



Project Delivery and Support Updates

March User Group

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- Delivery Activities
- Life in Support
- Tech Alerts
- 3rd Party Support
- CR Flow
- Knowledge Resources
- Emergency Contact Role
- Proactive Activities
- Product and Services KITs

Delivery Activities

- Full Project Implementation
- Add-on service

Both to be scoped by SOW.

- Working according to project delivery [best practice](#) divided into 5 phases:



Life in Support

- Support Escalation email
campusm-escalations@exlibrisgroup.com
- Salesforce as the source of truth
- Keeping our Install Base up to date:
 - Tech Alerts
 - 3rd Party Alignment



Tech Alert Flow

Install Base Mapping
potential candidates
for a product/CL fix.

Planned activity
Schedule a change
with the client.



Case Reported
Analysis being made
with clear RCA

**Proactive Cases
opened**
Communication goes
out to all affected
customers

Follow up and Closure
Maintain an updated
list of proactive tasks

3rd Party S/W Support Alignment – Connect Layer Wise

- Working on product certification process to support new S/W components within the CL server
 - OS
 - Java
 - Tomcat
- Recently released the support of Open JDK following Oracle's decision to charge for the original Java Standard Edition.



Change Request Flow

- Whether a standard or advanced CR for an [existing Integration](#) is needed, SLA lead time would be 10 business days from request to delivery (Pre-Reqs provided)
- Requesting a new Service Integration should be triggered by a new SF ticket having Ex Libris [CR template](#) attached



Microsoft Excel
Worksheet



campusM Knowledge Resources



Knowledge Center

Online Product documentation



Status Page

Subscribe for product maintenance notifications



Developer Network

Newley and improved access



Idea Exchange

Share your ideas with campusM community



Ask the Expert

Product webinars



Training

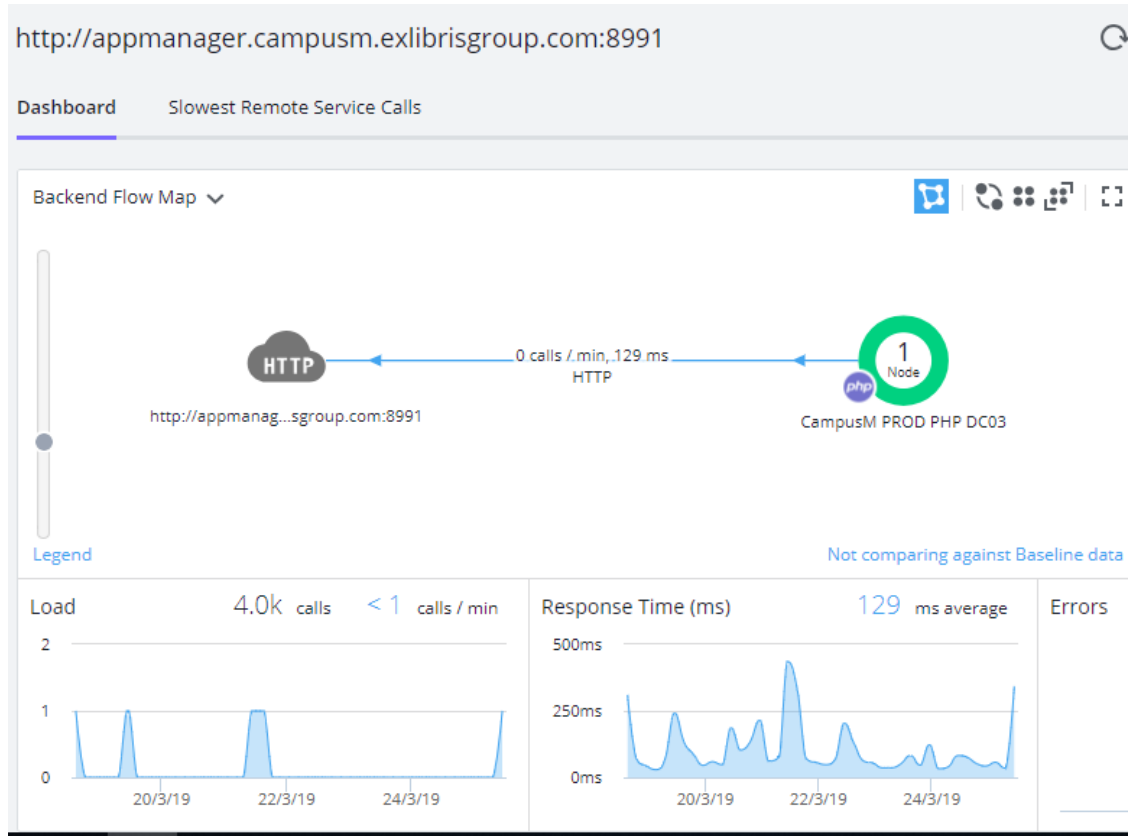
Product training modules

Proactive Monitoring

- During 2018 we have enhanced our infrastructure and monitoring capabilities to alert
 - Connect Layer availability
 - Connect Layer slowness
 - Live Tile performance
 - End Points Statistics
- Emergency Contact – Institution contact to be alerted in case proactive alert is generated with service impact.



Proactive Monitoring – Cont'



Proactive Monitoring – Cont'

http://appmanager.campusm.exlibrisgroup.com:8991 last 1 week ?

Dashboard Slowest Remote Service Calls Actions

Calling Tier These are the calls with largest observed individual execution time (Max Time) during the specified time range.

From

- Calls from All Tiers
- CampusM PROD PHP DC03

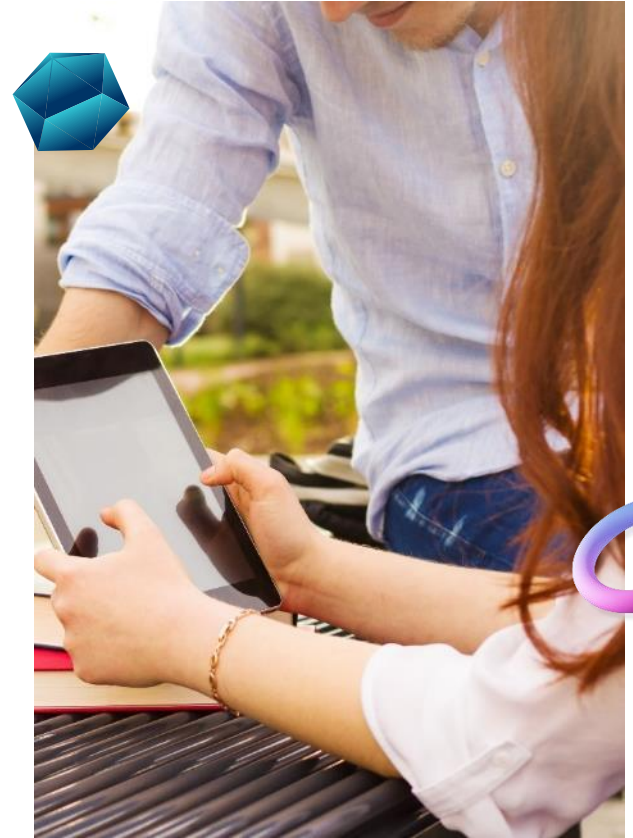
Call	Avg. Time per Call (ms) ↕	Num... of Calls	Max Time (ms)	Snap...
HTTP://APPMANAGER.CAMPUSM.EXLIBRISGROUP.COM:8991/ASSETS/HEALTHCHECKER_IM...	386.9	26	1,174	Vi...
HTTP://APPMANAGER.CAMPUSM.EXLIBRISGROUP.COM:8991/WEB2/APPS_CACHED	1,409...	7	3,491	Vi...

Call Details

Online and immediate alerts for accounts crossing the default threshold configured.

Products and Services KITs

- campusM offers a complete suite of development elements, both on AEK and Java layers to enhance institutions ability to master their on platform and services:
 - AEK
 - Live Tile SDK Early Adopter
 - CLEK program



campusM Escalation Path

Escalation Order	Contact Person
1 st	campusM Escalations campusm-escalations@exlibrisgroup.com
2 nd	Elad Aharoni, Implementation and Support Manager, campusM Elad.Aharoni@exlibrisgroup.com
3 rd	David Zyroff, Director of Global Services, campusM David.Zyroff@exlibrisgroup.com
4 th	Ido Peled, Corp. VP Mobile Campus Solutions, campusM Ido.Peled@exlibrisgroup.com





Questions ?



campusM Authentication

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- Legacy SSO for WEB and Native
- CMAuth – Application Authentication
- Integration Authentication
- 3-Legged-OAuth Flow
- Live Demo

Legacy SSO

- Developed mostly for WEB, based on Headers, later enhanced for Native on selective customers
- Lacks Timeout, session expiration with institution IdP
- Minimal set of fields – no First/Last name on the App



Legacy LDAP

- Authentication is based on user's username and password
- Once Authentication by LDAP service, user credentials are kept on the Native device
- Multiple LDAP calls per service usage

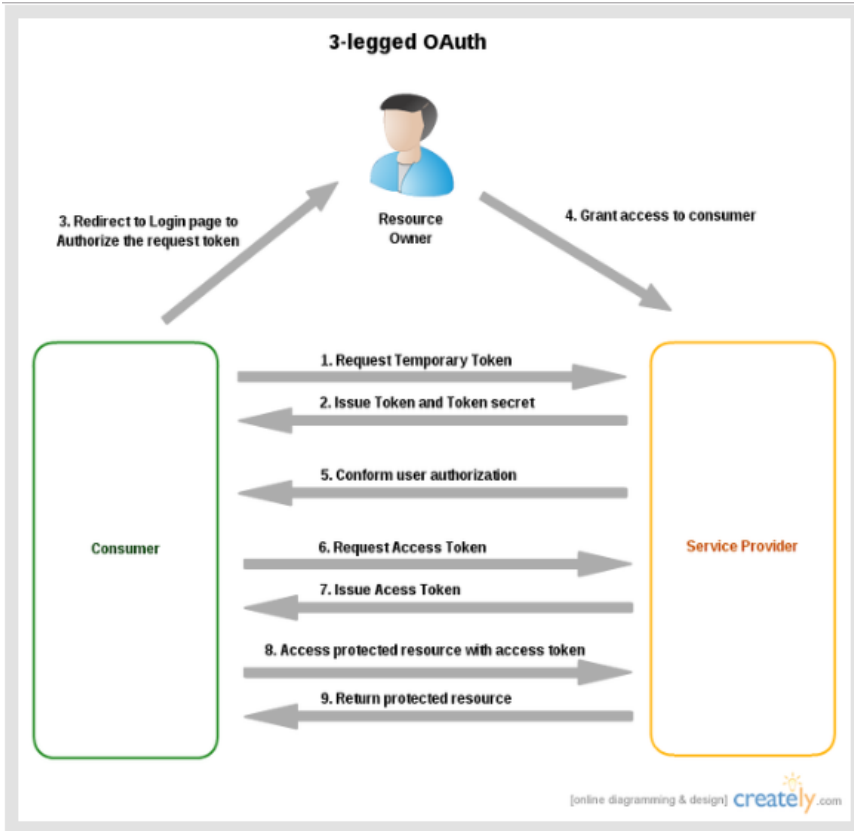


CMAuth – Application Authentication

- Supporting SAML V2 and OAuth
- Token Based Authentication
- User is redirected to institution IdP (credentials are not saved/cached)
- Attributes passed on the response can be mapped into Application/Integration Parameters
- Encrypted Mapping
- AEK and CL core functions to retrieve Token information



3-Legged OAuth User Flow



1.2. Protocol Flow



Figure 1: Abstract Protocol Flow

Live Demo

- SSO (SAML V2) Application Authentication
- Seamless Integration
- OAuth User Flow
- One Time Authentication
- LDAP Authentication



