# IT Briefing

October 15, 2015

North Decatur Building

4th Floor Auditorium

# IT Briefing Agenda

- New Dashboards for SN
- Avaya Aura Replaces MeetMe
- Security Update
- Shibboleth IdP v3
- Compass Upgrade News

- Missie Martin
- Mike Politinsky
- Derek Spransy
- Gerry Hall
- Wade Moricle

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**Missie Martin**

IT Service Management Spec. II, ITSMO

# ServiceNow Management Dashboards

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# Dashboards in ServiceNow

**Reports**

☆ View / Run

☆ Create New

▾ **Management Dashboards**

☆ Operational

☆ Performance (1 min to load)

☆ Volume (30 sec to load)

▾ **Executive Dashboards**

☆ LITS: All Open Work

☆ LITS: Work Closed Last Month

☆ Non-LITS: All Open Work

☆ Non-LITS: Work Closed Last Month

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# Management Dashboards

- Located in ServiceNow, under the REPORTS section of the left navigation bar

- Data is based on the NetID of the user logged into ServiceNow

- Each Dashboard is a collection of reports across all process modules

- If a report displays "Cannot generate chart: No matching records", the Assignment Group of the user may not have work in that particular module

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# Management Dashboards

- Operational

  All work with an OPENED state, by individual, for any Assignment Group associated with the current user.

| Report Name | Process / Table |
|---|---|
| Ops: Open Breached Incidents (Incident) | Incident / incident_sla |
| Ops: Open Work > 30 Days | All / task |
| Ops: All Open Work | All / task |
| Ops: Open Catalog Requests | Request / sc_task |
| Ops: Open Incidents (Inc & Svc Rqst) | Incident / incident |
| Ops: Open Incidents Tasks (Inc & Svc Rqst) | Incident Tasks / u_incident_task |
| Changes: All Changes Scheduled +/- 1 Week | Change / change_request |

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# Management Dashboards

- ## Performance (approx. 1 minute to load)

    SLA reports; All work with a CLOSED state, in the LAST MONTH, for any Assignment Group associated with the current user. Last Month is based on the last calendar month (i.e. if the current month is August, the report will show data for the month of July).

| Report Name | Process / Table |
|---|---|
| Perform: MTTR for Incident (Incident) | Incident / incident_sla |
| Perform: MTTR for Incident (Service Request) | Incident / incident_sla |
| Perform: Incident Resolution SLA (Incident) | Incident / incident_sla |
| Perform: Incidents Re-Opened After Resolved | Incident / incident |
| Perform: Catalog Request Item SLA | Request / sc_req_item_sla |
| Perform: Changes by Type | Change / change_request |

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# Management Dashboards

- ## Volume (approx. 30 seconds to load)

  All work with a CLOSED state, in the LAST MONTH, for any Assignment Group associated with the current user.  Last Month is based on the last calendar month (i.e. if the current month is August, the report will show data for the month of July).

| Report Name | Process / Table |
|---|---|
| Vol-Ind: All Work | All / task |
| Vol-Ind: Catalog Requests | Request / sc_task |
| Vol-Ind: Incidents (Incident) | Incident / incident |
| Vol-Ind: Incidents (Service Request) | Incident / incident |
| Vol-Ind: Changes by Risk | Change / change _request |
| Vol-Ind: Knowledge Articles Published or Reviewed | Knowledge / kb_knowledge |

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# Executive Dashboards

- Located in ServiceNow, under the REPORTS section of the left navigation bar

- Data is NOT based on the user NetID and is the same for all ITIL users logged into ServiceNow

- Each Dashboard is a collection of reports across all process modules

- If a report displays "Cannot generate chart: No matching records", the Assignment Group of the user may not have work in that particular module

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# Executive Dashboards

- Due to data volume, the dashboards have been divided between central IT (LITS) Assignment Groups and non-central IT (Non-LITS) Assignment Groups

- The LITS data is sorted by the 'Executive Division' of the Assignment Group.
  - LITS – Architecture
  - LITS – Business & Administration
  - LITS – EASI (Enterprise Applications, Enterprise Services, Infrastructure)
  - LITS – Library
  - LITS – Security
  - LITS – UIT (Research and Data Management, Informatics, Middleware, Program and Portfolio Management, IT Service Management)

- The Non-LITS data is sorted by 'Parent' of the Assignment Group

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# Executive Dashboards

- ## LITS:  All Open Work

    All work with an OPENED state, by Executive Division, for any Assignment Group under the LITS organization.

| Report Name | Process / Table |
|---|---|
| Exec: LITS: Open Breached Incidents (Incident) | Incident / incident_sla |
| Exec: LITS: Open Work > 30 Days | All / task |
| Exec: LITS: All Open Work | All / task |
| Exec: LITS: Open Catalog Requests | Request / sc_task |
| Exec: LITS: Open Incidents (Inc & Svc Rqst) | Incident / incident |
| Exec: LITS: Open Incidents Tasks (Inc & Svc Rqst) | Incident / u_incident_task |
| Changes: All Changes Scheduled +/- 1 Week | Change / change_request |

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# Executive Dashboards

- ## LITS:  Work Closed Last Month

  All work with a CLOSED state in the LAST MONTH, by Executive Division, for any Assignment Group under the LITS organization.

| Report Name | Process / Table |
| --- | --- |
| Exec: LITS: All Work Closed Last Month | All / task |
| Exec: LITS: Catalog Requests Closed Last Month | Request / sc_task |
| Exec: LITS: Incidents Closed Last Month (Incident) | Incident / incident |
| Exec: LITS: Incidents Closed Last Month (Svc Rqst) | Incident / incident |
| Exec: LITS: Changes Closed Last Month | Change / change_request |
| Exec: LITS: Knowledge Articles Published or Reviewed Last Month | Knowledge / kb_knowledge |
| Exec: Major Incidents Last Month (SIA & MIN) | Incident / incident |

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# Executive Dashboards

- ## Non-LITS: All Open Work

  All work with an OPENED state, by Department or School, for any Assignment Group NOT under the LITS organization.

| Report Name | Process / Table |
|---|---|
| Exec: Non-LITS: Open Breached Incidents (Incident) | Incident / incident_sla |
| Exec: Non-LITS: Open Work > 30 Days | All / task |
| Exec: Non-LITS: All Open Work | All / task |
| Exec: Non-LITS: Open Catalog Requests | Request / sc_task |
| Exec: Non-LITS: Open Incidents (Inc & Svc Rqst) | Incident / incident |
| Exec: Non-LITS: Open Incidents Tasks (Inc & Svc Rqst) | Incident / u_incident_task |
| Changes: All Changes Scheduled +/- 1 Week | Change / change_request |

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# Executive Dashboards

- ## Non-LITS:  Work Closed Last Month

    All work with a CLOSED state in the LAST MONTH, by Department or School, for any Assignment Group NOT under the LITS organization.

| Report Name | Process / Table |
|---|---|
| Exec: Non-LITS: All Work Closed Last Month | All / task |
| Exec: Non-LITS: Catalog Requests Closed Last Month | Request / sc_task |
| Exec: Non-LITS: Incidents Closed Last Month (Incident) | Incident / incident |
| Exec: Non-LITS: Incidents Closed Last Month (Svc Rqst) | Incident / incident |
| Exec: Non-LITS: Changes Closed Last Month | Change / change_request |
| Exec: Non-LITS: Knowledge Articles Published or Reviewed Last Month | Knowledge / kb_knowledge |

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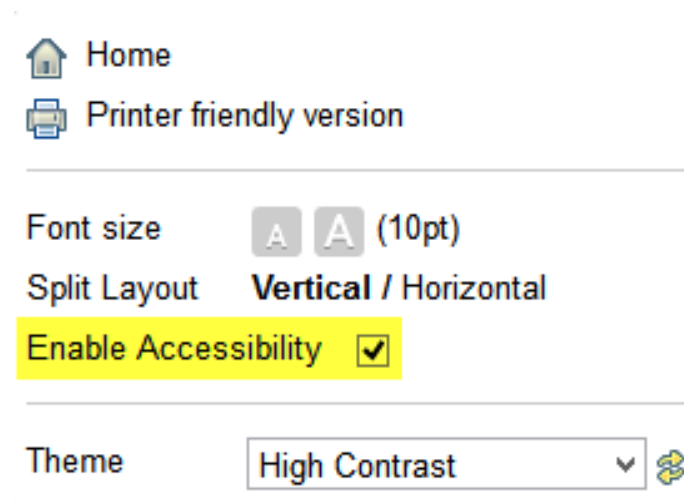# Display Chart Data in a Table
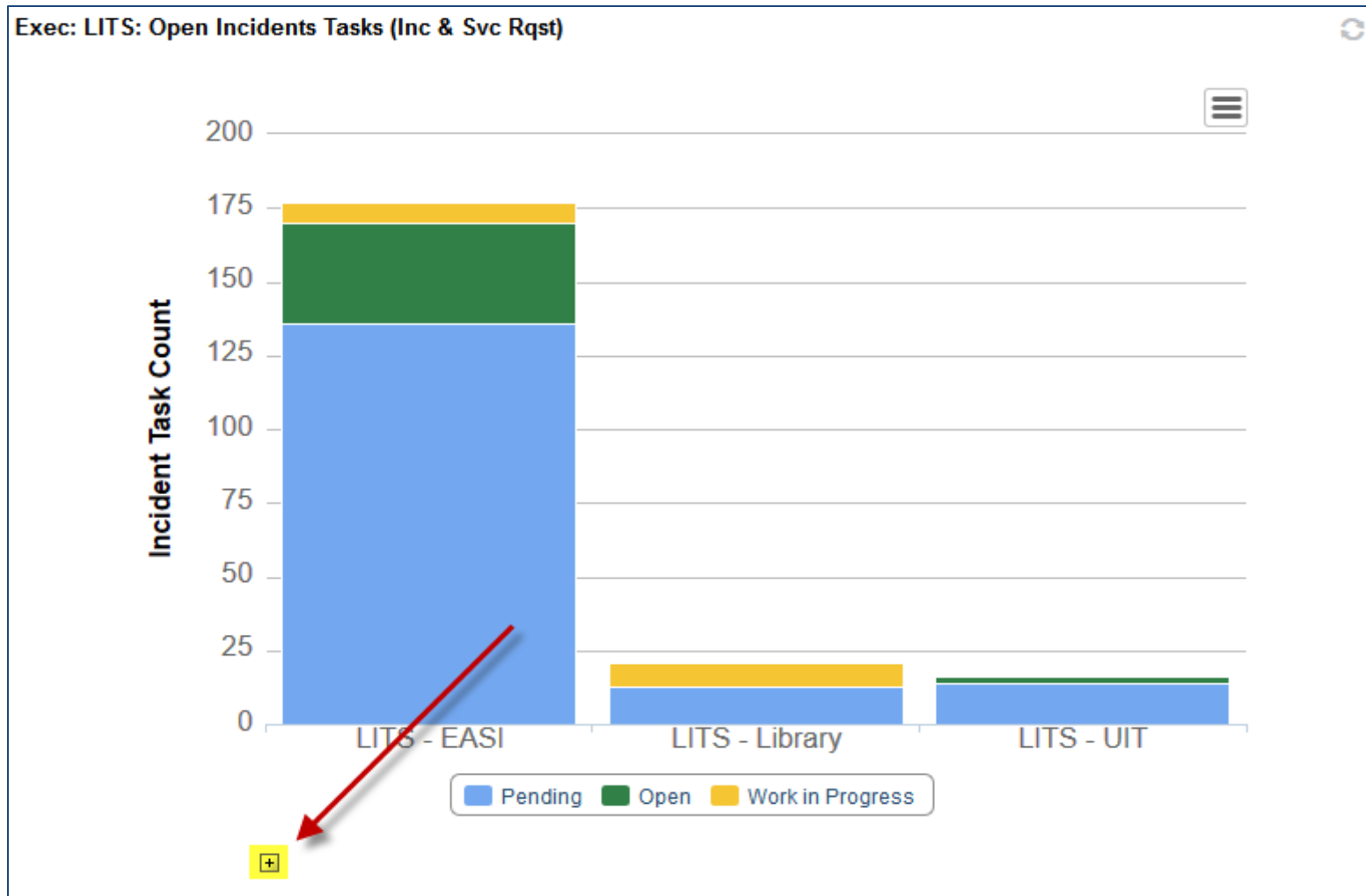
# Display Chart Data in a Table



Chart data table for Exec: LITS: Open Incidents Tasks (Inc & Svc Rqst) is below

| Assignment group Executive Source Totals | | Count Totals | Percentage of Count |
|---|---|---|---|
| LITS - EASI Total | | 177 | 82.71% |
| LITS - Library Total | | 21 | 9.81% |
| LITS - UIT Total | | 16 | 7.48% |

| Assignment group Executive Source | State | Count | Percentage of Count |
|---|---|---|---|
| LITS - EASI | Pending | 136 | 76.84% |
| | Open | 34 | 19.21% |
| | Work in Progress | 7 | 3.95% |
| LITS - Library | Pending | 13 | 61.90% |
| | Work in Progress | 8 | 38.10% |
| LITS - UIT | Pending | 14 | 87.50% |
| | Open | 2 | 12.50% |
| Total | | 214 | |

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# Display Chart Data in a Table

To enable, choose the Cog Wheel to the left of the Logout button and check the box next to "Enable Accessibility".

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# Resources

- Knowledge Article:   [KB04999](KB04999)

- ServiceNow Reporting Class
  November 4, 2015
  2:00pm – 4:00pm
  To Register:  email [itsmo@emory.edu](mailto:itsmo@emory.edu)

- Missie Martin (IT Service Management Office)
  404.686.2827
  [missie.martin@emory.edu](mailto:missie.martin@emory.edu)

- SMCC website:  [smcc.emory.edu](smcc.emory.edu)

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# ServiceNow Management Dashboards

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**Mike Politinsky**

Manager, Network Services/Voice Services

## Avaya Aura Conferencing Replaces Meet Me Conferencing

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# Revised Schedule

- Existing Expanded Meet-Me Accounts will all be replaced by December.

- The current Meet Me Conference bridges will be retired one month after all conversions are completed.

- The enhanced service rate will be $17 per month.

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# HIPAA Compliancy Status

- Security review is in process.

- Do not upload ePHI and stop recordings when discussing HIPAA protected patient details.

- Banners will be posted in AAC pending outcome.

- ART review completed, security review in process.

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# Service Enhancements

- Audio/Video conferencing, Web Collaboration
- Participant Codes – new random code
- Moderator access required for meeting host to access some features - new random code
- The Collaboration Agent
- Document Library
- Meeting Report can be generated to include: minutes, exchanged messages, library files and whiteboard or screenshots.

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# The Collaboration Agent

The **Collaboration Agent** provides a toolset for managing and participating in conferences and sharing content:
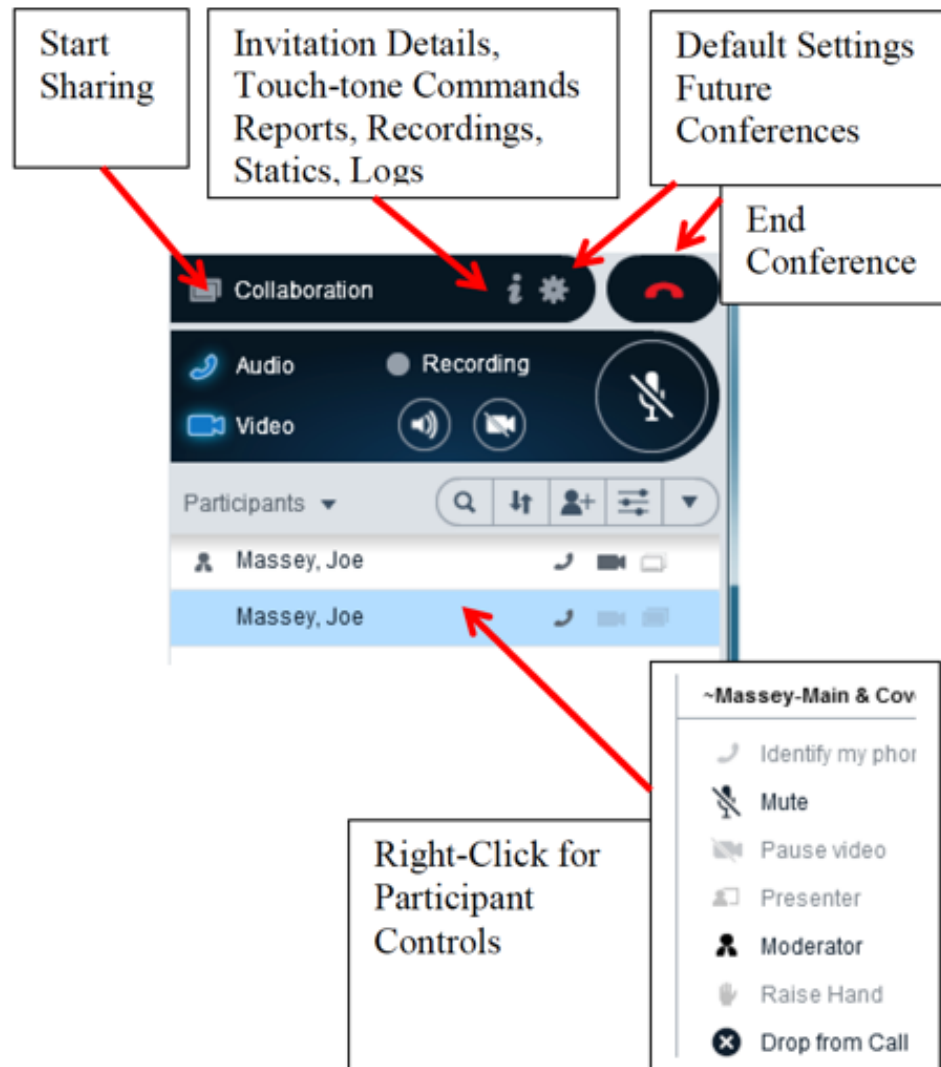
- documents
- virtual whiteboards
- applications
- OSX is supported for moderator collaboration.
- Participants can send messages, annotate shared content and record minutes.**
  - **IM/Presence- currently Windows only, agents for Mac, iOS, and Android planned for 2016 release.

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# Collaboration Agent Controls

**Collaboration Agent Screen – Basic Controls**
- The basic controls are annotated below

Start Sharing

Invitation Details, Touch-tone Commands Reports, Recordings, Statics, Logs

Default Settings Future Conferences

End Conference

Collaboration   i ✱   ☎

Audio   ● Recording
Video   🔊   📷   🎤

Participants ▾   🔍   ↕   👤+   ⇄   ▼

👤 Massey, Joe   ☎ 📹 ▭
Massey, Joe   ☎ 📹 ▭

~Massey-Main & Cov
☎ Identify my phor
🎤 Mute
📷 Pause video
🔈 Presenter
👤 Moderator
✋ Raise Hand
❌ Drop from Call

Right-Click for Participant Controls

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# Moderator Configured Settings

**Default Settings**

⚡ **Fast Start**
Start my conference when the first participant dials in

↴ **Continuation**
Continue my conference after the moderator leaves

🔔 **Entry Tone**
Play a tone when someone joins or leaves my conference

📹 **Video**
Allow video on my conference

🔴 **Auto Record**
Start recording at the beginning of my conference

🖥 **Presentation Mode**
Allow participants to join as presenters and start web collaboration

Fast Start option allows participants to meet without a moderator like today's Meet-Me bridges. Otherwise, music plays until the moderator arrives.

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# The Library Feature

- The **Library** feature allows any conference user with a system account to store presentation materials in advance and retrieve them when "given the floor." This way all participants can collaborate by viewing these presentations, as well as making notes on any whiteboard.

- From Collaboration Agent anyone can view:
  - Who is on the call, Who is currently speaking, Who is taking part in Web Collaboration, or Who is presenting

- Conference Moderators can:
  - **Record** a conference, **mute** participants, edit meeting **notes**, and create and distribute **reports** from meeting notes.

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# What will I need to do?

- Your Conference Bridge telephone number will change to 404-727-9999 (79999).
- You will get a unique (randomly generated) moderator *and* participant code for the bridge associated with your telephone extension.
  - REMINDER: change standing meetings to new conference access information when you receive your email from LITS.

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# Emory Shared Bridges – 25Live Service Desk Managed

**PUBLIC/SERVICE DESK SHARED BRIDGES**

Bridge Name, Dial #, and participant code

visible and present in 25Live

```
_SHARED 50-A Bridge 404-727-9999,,673801
_SHARED 50-B Bridge 404-727-9999,,149702
_SHARED 50-C Bridge 404-727-9999,,910803
_SHARED 50-D Bridge 404-727-9999,,836224
_SHARED 50-E Bridge 404-727-9999,,279025
_SHARED 50-F Bridge 404-727-9999,,534426
```

All participant codes appear in the **25Live calendar** entry; those shared bridges are set to Fast Start with no Moderator code required.

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# 6-Party Meet-Me Bridges

- 6-Party conference bridges will not be converted as part of this service enhancement. The retirement date for this legacy service has not be set at this time.

- LITS will offer details on how 6-party conference users can activate an AAC conference bridge once the conversion of extended meet-me bridge lines has been completed.

- A new work request will be required to Delete the current bridge number and to add a new AAC conference bridge number.  https://mysoftext.emory.net/selfservice

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# Questions

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**Derek Spransy**

Enterprise Info Security Lead, IT Security

# Security Update

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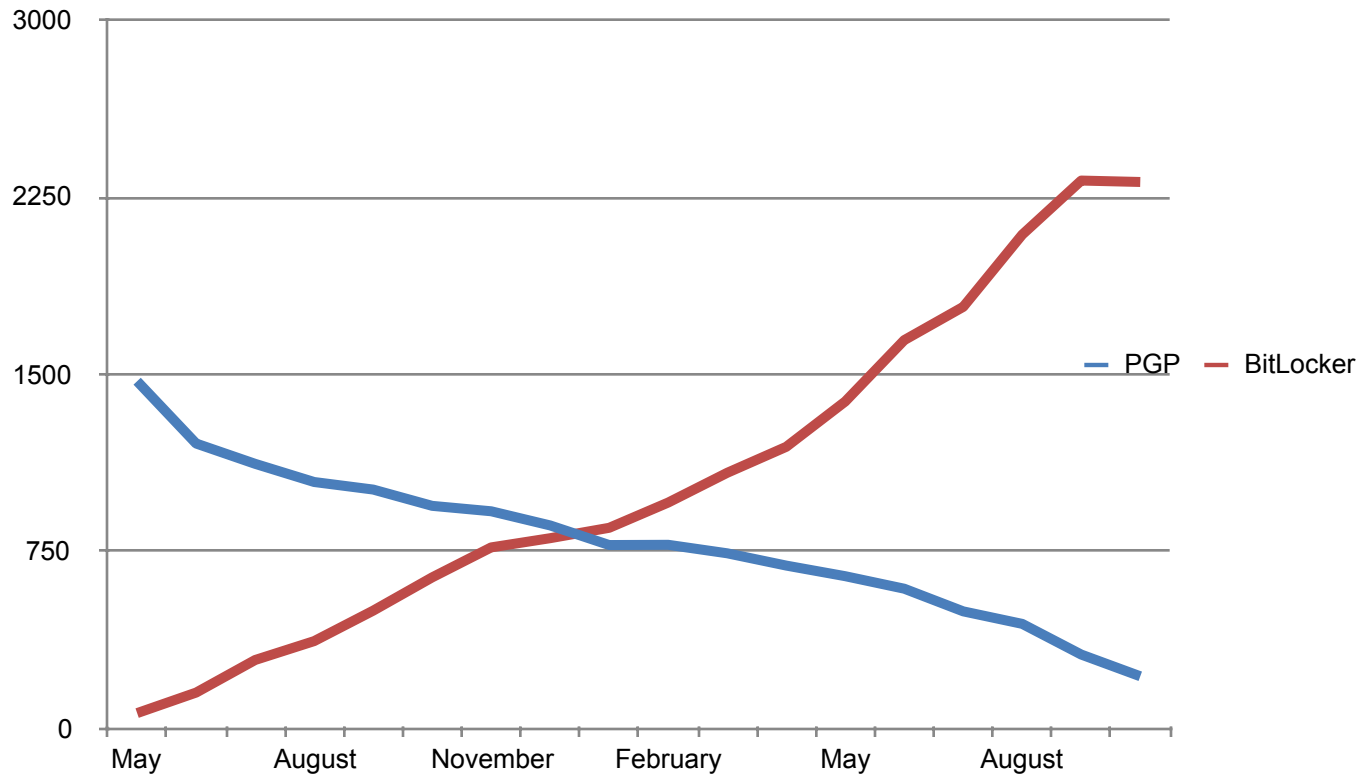
# PGP Decommission

- The existing PGP full disk encryption service is being retired.

- A lot of progress has been made but there are roughly 221 systems to go.

- PGP support will be extended for a smaller number of licenses.

- New target date for full decom will be the **end of December**. Please continue to migrate as quickly as possible to MBAM!

- Your IT Director should have a list of remaining PGP systems

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# MBAM Adoption Rate

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# FileVault Management Tool

- Emory's FileVault management tool (or management via Absolute Manage) are required to meet the requirements of Emory's Disk Encryption Policy.

- Compatible with OS 10.7 and higher

- Version 1.3 supports multiple disks encrypted with FileVault

- Please upgrade clients to version 1.3

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# Local Administrator Password Solution (LAPS)

- LAPS was released by Microsoft to address the challenge of managing and changing local workstation administrator passwords

- LAPS manages local admin passwords via GPO

- Local support with rights to their delegated OU's can retrieve administrator passwords via a new Computer object AD attribute (you can only see passwords for workstations in your OU)

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# Getting Started with LAPS

- See KB05032 - Implementing Microsoft's Local Administrator Password Solution (LAPS)

- Two basic steps

  - Install the LAPS GPO Client side extension (CSE) software

  - Link the "LITS-IS-GPO_Enterprise LAPS Policy" GPO to your managed OU

- This policy will change workstation passwords every 30 days, and will create a 15 character password

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# Enterprise Security Team Changes

- The former UTS/EASI Security Team (Andy Efting, Alan White and Eric Mathis) now report to Brad Sanford.

- Derek Spransy is now the manager of the "Threat, Vulnerability, and Incident Management" team (Elliot Kendall, Ashley Spink, Anwar Reddick).

- There is an open position for a manager to lead the Risk and Compliance Group (Larry Knotts).

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# Security Update


Questions?

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**Gerry Hall**

Manager, Teaching & Learning Technologies

# Shibboleth IdP v3

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# Why?

- Support for IdP version 2 is being discontinued.
- All security bugs and severe non-security bugs addressed until Dec 31, 2015.
-  Moderate security bugs addressed until Feb 29, 2016.
- Important security bugs addressed until May 31, 2016.
- Critical security bugs addressed until July 31, 2016 (full EOL).
- For additional information:  http://shibboleth.net/pipermail/announce/2015-May/000112.html

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# How?

- A completely new IdP v3 install versus an in place upgrade.

- No changes will need to be done to service providers (SP) that use the Emory Login Service (Shibboleth)

- Service Owners are responsible for user/ developer testing

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# When?

- No date has been published at this time.

- Tentatively sometime in December after classes end.

- Once a final decision has been made, communications will go out using the Emory listserv.

- The communication will include instructions for Service Owners regarding how to test their service providers (SP).

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# Shibboleth IdP v3

Questions?

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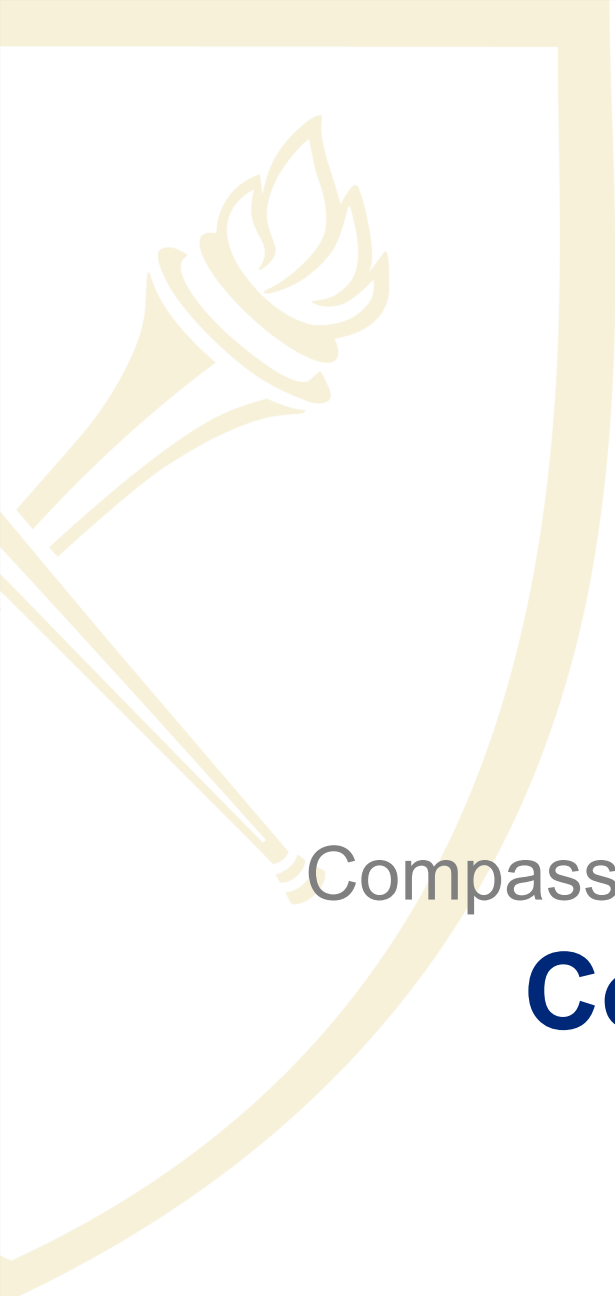
**Wade Moricle**

Compass Upgrade Communications Council

# Compass Upgrade News

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# Compass Upgrade Communications Council

- 2nd meeting October 14, 2015
- SpeedType
  - Replaces the SmartKey system
  - Offers "short key" functionality
  - Emory community – 189 users across 24 divisions
  - New Schema "the user's choice":

<span style="color:red">618400</span>0123

First 6 digits of dept. number     Autofill

NOTE: For Emory Healthcare, existing SmartKey configuration rules will not apply

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# Compass Outreach Sessions: Grants

- 10/19/15:2-3, Yerkes, Seminar Room
- 10/21/15:1-2, SOM, Room 120
- 10/27/15:10-11, GBS, Room 204
- 10/28/15:2-3, WHSCAB, Room 104
- 11/05/15:     2-3, SON, Aud. P01
- 11/10/15:     10-11, Grady FOB, Room 103
- 11/16/15:     1-2, 1599 Bldg, Room 1.432

- Register at: Upgrade.compass.emory.edu

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# Thank you for coming!

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