

ENTERPRISE INFORMATION TECHNOLOGY SERVICES

**EITS**

# FACULTY & STAFF HANDBOOK

University of Georgia®







# Welcome!

# EITS



## Enterprise Information Technology Services (EITS)

*Enterprise Information Technology Services (EITS)* is the central IT department at the University of Georgia for students, faculty, staff and visitors. Our goal is to help the UGA community use technology as a tool to enhance teaching and learning, research and public service at the University. We collaborate with colleges, departments and individual clients.



### Help Desk

The EITS Help Desk is the central point of contact for computing services for UGA students, faculty, staff and visitors. The Help Desk can assist with a variety of your tech needs during its operating hours.

*Call:* **706.542.3106**

*Email:* **helpdesk@uga.edu** or

*Visit:* **eits.uga.edu/helpdesk**



### Tech Checklist

If you're a new faculty or staff member, visit **newtocampus.uga.edu** for a checklist of tech services available at UGA.



### UGA MyID and UGAID

Your UGA MyID is the username that will be required to access a number of online resources at the University. The MyID is the first part of your UGAMail address (ex: joeuser@uga.edu). Passwords for MyIDs must be changed every six months. Passwords must be a minimum of eight characters long with at least one special character (such as, !@#), one number, and use upper and lower case letters. Visit **myid.uga.edu** to change your password. Your UGA identification number – which may begin with 810 or 811 – is used instead of your Social Security number to access your personal data.

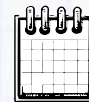
*Your UGAID number appears on the back of your UGACard.*



### UGAMail

UGAMail is the campus email service powered by Microsoft and includes access to your University email, calendar and tasks. UGAMail access is available through the web (**ugamail.uga.edu**) or by configuring a desktop client to access your account.

*The EITS Help Desk provides instructional videos on using UGAMail at: **eitshelpdesk.uga.edu***



### UGAMail Calendar

With the UGAMail Calendar service, faculty and staff can schedule meetings with colleagues across campus, manage their own professional calendar and perform other scheduling tasks. The UGAMail Calendar service is a fully featured, enterprise-wide solution for allowing all UGA faculty and staff to coordinate time and activities.



### Mobile Device Email

Our step-by-step guide for setting up your UGAMail with your smartphone or tablet makes it easy. Sync your Android devices, iPhone, iPad or Windows Phone to get your UGAMail, calendar and tasks.

*Illustrated instructions at: **eitshelpdesk.uga.edu***





# For Your Needs



## Microsoft Consumer Account

Along with your UGAMail account for email, you have a personal Microsoft consumer account for accessing SkyDrive, Skype and other Microsoft services. New employees may request a Microsoft account directly with the company.

Visit: [office365.uga.edu](http://office365.uga.edu)



## Wireless Connection

PAWS-Secure is the preferred, secure wireless network at UGA for connecting computers and mobile devices to the Internet. To access PAWS-Secure, you need a valid UGA MyID and password.

Visit: [eits.uga.edu/network\\_and\\_phones/wireless](http://eits.uga.edu/network_and_phones/wireless)



## VPN

The Remote Access Virtual Private Network (VPN) allows you to access the UGA campus network and computer resources securely from remote locations and public networks.

Instructions are available at: [infosec.uga.edu](http://infosec.uga.edu)



## ArchPass

The ArchPass is a device that provides two-factor authentication for authorized users of information systems with restricted or sensitive data. Employees who require an ArchPass will be advised by their supervisor.

Visit: [archpass.uga.edu](http://archpass.uga.edu)



## SendFiles

SendFiles allows users to send encrypted email with sensitive data or large files to other UGA users or people not associated with the University. Attachments in SendFiles can total up to 2MB. SendFiles may help you to email large project files.

Visit: [sendfiles.uga.edu](http://sendfiles.uga.edu)

# EITS



## SkyDrive

*SkyDrive is an online file-sharing and storage service* that gives you up to 25 GB of file storage. You can also create Microsoft Word, Excel, PowerPoint and OneNote documents on the web with SkyDrive. Share and edit documents with colleagues. Create groups to share files and use cloud-based storage to sync your files. SkyDrive is part of your Microsoft account.

Visit: [office365.uga.edu](http://office365.uga.edu)

## Listserv

*Listserv is an email feature* that allows users to participate in electronic discussion groups on numerous topics. UGA faculty and staff can join existing listservs or create a new group.

Visit: [listserv.uga.edu](http://listserv.uga.edu)

## Conference Calls

For conference calls with six or fewer people, faculty and staff can use any University digital phone at no cost. For conference calls with more than six people, a service is available through AT&T for a fee. Each Departmental Telephone Representative (DTR) coordinates an AT&T audio conferencing bridge for each department.

Visit: [eits.uga.edu/network\\_and\\_phones/telephone\\_services](http://eits.uga.edu/network_and_phones/telephone_services)

## Telephone Services

Telephone Services offers a variety of communication services for the University. Services include new line activation or deactivation; moving, changing or installing phone lines; repairs; voicemail; conference calls; call centers; automated attendants; phone/PBX programming; wireless communication device approval; long distance service; 800 MHz radios and bases; DSL order facilitation and AT&T Centrex services (both through the Georgia Technology Authority); call detail reporting; and E911 database support. All services are coordinated through a Departmental Telephone Representative.

Visit: [eits.uga.edu/network\\_and\\_phones/telephone\\_services](http://eits.uga.edu/network_and_phones/telephone_services)





# For Your Needs

## Video Conferencing

Video conferencing is available to create virtual meetings and events for people in different locations. Video conferencing allows multiple people to interact via two-way video and audio transmissions in real time. Departments that don't have video conferencing equipment may contact EITS or the Center for Teaching and Learning (CTL).

Visit: [eits.uga.edu/network\\_and\\_phones/video\\_conferencing](https://eits.uga.edu/network_and_phones/video_conferencing)

## UGAAlert

The University's emergency notification system is UGAAlert, which quickly sends information via phone calls, text messages or emails when there is a severe threat to public safety and health of the campus. You are automatically enrolled in UGAAlert, but you can register up to three phone numbers and two email addresses.

Visit: [www.ugaalert.uga.edu](http://www.ugaalert.uga.edu)

## Software Resources and Services

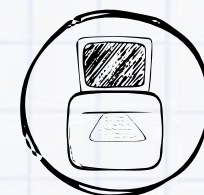
The University System of Georgia offers affordable, brand name software and services for work and personal computers for students, faculty and staff. Deals include those from Microsoft.

Visit: [www.srs.usg.edu](http://www.srs.usg.edu)

## Qualtrics

UGA faculty, staff and students can establish their free account to Qualtrics, a web-based survey tool. Qualtrics allows users to create, implement and evaluate surveys for projects, classroom instruction or departmental assessment tools.

Visit: [qualtrics.uga.edu](https://qualtrics.uga.edu)



## Print Kiosks

Send documents from your computer, laptop, smartphone or tablet to the cloud and print at one of the print kiosks on the campus in Athens. Print jobs stay in the cloud for 96 hours or until you retrieve them at a kiosk. Get color, and black and white prints. You can also insert a USB flash drive directly in a kiosk. Pay with Bulldog Bucks, or credit or debit card.

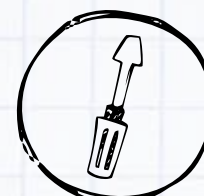
Visit: [printkiosk.uga.edu](http://printkiosk.uga.edu)



## Skillsoft and Books 24x7

*Skillsoft offers online training* in business skills, IT skills and desktop skills at your pace. UGA also has access to Books 24x7, which has about 40,000 online books primarily about business, technology and professional development.

To access Skillsoft and Books 24x7, visit: [skillsoft.uga.edu](https://skillsoft.uga.edu)

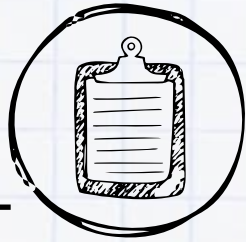


## lynda.com

As an online training tool, *UGA offers free access to lynda.com* to all students, faculty and staff. lynda.com offers high-quality videos that help anyone learn software, creative and business skills to achieve personal and professional goals. Popular videos include those in designing websites, creating spreadsheets and multimedia.

To access, visit: [lynda.uga.edu](https://lynda.uga.edu)





# Instructional Resources



## eLearning Commons (eLC)

eLearning Commons (eLC) is an online course tool that features classroom boards, grade books, assignment tools and quiz tools. Faculty members may use eLC for classroom instruction, while staff may use it for work or learning activities. During the 2013-2014 academic year, eLC will switch from being powered by Blackboard Vista to Desire2Learn in January 2014. Both eLC (Blackboard Vista) and eLC-new (Desire2Learn) will run parallel through the end of 2013.

Visit: [elc.uga.edu](http://elc.uga.edu) or [elcnew.uga.edu](http://elcnew.uga.edu)



## Wimba

UGA has a number of Wimba products, including Wimba Classroom, Voice Tools and Pronto. Wimba Classroom is a virtual classroom space. Voice Tools allows an instructor to embed voice in course components. Wimba Pronto includes instant messaging, application sharing, audio and video conferencing and office hours. EITS, CTL and the eLC Planning Committee are reviewing online collaboration tools for web conferencing by the end of FY14.

Visit: [wimba.uga.edu](http://wimba.uga.edu)



## Podcasting

Podcasting support is available to UGA faculty at no cost to further their educational initiatives. Podcasting is used to deliver class lectures, guest speakers, and other special events in audio or video formats. UGA offers two services for podcast delivery – the University System of Georgia Podcasting Server ([eits.uga.edu/podcasting](http://eits.uga.edu/podcasting)) and iTunes U at UGA ([itunes.uga.edu](http://itunes.uga.edu)).

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## Office of the Registrar: Online Grade Rolls, Tuition Assistance, Other Services

The Office of the Registrar serves faculty with a number of online services, including online grade roll submission, the Tuition Assistance Program and more.

For more information, visit the Office of the Registrar at: [reg.uga.edu](http://reg.uga.edu)

## OASIS

OASIS is the University's current student information system used by all UGA students to enroll in classes and update their personal information. The Registrar's Office maintains OASIS.

Visit: [www.oasisweb.uga.edu](http://www.oasisweb.uga.edu)

## Preview: Banner

Banner is the software that will support UGA's new student information system, replacing OASIS, and will allow for a central location for student information. Students will be able to log in through a portal using their UGAMyID and access information for admissions, financial aid and registration status. The Banner software will make managing student data easier for the University and will create a more convenient, web-based format for students. There will also be more functionality for faculty and advisers with self-service components available. ConnectUGA is the project name designated for the implementation of the UGA's new, integrated student information system. ConnectUGA is the name of the project until the new system is implemented.

Visit: [connectuga.uga.edu](http://connectuga.uga.edu)





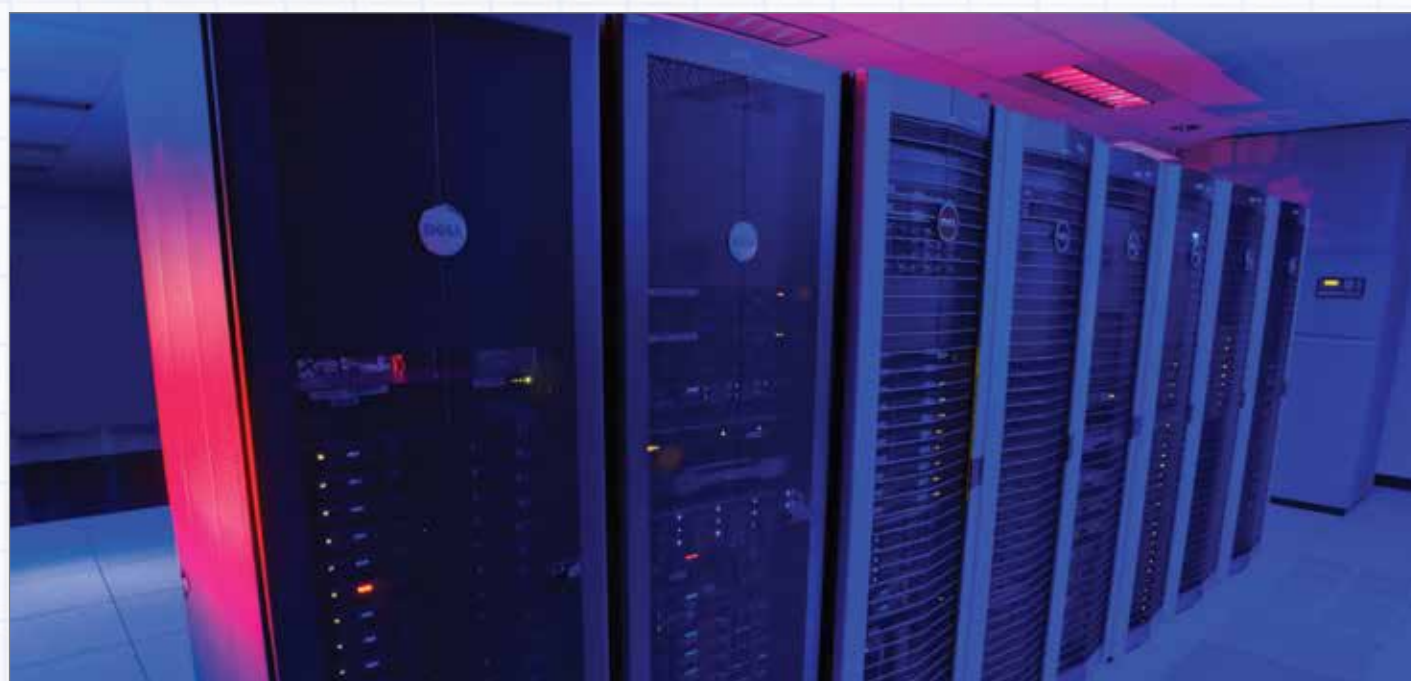
# Research Computing

## Georgia Advanced Computing Resource Center (GACRC)

The GACRC provides to the UGA research and education community an advanced computing environment with a high-performance computing and networking infrastructure located at the Boyd Data Center, a comprehensive collection of scientific, engineering and business applications, as well as consulting and training services.

The mission of the GACRC is to provide leadership for, and support of, world-class research computing and communication resources that enhance the productivity of researchers while enabling:

- acceleration of the rate of new scientific and artistic breakthroughs
- collaborative research between UGA researchers and their peers nationally and internationally
- provision of effective access to information sources throughout the world
- facilitation of efficient use of information technologies by providing training outreach, and consulting in the use of hardware and software resources.



# Research Computing Cont.

The GACRC has a full-time staff of systems administrators and scientific computing consultants, specializing in Linux/UNIX system administration, storage administration, and scientific computing consultation.

The primary computational resource is a 2800-cores Linux cluster, which, in addition to conventional compute nodes, has several large memory and gpGPU specific nodes. High performance storage for the Linux cluster is provided for users' home directories and temporary scratch space. Slower storage resources are available for long-term archival needs.

Although the GACRC resources are primarily devoted for research purposes, it also facilitates student access for undergraduate and graduate courses that require the computational resources of the Linux cluster.

**The GACRC is a partnership between the Vice President for Research (OVPR) and the Vice President for Information Technology (VPIT).**

Visit: [gacrc.uga.edu](http://gacrc.uga.edu)







## Boyd Data Center Hosting

UGA colleges, departments and administrative units are encouraged to host critical systems and data in the Boyd Data Center. The 16,000 square-foot facility includes secure card access, camera monitoring, an enterprise class generator and a fire suppression system to create a stable and secure environment for critical systems and data.

Visit: [http://eits.uga.edu/servers\\_and\\_storage/boyd\\_data\\_center](http://eits.uga.edu/servers_and_storage/boyd_data_center)

## IT Contacts and Licensing Administration (ITCLA)

ITCLA manages all aspects of IT contracts, licensing, renewals and services at UGA. ITCLA has the expertise to negotiate with vendors for cost-effective IT solutions for the University, and its colleges and departments. Also available through ITCLA are products such as Mathematica, Autodesk, Trimble GPS and SPSS. These products are available on a cost recovery basis, providing major savings to the University.

For more information, visit: [http://eits.uga.edu/hardware\\_and\\_software/itcla](http://eits.uga.edu/hardware_and_software/itcla)

## Software Resources and Services (SRS)

SRS offers affordable, name-brand software for all University System of Georgia faculty, staff and students for their work or personal computers.

Visit: [srs.usg.edu](http://srs.usg.edu)

## Applications Solutions Group (ASG)

ASG is a cost-recovery unit within EITS that is focused on developing websites and web applications for clients at the University at a reasonable cost. ASG also provides services, such as Noli Web, a document imaging and management solution for higher education institutions; project management and facilitation by experienced professionals; and business analysis by experienced analysts.

Visit: [asg.uga.edu](http://asg.uga.edu)

## Cost Recovery Services

Along with other services for the entire University, EITS provides specified services that are tailored to UGA departments. These services are provided on a cost recovery basis with significant cost savings realized by centralized administration of platforms and applications. Services include network connectivity and support; centralized file, web and database applications; and desktop support.

For a list of services and costs, visit: [eits.uga.edu/support/cost\\_recovery](http://eits.uga.edu/support/cost_recovery)

## Information Security

The Office of Information Security manages security policies and awareness, administers security tools and technology, and responds to computer security incidents at UGA. The group's website has information about phishing, identity theft, and ways to protect your data and your computer.

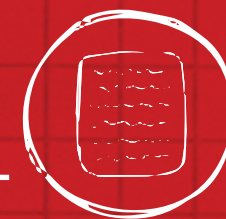
Visit: [infosec.uga.edu](http://infosec.uga.edu)







# EITS



## IT Policies

EITS maintains policies related to information technology, such as email and web-related services.

Visit: [infosec.uga.edu](http://infosec.uga.edu)

## Stay Connected with EITS

Get the latest about tech news and resources on campus by liking us on:

*Facebook:* [www.facebook.com/uga.eits](http://www.facebook.com/uga.eits)

or following us on:

*Twitter:* [@uga\\_eits](https://twitter.com/uga_eits).

For more information, visit [eits.uga.edu](http://eits.uga.edu).

## Status

Stay informed about UGA information systems for upgrades and outages by visiting [status.uga.edu](http://status.uga.edu).







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The University of Georgia®

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**Enterprise Information Technology Services**

[www.eits.uga.edu](http://www.eits.uga.edu)

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