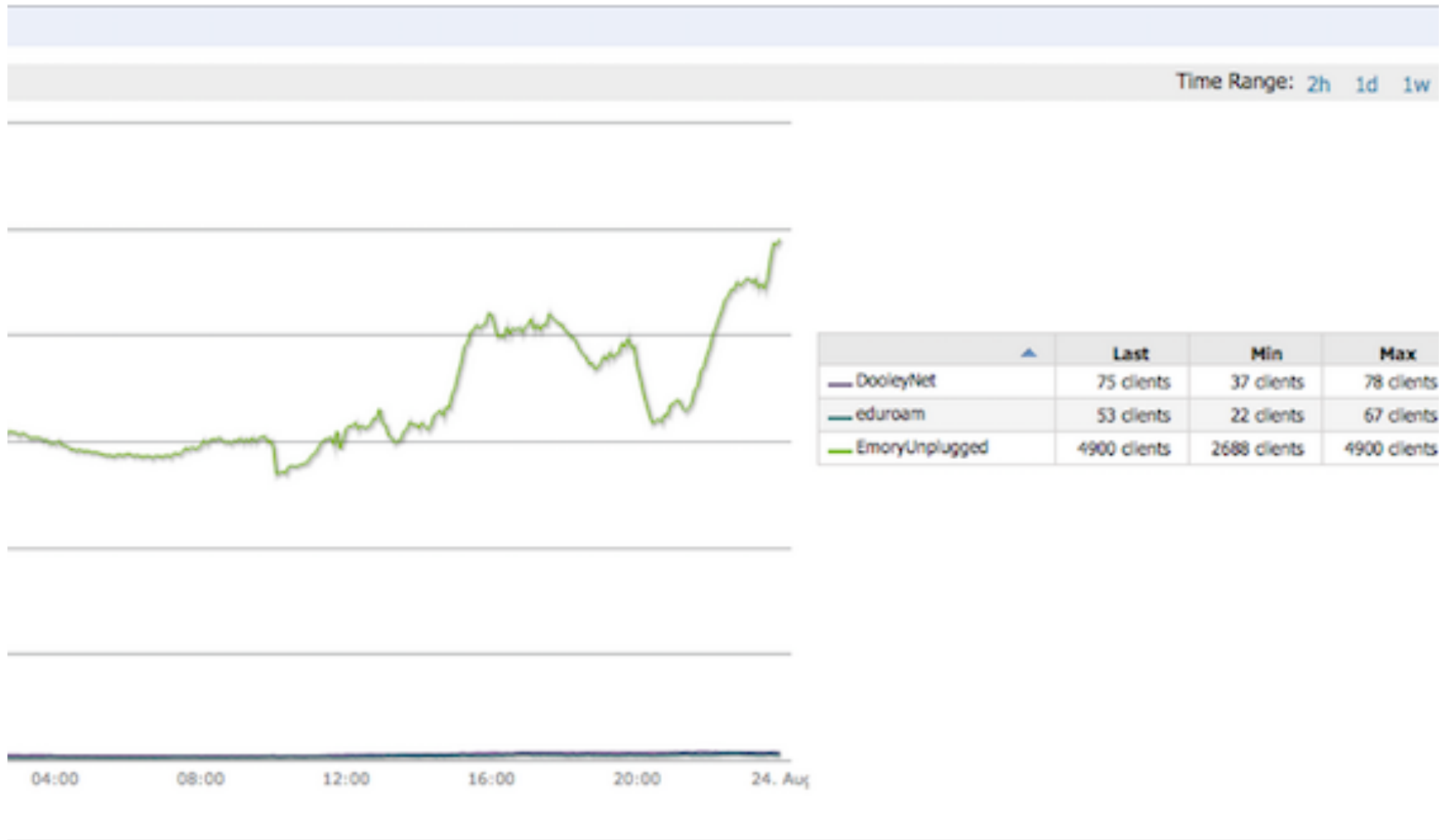
2015: we worked in Woodruff Library at the new location for Student Technology Support.

Welcome to

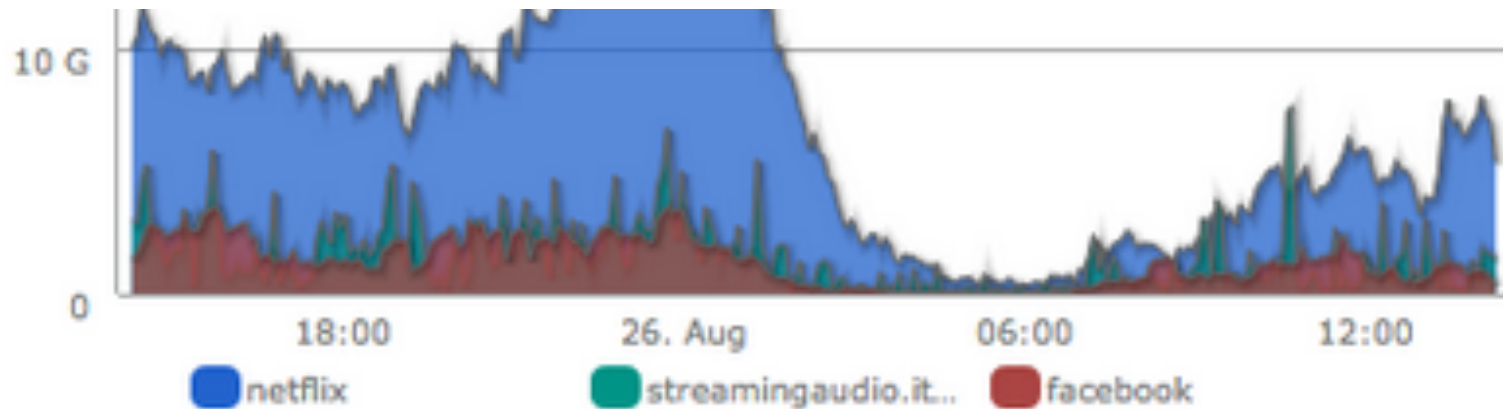
student
technology support

GET STARTED

The view from EmoryUnplugged 8/23



The view from ResNet 8/25-26 (Tuesday)



Top 10 Destinations

Destination	Bytes ▾
netflix	<div><div></div></div> 2.06 TB
streamingaudio.itunes.apple.com	<div><div></div></div> 440 GB
facebook	<div><div></div></div> 388 GB
a1425.phobos.g.aaplimg.com	<div><div></div></div> 301 GB

Let the numbers begin . . .

New NetReg'ed Devices	2014	2015
Saturday	1998	2626
Sunday	3868	3474
Monday	4650	4297
Tuesday	5387	4529
Wednesday	5868	4965
Thursday	6035	5297
Friday	6139	5491

Fast Forward to ALL registered devices

Windows	4,494	Chrome OS	114
Mac	5,999	Kindle	195
iOS	29,117	Blackberry	74
Android	9,072	Others	8
Windows Mobile	321		

As of 9/9/15 at 11:59pm, there was a total of
49,394 registered devices on ResNet!

Students Assisted in STS

	2014	2015
Saturday	173	83
Sunday	223	102
Monday	258	220
Tuesday	232	163
Wednesday	217	195
Thursday	110	154
Friday	<u>107</u>	<u>118</u>
Totals	1320	1035

STS Observations

- Common scenario: Bradford pop-up issues.
- Windows 10 & Mac OS X at times didn't prompt user for authentication after installing the agent.
- Students want to use Chromecast but can't so we suggest Fire tv or Roku sticks.
- Previously installed Anti-Virus 'remnants' sometimes made things interesting.
- O365 activation issue: when using first.lastname@emory.edu instead of NetID.

Summary

Small Team – STS Students are the BEST!

One Location AND New too

New Look

Bradford Reprise

GREAT JOB!

Special Shout Outs

Karla Fields

Alan White

Stan Brooks

Come See Us!

Student Digital Life

TechLab - Computing Center at Cox Hall
Student Technology Support – Woodruff Library
MediaLab – Woodruff Library

Student Arrival 2015



Questions



Lee Clontz

Manager, Teaching & Learning Technologies

Trisha Wilson

Project Manager, PMO

Fall 2015 Canvas Pilot

First Note

- This is **not** an announcement of Blackboard's retirement!
- We are assessing the suitability of Canvas for our campus' needs, but we're in the early stages

Why an LMS Review?

- Critical time in industry with new players
- Customers' lack of satisfaction with Blackboard
- Blackboard's slow pace of innovation
- Potential benefits of cloud hosting
- We've never had one!

Why Canvas?

- Emerging as market leader among peers
 - More than 1,200 schools have adopted Canvas
- Peer calls were overwhelmingly positive
- Focus on simplicity and adoptability over functionality
- Lean, consistent user-interface
- Completely cloud-hosted
- Robust set of multiplatform mobile apps
- Modern, API-driven software stack with regular updates

Our Pilot

- 18 courses
- Several dozen sandboxes
- 500 users
- Diverse collection of courses, class types and schools
- Focused on Blackboard users to maximize quality of feedback

Current Courses

School	Faculty
Emory College	Katrina Dickson
Emory College	Jane O'Connor
Emory College	Tracy Yandle
Emory College	Bumyong Choi
Emory College	Sheila Tefft
Emory College	Judy Raggi Moore
School of Law	Jennifer Romig
School of Law	Sarah Shalf
Oxford College	Ann Massey
Oxford College	Jennifer McGee
Rollins School of Public Health	Lisa Carlson
Rollins School of Public Health	Paula Braun
Goizueta Business School	Ted Rodgers
Goizueta Business School	Benn Konsynski
Candler School of Theology	Susan Hylan
Nell Hodgson Woodruff School of Nursing	Kristy Martyn
Nell Hodgson Woodruff School of Nursing	Catherine Vena
Nell Hodgson Woodruff School of Nursing	Melissa Faulkner
School of Medicine	Richard Pittman





Timeline

- Completed
 - Project kickoff
 - Production environment implemented
 - Shibboleth configured
 - Training for staff and trainers
 - Basic SIS integration
 - Course implementation for piloteers has begun
- Upcoming
 - Survey of students and faculty
 - Assessment of data, recommendation for next steps

Support

- Pilot includes “Premium” support
 - Email, chat and 1-800 number
 - Required for pilot
 - Assessment of production support need will be part of recommendation
- Learning Management team will continue normal Blackboard support in the fall and beyond

Recent Activity


-  **3 Announcements**
[sb_online_orientation](#) and [sb_mbridges](#) [SHOW MORE](#) ▾
-  **1 Conversation Message**
[Katrina Dickson](#) [SHOW MORE](#) ▾
-  **9 Assignment Notifications**
[sb_mbridges](#) and [sb_online_orientation](#) [SHOW MORE](#) ▾
-  **1 Discussion**
[sb_online_orientation](#) [SHOW MORE](#) ▾


To Do

-  [Grade Review Video](#) 
1 needs grading
-  [Grade The Braves Are on the Move!](#) 
20 need grading
-  [Grade Session 2](#) 
2 need grading
-  [Grade Assignment 2](#) 
6 need grading
-  [Grade Assignment 3](#) 
5 need grading


[1 more...](#)

Coming Up

 [View Calendar](#)

-  [Canvas training](#)
Aug 6 at 8am


Canvas Orientation

 Edit 



Welcome to the Canvas Online Orientation!


This orientation will run from July 27th-August 2nd. You will have access to this course until December 2015, in hopes it will become a support & communication hub for all faculty participating in the Emory University Canvas Pilot.

For the orientation, content & instructions will be posted on Monday, Wednesday, and Friday in the Course Modules. Assignments will be released on these days too (evenings). Each assignment will be posted here, and you will complete them by working within your Fall 2015 Canvas Pilot course. You will then come back here to submit your Assignment on the due date (Wednesday, Friday, and Sunday). Please consult the [Syllabus](#)  for complete details.

Under *Courses & Groups/My Courses* (on top navigation above), you should see a link for your Fall 2015 Canvas Pilot course. If you cannot access your pilot course, please contact me immediately. By the end of this orientation, you should have most of your Fall 2015 pilot course complete. Thanks for your participation in the Canvas Pilot Project.


Ready to begin? Check the [Monday module](#)


Cheers-

 Choose Home Page



 View Course Stream



 Course Setup Checklist


 New Announcement

 View Course Analytics

To Do

 [Grade Assignment 2](#) 
6 need grading

 [Grade Assignment 3](#) 
5 need grading

Coming Up  [View Calendar](#)

Nothing for the next week

sb_online_orientation

Development

Home

Announcements

Assignments

Discussions

Grades

People

Pages

Files

Syllabus

Outcomes

Quizzes

Modules

Conferences

Collaborations

Settings

🏠 > sb_online_orientation > Modules

View Progress

+ Module

⋮ ▾ Monday



📄 Required Videos



▾ Instructor Quick Start Guide



📄 Canvas_Instructor_Quickstart_Guide.pdf



▾ Virtual Office Hours (Adobe Connect)



📄 AdobeConnect_Guide_for_Participants.pdf



▾ Wednesday



📄 Required Videos (W)



▾ Saturday



📄 Required Videos & Reading (S)



▾ Additional Canvas Guides of Interest



📄 Canvas Mobile Apps



dev_dwarn04_01

Development

Home

Announcements

Modules

Discussions

Assignments

Grades

Files

Pages

People

Quizzes

Outcomes

Syllabus

Collaborations

Conferences

Settings

» dev_dwarn04_01 » Syllabus

THIS COURSE IS UNPUBLISHED

Only Teachers Can See This Course Until It Is Published

Need help setting up your course?

Setup Checklist

Dina Thornton Dev Course 01

[Jump to Today](#)

Course Title

Welcome to Transitions to my course, below is the sample course introduction!

This course should serve as an introduction to parts of nursing that you haven't already learned about in your ADN program. We're not going to focus on particular skills, but rather we will focus on the profession of nursing. We are going to talk about the image and history of nursing, professional nursing organizations, and the meaning of vocation. You will gain a better understanding of nursing as a profession and will become aware of opportunities and advancements in your field. This course, above all, is an awareness course.

MEET YOUR INSTRUCTOR

Dr. Elena Capella, MSN/MPA, RN, CNL, CPHQ, LNCC

I did my graduate work in public administration and nursing science and my undergraduate work in nursing, art history and photography. Learning is an important part of my life, so I went on to complete the Doctorate Program of the School of Education at the University of San Francisco. My writing and research has been on how healthcare professionals in administrative positions spread best practices.

I have been teaching for fifteen years now and I currently teach at the University of San Francisco and at San Jose State University. The courses that I teach are in the domains of nursing, healthcare, and organizational issues. I am particularly interested in facilitating the development of communication and critical analysis to improve patient safety and reduce the number of medical errors.

[Learn More](#)

Ready to Start?

First, watch a video on how to navigate this course. Then read about tools and tips for your academic success.

[Get Started](#)

COURSE ASSIGNMENTS

Below are the list of course assignments you should complete during this semester. Click [View All Assignments](#) to open the lists.

[Assignment List](#)

Date	Details
	Activity: Introduce Yourself (For Students)
	Assignment 1
	Assignment 2
	Assignment 3
	Graded Assignment Example with Rubric
	Graded Quiz Example
	Group Discussion Example

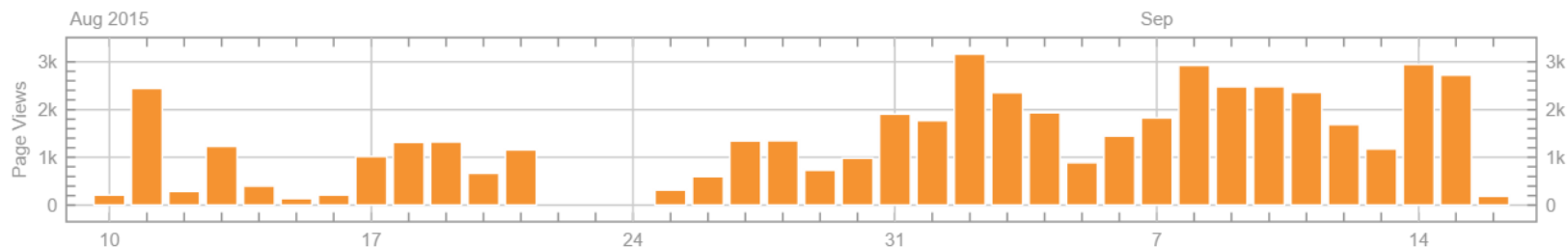
Course Status

[Unpublished](#)[Publish](#)[Choose Home Page](#)[View Course Stream](#)[Course Setup Checklist](#)[New Announcement](#)[Edit Syllabus Description](#)

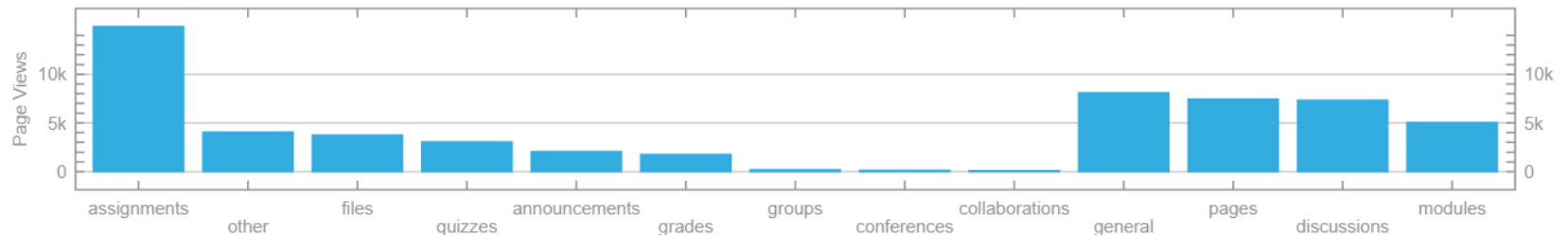
August 2015						
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Course assignments are not weighted.



















Activity by Day



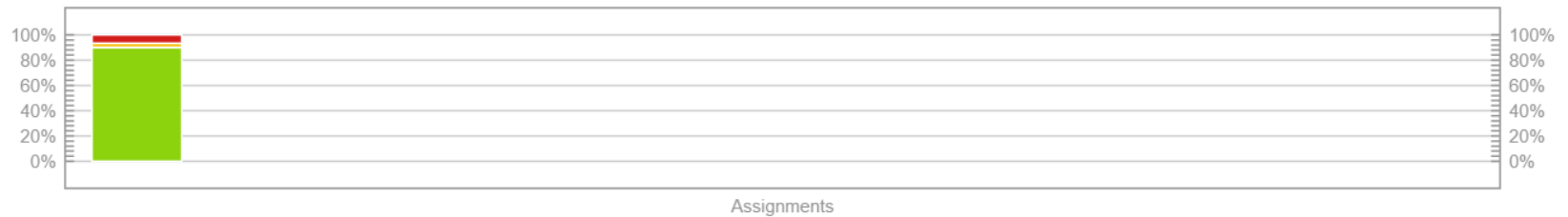
Activity by Category



Student Reports

Student *	Page Views *	Participations ▼	Submissions	Current Score *
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 [Name]	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	--
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Course Assignment Reports



How Can You Get Involved?

- Drop-in Demos scheduled for alternating Wednesdays (Woodruff Library, room 217), 12-2 p.m.
 - Wednesday, September 23rd
 - Wednesday, October 7th
 - Wednesday, October 21st
 - Wednesday, November 4th
 - Wednesday, November 18th
- Keep up with pilot progress on website
 - <https://scholarblogs.emory.edu/canvaspilot>
- Leave feedback/comments
 - Or email canvaspilot@listserv.cc.emory.edu

Fall 2015 Canvas Pilot



Questions



Palmer White

Project Manager, Project Management Office

VDI Client Services Pilot / MySoft Replacement

VDI Pilot - Project Overview

- Purpose: This project is a pilot to review Virtual Desktop Infrastructure (VDI) capabilities aimed at reducing IT hardware and software costs for our customers and maximizing user and technician productivity while maintaining a consistent user experience. Additionally, we will determine if local support organizations can provide desktop service options that reduce customer TCO (True Cost of Ownership). Based on the results of this pilot, a decision will be made regarding deployment of VDI capability throughout the organization.

The VDI pilot will attempt to determine the feasibility and adaptability of:

- Pushing departmental applications to the home or other remote location
- Eliminating basic user and kiosk PCs and replacing with a Wyse terminal
- Pushing computer lab applications to Continuing Education students or the campus dorm room
- Using wireless Wyse terminals to reduce network hardware and costs

VDI Pilot - Project Overview (Page 2)

- Benefits include the following (Phases 1 - 2):
 - A VDI environment will change the way that desktop refreshes are performed
 - VDI provides the opportunity for UTS to offer a solution that trims IT hardware and software costs for our customers
 - Reduction in cost of desktops: \$1,300 per desktop every 4 years (approx. 3000 desktops) vs. \$400 per Wyse terminal
 - Alternative: push out virtual desktops to users; use old desktop or provide Wyse terminal connected to internal server
 - Push the lab or workspace to the user wherever they are
 - Supports BYOD (Bring Your Own Device)
 - Decrease in local support organization incidents

VDI Pilot - Project Overview (Page 3)

- Scope:
 - VDI Client Services Pilot Phase 1 will include testing solely for an on premise solution (November, 2015)
 - Conduct testing of virtual desktops across multiple business units / departments
 - Conduct back-end monitoring
 - Provide cost model / financial analysis for executive review at Ways and Means Committee (October, 2015)
 - Phase 2 to include testing for remote access / Dell hosted desktop solution (January, 2016)
 - Testing by multiple business units (e.g., Business School, School of Medicine, Oxford Campus, Office of Development and Alumni Relations)

VDI Pilot – Project Phases

- Phase 1
 - Limited to “on premise”
 - Use internal server currently in Data Center (i.e., users will not log in from home)
 - Vendor hosting / Cloud solution in Phase 2
 - Conduct initial pilot meeting with Dell and internal team on September 24
 - In preparation for Phase 2, we will work with Dell to set up infrastructure for Dell Workspace-as-a-Service (WaaS) by October 1
 - Provide cost model / financial analysis for executive review at Ways and Means Committee (October, 2015)
 - Conduct testing through early November, 2015 (approx. 50 users)
 - Provide risk mitigation steps defined in initial Security Review
 - Relocate the VDI server to the DMZ

VDI Pilot – Project Phases (Page 2)

- Phase 2
 - Deployment of application to users at the office, home, or other remote locations, no matter the OS platform
 - Dell Workspace-as-a-Service (WaaS)
 - Provides virtual desktop infrastructure for setting up virtual environment
 - Customer network extended to Dell Data Center; requires limited access to our Active Directory
 - Dell will manage and support the virtual desktop environment, as well as infrastructure (e.g., server, network, storage)
 - Testing for remote access / Dell hosted desktop solution
 - Testing across multiple business units (approx. 100 – 150 users)
 - Set up MLPN connection for production (i.e., faster connection than point-to-point)
 - Complete installation / validation by January 11, 2016
 - Conduct follow up Security Review

Testing per Business Unit / Dept.

Business Unit / Department	Lead Testing Resource(s)
School of Medicine	Mark Henderson
Student Digital Life	Robin Horton
Client Services	Dwayne Hamrick - Francis Fernandes (Technical Lead) - Kyle Brooks (Technical Lead)
Goizueta Business School	Nathaniel Poon, Tim Brown
Oxford Campus	Karla Fields
Office of Development & Alumni Relations	David Hook, Danon Vaughn
Note: please indicate if additional areas should participate	

MySoft Replacement Overview

- Justification: The MySoft vendor, Calero, has set a sunset date for MySoft in December 2015. While telephone support will be provided, there will be no further development of the product and vendor support will continue to decline.
- Purpose: Replace MySoft system; assess and implement new billing system and required integrations
- Scope:
 - Phase 1
 - Define current / future state requirements
 - Completed for Proof of Concept: Analog Voice, Wireless AP, NAS
 - Conduct additional requirements sessions through Nov
 - Conduct Proof of Concept – week of Sept 21 – late Oct (TBD)
 - Prove feasibility of the concept of using Emory Express and ServiceNow for procurement and fulfillment and to feed to a billing system
 - Pass information from a ServiceNow order form to Emory Express for customer check out as well as develop a front end web page for ordering

MySoft Replacement Overview (Page 2)

- Phase 1 – cont.
 - Provide recommendation to ITSC Infrastructure / Finance committee(s) (Oct – Nov)
 - New billing system, all required integrations, timeline for implementation
- Phase 2
 - Contract with new billing system vendor
 - Implement billing system by August, 2016
 - Implement all required integrations – TBD
 - Provide training and communications; update business processes and support structure

VDI Client Services / MySoft Replacement



Questions



Jay Flanagan

Sr. Manager, Messaging Team

Messaging Team Updates



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LDS

Thank You!

- **Moved over 80% of groups**
- **Finishing up last couple**
- **VLAD turned off at end of Oct.**

PW Expiration / Reset

Thank You!

- **Minimal lock out of accounts**
- **All handled with minimal issues**
- **Overall smooth change**

Office 365

- All archive moves completed and no further data on the old EAS system
- Beginning to discuss moves of Woodruff Health Sciences groups
 - Genetics
 - Biomedical Engineering
 - Yerkes
 - Others
- EHC pushed back (per EHC request) to January of 2016 and to complete in March of 2016

Compromised Accounts

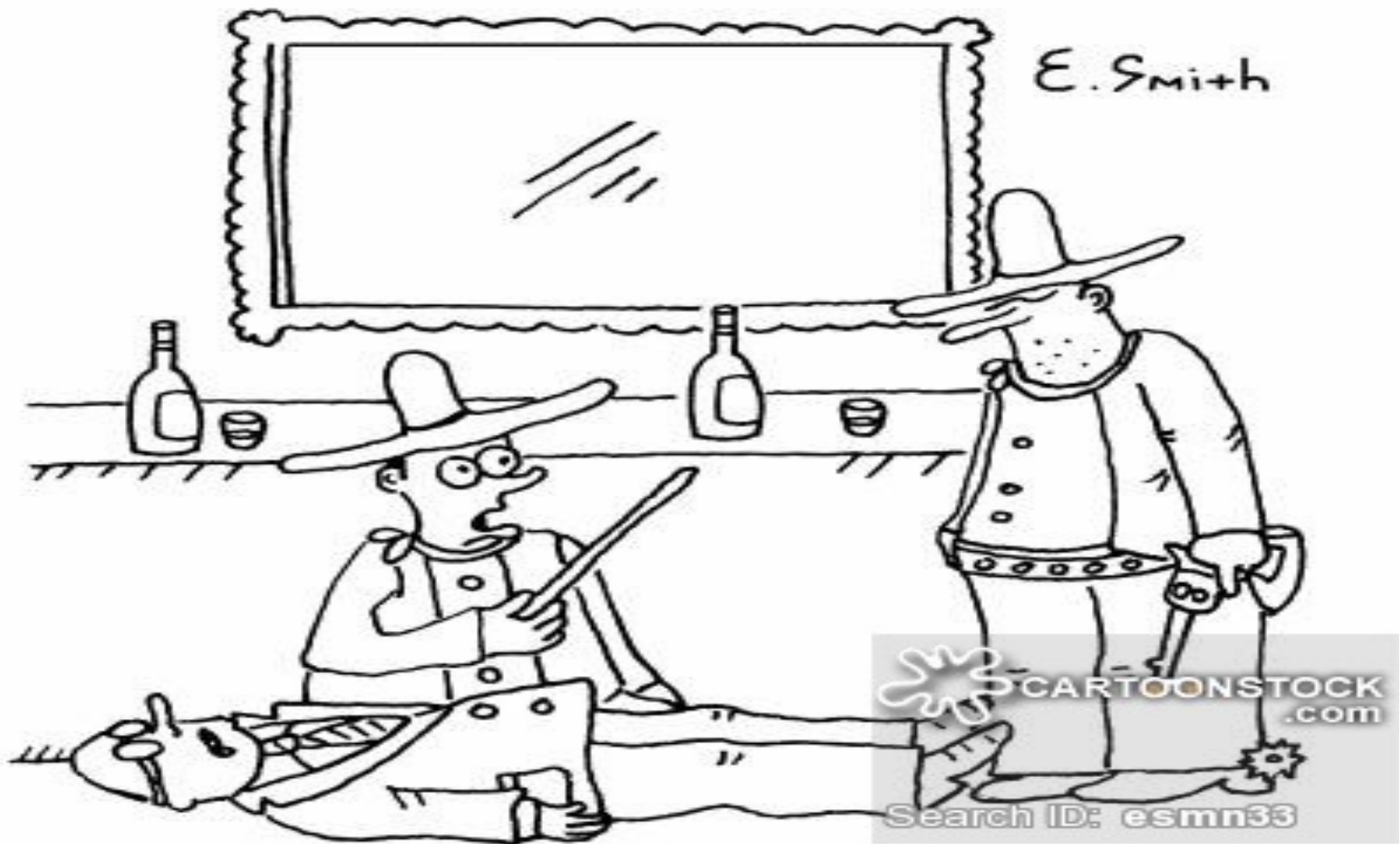
- Continues to be a major headache
- More internal spamming and phishing
 - Not as easy to block
- Education
- Process
 - What happens initially?
 - Tickets
 - Local Support items
 - Block lists
- Communication
- New Whitelisting Process
 - Not immediately whitelisting a domain
 - Request / KB article
 - Questions that must be answered

Two Factor Authentication

- What is it?
- What is taking place?
- Next Steps



"Should I arrest Clark Kent for identity theft or should Clark Kent have me arrested for identity theft? This is all so very confusing!"



**“He was only reaching for his
powerpoint presentation pointer.”**

Questions?



Thank you for coming!

*Thank
You*