

Vice President for Information Technology Status and Activity Report for December 2017

Prepared by Timothy M. Chester, Vice President for Information Technology (VPIT)

1. Announcements for Faculty and Staff Meetings

- *State of Technology addresses technology milestones:* Dr. Timothy M. Chester gave the annual State of Technology address on November 15 at the UGA Chapel. During the address, technology milestones and goals were acknowledged, such as: continued growth in the University's internet usage and wireless devices on campus; upgrades to student systems to make them more mobile-friendly; and the upcoming replacement of the University's finance, human resources and payroll systems with the new PeopleSoft system, beginning in Spring 2018. The demand for research computing resources for faculty and researchers at the University was also acknowledged. To read more about this year's State of Technology address, please visit <http://bit.ly/2AgicAa>.

2. Support for Student Technology Services

- *Athens Transit Mobile App Disruption:* The Athens Transit bus tracker on the UGA Mobile App will be unavailable for a short period of time in January due to changes with the vendor. More details, such as specific dates, are to follow. For more information, please contact Robert Ethier at rethier@uga.edu.

3. OneSource Project

- *FY18 Year End Planning & System Lock-Out Dates:* In preparation for the University of Georgia's business transformation through the OneSource project, the FY18 Year End Planning letter has been published early to assist with planning for the remaining months of the Fiscal Year 2018. This also includes the system lock-out dates in preparation for the July 1, 2018 Go-Live. Please note that due to conversion and transition to the new financial system near fiscal year-end, the deadlines will be strictly adhered to, so please plan accordingly. Details regarding FY18 Year End dates are available at: <http://www.busfin.uga.edu/accounting/yearend.pdf>. Information on system lock-out dates are available: https://onesource.uga.edu/resources/system_changes/. For more information, please contact the OneSource Project Team at onesource@uga.edu.

4. Support for Academic and Administrative Computing

- *Argos report requests have been automated:* The Academic Data Management Committee (ADMC), began a project in 2017 to streamline the security setup and access request process for existing Argos reports. Access requests for existing Argos reports are now requested and approved via the CASIS user access system (<https://apps.reg.uga.edu/CASIS/>). In addition, access roles have been created to bundle reports utilized by common groups of users. A description of each access role and the type of data available within the role are displayed in CASIS. Users also have the ability in CASIS to select their school or college to meet their specific reporting needs. Argos users have not lost access to Argos reports through this process, but they may have gained access to additional reports deemed relevant to their role at UGA. These enhancements should improve the user experience as well as create a more efficient and compliant report

access request process. For questions about the newly implemented report request process, please send an email to reports@uga.edu.

- *MyID notice sent to graduating seniors:* To ensure that Fall 2017 graduating seniors are aware of a USG policy requiring account deactivation, EITS sent a notice to undergraduate students who applied for December 2017 graduation. This message alerted them that their MyID and UGAMail accounts will be disabled 12 months after they graduate. Once their accounts are disabled, they will lose access to campus IT services. The notice included instructions for archiving emails and contacts and staying in touch with UGA through the alumni association. These students will get another notice about a month before their account is deactivated. More information about the EITS policy for deleting inactive MyID accounts can be found on the EITS Help Desk site at: <https://confluence.eits.uga.edu/display/HDSH/MyID+FAQ>.
- *FY19 Cost Recovery rates now available:* The FY19 Cost Recovery services rates are now available for FY19 budget preparation. In FY19, the gold network support package rate will not change. The silver network support package is no longer offered. The bronze network support package rate will increase to cover increased costs for connections to Internet2. The telephone line rate will increase for the second of a three-year planned increase to fund additional infrastructure resource investments required to deliver services and manage risk. Campus cable TV rates will remain the same for FY19. The annual direct cost to rent a WEPA print kiosk by departments and units at the University, as well as the one-time kiosk branding fee, have both been eliminated with the new contract. Adobe license rates will remain unchanged for FY19 as the second year of a three-year commitment under the USG Adobe Enterprise Technology License Agreement (ETLA). For more information, contact Pam Burkhart at pamburk@uga.edu.
- *FY18 User verification planning begins:* In preparation for the annual financial state audit for FY18, EITS will conduct a verification of all user accounts on the mainframe, Banner and IDM systems. This audit will involve users verifying the need for the access they have for each system, and supervisors reviewing and deciding to approve or deny this access for employees under their purview. This year, EITS will conduct the verification earlier, to avoid conflicting communications related to the OneSource Project and the Mainframe Decommission. In late February, EITS will send a single email with one URL for managers and users to verify access to all three systems, rather than separate emails for each system. Users and managers must complete the verification process by March 30. Users who do not respond will have their access to these systems revoked April 2. For more information about the user verification process, please contact Lynn Wilson at llatimer@uga.edu.
- *Affiliate MyID clean-up process wraps up this month:* To help prevent unauthorized access to the campus network and other IT services, EITS will delete the MyID accounts of inactive UGA affiliates later this month. About 3,000 accounts will be deleted later this month. Affiliates are account holders with MyIDs who do not have an official active record in a UGA HR or student system. They include contractors, some adjunct faculty, faculty and staff dependents, and others. This clean-up will delete the MyID accounts and remove the UGAMail mailboxes for affiliates no longer at UGA. The clean-up will also remove MyID accounts with expired affiliations. For more information about the affiliate clean-up process, please contact Kristi Wall at kristi.wall@uga.edu.
- *New process for creating MyIDs for new employees:* Effective November 1, HR representatives or their authorized delegates setting up MyIDs will first need to secure a

UGA ID number for the new employee. A UGA ID number is also referred to as an “810 or 811 number”. In addition, an HR personnel record must have been started for the new employee by their HR representative. Requiring a UGA ID for new employees reduces the processing time for creating a MyID account. This ensures all new employees have their MyID accounts available on their first day and helps reduce the number of Help Desk calls. The steps to request a MyID, including the process for requesting a UGA ID, are outlined on the EITS Help Desk website at: <https://confluence.eits.uga.edu/display/HDSH/MyID+FAQ>. For more information about the MyID creation process, please contact Kristi Wall at kristi.wall@uga.edu.

- *Changes to Outlook for iOS:* With the release of iOS 11, Microsoft has announced that Outlook for iOS will only be supported in the last two releases of iOS. This means new app updates to Outlook will now only be supported on devices with iOS 10 or iOS 11. Devices with iOS 9 are no longer be supported. While older versions of Outlook will still work on devices running iOS 9, these devices will not get new app updates. Users can expect a degraded experience of the Outlook for iOS app over time if they do not stay up-to-date. Users with iPhones who have not updated to the latest iOS version are advised to do so. For more information, please visit Microsoft’s mobile devices page at <https://products.office.com/en-US/office-system-requirements#Mobile-devices-section>.
- *New look and feel coming to eLC in December 19:* eLearning Commons, UGA’s online learning management system, will soon transition to Daylight, a new look and feel available in newer versions of the Brightspace by D2L software. Daylight includes responsive design, meaning eLC will be easier to access on mobile devices. The transition to Daylight will not affect any content in eLC. Daylight will be turned on in eLC on December 19, 2017. Details about Daylight are available on the Center for Teaching and Learning’s website at <http://wwwctl.uga.edu/elc/updates>. For more information about eLC and Daylight, contact Dr. Sherry Clouser, Assistant Director of Learning Technologies, Center for Teaching and Learning, at sac@uga.edu.
- *eLC login page to change:* On December 16, the login page for eLearning Commons will change to incorporate responsive design as well as the new UGA logo and branding. This change will occur as part of the maintenance release 3 software update performed by the University System of Georgia. During this maintenance, eLC will be unavailable from 12:01 a.m. to 7 a.m. For more information about upcoming eLC updates, please visit <http://wwwctl.uga.edu/elc/updates>.
- *Kaltura to be available enterprise-wide:* Kaltura, a media storage and video streaming service, will be automatically available to all UGA students, faculty and staff, beginning December 19, 2017. Students will no longer have to contact EITS to get access to this service; instead, Kaltura will be accessible to all users from the home screen in eLearning Commons (eLC). Kaltura allows users to record and upload video, which can then be used within and outside of eLC. For more information, please contact Dr. Sherry Clouser, Assistant Director of Learning Technologies, Center for Teaching and Learning, at sac@uga.edu.
- *Banner 9 Plans Being Developed:* Planning is underway for an upgrade to the University of Georgia’s student information system. Banner 9, formerly called Banner XE, will be multi-year project with specific modules being designed, developed and released to the University community in 2018-2019. The modules are: Student Advisement, Faculty Grade, INB Forms, Financial Aid/AR, and Registration. There are no functional changes to Banner for this upgrade. The graphic design will change for Athena, which may require

learning the new location for some functions. For more information about the Banner 9 upgrade plans, please contact Karen Chastonay at karenemc@uga.edu.

- *Experiential Learning Transcripts to be available online:* Beginning in Spring 2018, students will be able view unofficial versions of their Experiential Learning Transcripts online through Athena. They will be able to request their Experiential Learning Transcripts from the Registrar's Office in late May 2018. Experiential Learning Transcripts display all university-approved experiential learning activities and are verified by UGA. Experiential learning activities can include activities approved by a school or college, non-credit activities sponsored by administrative units and internships. For more information, contact Linda Bachman at lbachman@uga.edu.

5. Data Reporting and Analytics

- *New UGA Factbook available online:* The Fall 2017 updates to the UGA Factbook are now available at <https://oir.uga.edu/factbook/>. The UGA Factbook is an annual publication from the Office of Institutional Research which contains information related to student admission and enrollment, degrees conferred and student academics amongst other student-related data. It also includes information on alumni; faculty and staff; sources of revenue and expenditures; total sponsored and research awards; and a summary of UGA facilities and land holdings. Printed Factbooks are no longer publicly available. For more information, contact Paul Klute at pklute@uga.edu.

6. Support for Research

- *GACRC rebuilding Sapelo cluster:* The Georgia Advanced Computing Resource Center (GACRC) will rebuild its high-performance computing cluster, Sapelo, with new cluster management software. The new cluster management software should improve performance, usability and security. GACRC staff is handling the transition of users and groups to the rebuilt cluster, and the transition should be completed this month. The changes will not affect any GACRC file systems. For more information about the Sapelo computing cluster and the GACRC, please contact Dr. Guy Cormier at gcormier@uga.edu.

7. Core Campus Infrastructure

- *VPN upgrade planned:* EITS is planning an upgrade to the Remote Access VPN on December 7. The brief maintenance will affect both remote.uga.edu and remote2.uga.edu. During the maintenance, VPN connections will be disrupted and users will need to reconnect once the maintenance is complete. This maintenance will also introduce an updated Cisco AnyConnect client, and users may be asked to upgrade. For more information on this upgrade, please contact Jeff Farese at jeffrey.farese@uga.edu.

8. Did You Know?

- *MyID Profile now required for password changes:* EITS now requires users to complete their MyID Profile (myidprofile.uga.edu) before they can reset their MyID password. Users setting up their MyIDs for the first time, including newly admitted students, also have to complete MyID Profiles. Having a complete MyID Profile allows a user to reset their MyID password without calling Help Desk. To use the service, users must first complete a MyID profile at myidprofile.uga.edu. The EITS Help Desk YouTube channel has instructions for filling out a MyID profile: <https://youtu.be/pYWWRSRttwQ>. Users only have to fill out their MyID Profile once. Once the MyID profile is complete, the user

should be able to reset their password. If a user already has completed their MyID profile, they will be able to reset their password as usual. Once a user resets their MyID password, they will be directed to the UGA Alert site to update their emergency contact information. For more information about this change, please contact David Crouch at dave.crouch@uga.edu.

University of Georgia students, faculty, and staff, as well as interested others, may subscribe to this monthly report by sending an email to listserv@listserv.uga.edu with the phrase subscribe vpit-news as the body of the message.