LSUHSC-NO IT

2017 In Review

Completed Projects and Goals

2017 AV Completed Projects & Goals

- Designed and implemented an AV solution for:
  - AHSoN Lecture Hall B
  - Dental School Simulation Lab
  - Dental School 7401A1 and 8312
  - LEC 715 AV implementation
- Designed an AV solution for:
  - Team-Based-Learning area in the MEB
  - MEB MDLs
- Upgraded AHSoN and MEB Seminar Rooms to digital inputs
- Converted all videoconferencing endpoints to use SIP protocol
- Integrated all videoconferencing systems with Cisco Call Manager
- Designed and implemented a Proof of Concept demonstration system for the TBL project and demonstrated for SoM Faculty, Facilities Planning, and EAVG

2017 Custom Applications (CA) Completed Projects & Goals

- Upgraded:
  - CCURE Access Control and ID Badging system to V2.5
  - KDS (Knowledge Data System) Mobile Compliance training system for responsive design and added functionality
  - Animal Care Space Request System
  - Moodle LMS to 3.1 and then to 3.1.6 and 3.1.8
  - Facilities Work Request System, Maintenance Connection to version 8.0
- Implemented Moodle integration for Nursing School Starfish software
- Created a Proof of Concept project for a Data Warehouse using HR and budget data
- Automated:
  - provisioning of accounts for Office 365 and Exchange 2013
  - a weekly import of DHS Cyber Hygiene reports into the Malware Incident Tracking System (MITS)
- Enhanced:
  - The Telecom VOIP system
  - Password sync for the PeopleSoft upgrade
  - Ovid project for authentication updates
- Implemented updates and ad hoc reporting for Budget 2017-2018 fiscal cycle
- Archived IntegraSoft system data for Auxiliary Enterprises and built a query interface
- Converted most School of Medicine web sites to responsive design
- Added administrative functions to HR Applicant Tracking System; created PeopleFluent feeds
- Developed new Possible SSN Search software to scan both http and https web sites

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2017 DBA Completed Projects & Goals

- Applied PeopleTools 8.55 to PeopleSoft Financials development and production systems
- Migrated SQL 2005 databases to SQL 2012 or 2014
- Upgraded:
  - What's Up network monitoring database and the Ccure access control and student ID databases
  - SQL to 2014 on PeopleSoft Financials development and production database servers
  - And provided support for PeopleSoft HR 9.1 databases to PeopleSoft HR 9.2
  - And provided support for the Helpdesk Vertices application
  - Legato on all database servers and application servers
- Installed and set up:
  - SQL 2016 development and production database servers for a Data Warehousing proof of concept
  - MS SQL 2014 on new Allscript's servers for the LHN Allscript's EHR system upgrade to 17.1
  - MS SQL 2016 on the DDP database server

2017 Completed EMAIL/WEB Projects & Goals

- Redesigned the LSUHSC N.O. Website

- Implemented:
  - OneDrive for Business (Office 365)
  - SharePoint Online (Office 365)
  - Microsoft Forms (Office 365)

- Upgraded Four Winds digital signage software and expanded digital signage wayfinding to include the RCB and Seton buildings

- Created an LSUHN Provider Directory with wayfinding on digital signage

- Expanded Office 365 alumni email to include SoM and SAHP

- Surveyed Office 365 email users and enacted improvements based on feedback

- Migrated:
  - mailboxes from Exchange 2010 to Exchange 2013
  - LSUHSC Students, IT, and HCSD mailboxes to Office 365

- Upgraded LSU Health FileS

2017 Enterprise Information Security (EIS) Completed Projects & Goals

- Automated:
  - Locking PeopleSoft accounts in the PeopleSoft databases for terminations
  - Unlocking PeopleSoft accounts in the PeopleSoft databases for those who locked their accounts inside of PeopleSoft.
- Set up NCR Counterpoint security for Auxiliary Enterprises
- Upgraded:
  - C-Cure access control system to v2.5
  - Microsoft Active Directory Domain Controllers
  - Splunk log collection system to version 6.5
  - Pulse Secure virtual private network (VPN) that provides remote access to the LSUHSC network
- Worked with the Department of Homeland Security (DHS) on a Cyber Resilience Review

2017 Enterprise Information Security (EIS) Completed Projects & Goals

- Implemented:
  - Microsoft Azure Group Licensing for Office 365 / SharePoint / OneDrive and researched Data loss prevention
  - A pilot for Multi-factor authentication use on https://remote.lsuhsc.edu
  - LAPS (Local Administrator Password System) that provides management of local account passwords of domain joined computers
- Reviewed and cleaned up:
  - Service/vendor accounts
  - PeopleSoft HR sensitive data
- Virtualized EIS servers as hardware support ended
- Completed update and assessment of revised PM-36 and submitted to LSU
- Added Varonis security monitoring for over 50 servers
- Replaced the LCRC Firewall

2017 Enterprise Server Group Completed Projects & Goals

- Migrated the last 5 VM's off of DPS Chassis 2, which went out of support in 3/2016. Also virtualized PHARMDB-PRD, moved it out of Chassis 2, and retired Chassis 2

- Replaced the AELINUX Point-of-Sale system with the NCR-SRV system

- Provisioned a complete new set of servers for the Allscript's EHR upgrade

- Worked with Information Security to replace, upgrade, and/or virtualize all Microsoft Active Directory domain controllers

- Worked with Library's software vendor to replace the MUSES (Innopac) software with their new Sierra software

- Upgraded, replaced, or retired as many out-of-support Server 2003 servers as possible

- Added 4 new VMWare ESX hosts to RCB Chassis 2 and began migrating VM's off of RCB Chassis 1 to Chassis 2

- Built a complete new set of Server 2012 R2 servers for the PS Financials PeopleTools upgrade

- Assisted HCSD with relocating equipment from Venyu to the DPS Pod

2017 Enterprise Server Group Completed Projects & Goals

- Stood up:
  - A production Citrix XenApp7/Server 2016 "Desktop-New" as an eventual replacement for the old clinical Desktop
  - A Citrix XenApp7/Server 2016 "PSDesktop-XA7" server for testing
  - An EZ Proxy server for the Library
- Upgraded:
  - MS Office on PS Desktop from Office 2010 32-bit to Office 2016 64-bit
  - The Enterprise Vault File System Archiving from version 9.0.4 to version 10.04, and the upgraded again to version 11.0.1
- Finalized and completed all upgrade procedures needed for PS Desktop for the PeopleSoft Financials PeopleTools upgrade
- Finalized upgrade plans for DPS Compellent 1 SAN and the HCSD Compellent SAN to include SAN replication capability between DPS and RCB, and Dell "Optimize-Full" Support for DPS Compellent 1
- Completed planning to "level-set" all LSUHSC VMWare ESX hosts to version 5.5, then work to upgrade VCenter to 6.5, and eventually upgrade all ESX hosts to 6.5
- Supported the Upgrade to Exchange 2013 with new Multi-Role (MR) Exchange server VM's

2017 Help Desk Completed Projects & Goals

- Implemented:
  - Backup tape encryption
  - An automated tape location database and scanners
- Replaced the hardware for the backup servers
- Upgraded:
  - The Whatsup network monitoring system to 2017
  - To a 10Gb NIC on the New Orleans backup server
  - Backup software, Networker, to 8.2
- Moved LTR/School of Public Health backups to IT
- Investigated Networker capacity license model

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2017 NETWORK Completed Projects & Goals

- Installed the ALHSoN Lecture Hall C network
- Expanded wireless footprint to include Clinical Sciences room 623, Medical Education Building 7th Floor Bio-Chemistry offices, and Medical Education Building 4th Floor MDLs.
- Upgraded:
  - ALH network switches on floors 7, 8, and 10 and provided 802.11ac Wave 2 APs to classrooms on floors 6-10
  - Dental School Metro Ethernet from 100Mbps to 250Mbps for a cost savings
  - And replaced switches in Allied Health, Medical Education, and Clinical Sciences to provide power over Ethernet (PoE) requirements for Voice over IP (VoIP) project.
- Implemented:
  - Dental School 7th Floor simulation lab network
  - MEB 3rd floor re-wiring to support Team Based Learning
  - A LONI Internet connection at DPS to be used for moving email to O365
- Replaced:
  - MEB and CSRB core switches
  - HCSD Lallie Kemp Medical Center (LAK) core router
  - end-of-life LHN core switch at St Charles
  - end-of-life router and redeployed existing PoE (power over Ethernet) switches to support LHN and LSUHSC Clinics moving to the Seton building on Gravier Street

2017 NETWORK Completed Projects & Goals

- Worked on the CC* Grant awarded to replace MEB 5-7 and CSRB 4-7 switches (1/10/40Gbps), upgrade the border router, and create a Science DMZ
- Worked with LONI to implement fiber to MEIC Baton Rouge for a cost savings
- Disconnected the T-1 between the HCSD ABO and RCB and installed a 50 Mbps Cox circuit between ABO and MEIC as a backup circuit
- Provided networking for all HCSD servers at Venyu that moved to DPS to the LSUHSC POD.
- Established network connectivity for new LHN Faculty Practice in Baton Rouge
- Collaborated with researchers on grant opportunities, LSUHSC departments, LONI Advisory Groups, and vendors
- Investigated SD-WAN solutions for possible use at Dental School and LHN facilities to reduce costs
- Surveyed students to identify issues and improvements for ResNET

2017 PSFS Completed Projects & Goals

- Automated the distribution of Custodial Certification for Movable Equipment forms
- Adapted the PS Launcher to work with different PeopleSoft tools versions
- Created specialized complex BI Publisher reports
- Implemented:
  - Voucher Approval Workflow
  - A performance fix for Monitor Workflow Approvals
  - An additional voucher workflow route for IT
  - AP Work Center
  - Improvements to enhance the performance of BI Publisher
- Rewrote 65 Crystal reports in BI Publisher
- Upgraded PeopleTools 8.55 for PeopleSoft Financials
- Worked on the PS Desktop Office 2016 upgrade

2017 PS HR & CS Projects & Goals

- Implemented:
  - A Credit Card Payment system to allow N.O. students to pay tuition using a credit card
  - The GRE/TOEFL Interface to allow the loading of GRE and TOEFL test scores from the CAS system
  - The CAS applicant load for Shreveport Speech Pathology program
  - A Starfish Interface for N.O. nursing students
  - Pay increases for N.O. and Shreveport
  - IdentityForce Interface
- Applied:
  - Student patch bundles 44, 45 and 46
  - ACA patches and printed 2016 ACA forms
- Created and printed:
  - 2016 w2 forms
  - 2016 1098 student forms
- Developed a process to delete user profiles in HR after employee has been terminated for 45 days
- Modified PER3 – Additional Comp to allow users to change and resubmit denied forms
- Upgraded PeopleSoft HR to v9.2

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2017 TELECOM Completed Projects & Goals

– Migrated:

- The remaining Centrex telephones on the LSUHSC N.O. downtown campus to voice over IP (VoIP)
- The Centrex PRI phone lines to non-Centrex PRIs
- Blackberry devices to iPhones

2017 VCAF SUPPORT Completed Projects & Goals

- Converted systems from Symantec to Microsoft BitLocker Encryption
- Centralized encryption management using Dell Data Encryption and Protection (DDPE) for MACs and non-domain laptops
- Deployed new facilities laptops and work stations
- Implemented DDPE in a pilot phase
- Migrated:
  - VCAF areas systems to Microsoft Windows 10 standard
  - VCAF areas to Office 2016 Standard
- Distributed Office 2016 for Academic Support areas via SCCM
- Added:
  - HCSD and LAK Computers and Servers to SCCM for Endpoint Protection and Patch Management
  - Domain Controllers to SCCM Patch Management
  - Database Servers to SCCM Patch Management
- Upgraded:
  - SCCM Software Update Site Systems (WSUS)
  - SCCM Primary Server Application to support Windows 10
  - Approximately 23 OCS laptops