

EITS Status and Activity Report for January 2013

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

1. Announcements for Faculty and Staff Meetings

- *New Leadership for the Georgia Advanced Computing Resource Center (GACRC).* On December 10, 2012, Dr. Guy Cormier began his tenure as Director of UGA's center for high performance computing and as an Associate Research Scientist within the Institute of Bioinformatics. In these capacities, Dr. Cormier will lead and supervise UGA's resources supporting advanced computational research by faculty. He will also work with faculty and the GACRC advisory committee to enhance and expand these services as necessary to support new GACRC programs. Dr. Cormier comes to UGA from Virginia Tech, where he served in similar capacities.
- *Resolution of the Information Security Breach from October 2012.* Recently, the University Police Department (UPD) released to the UGA community a statement that the criminal investigation stemming from unauthorized access to UGA's information systems had been resolved, and that significant evidence had been developed to suggest that the sensitive information accessed by the suspect had not been distributed or used in any way. EITS continues to monitor this situation and remains available to affected individuals to address concerns and provide support. As the final step in this investigation, a third-party information security firm will conduct an incident review and after action assessment, to help UGA strengthen its incident response capabilities and continue to minimize the risks of similar incidents in the future.

2. Support for Student Technology Services

- *Miller Learning Center Equipment Refresh & Updates.* Planning continues for updating the student computing infrastructure for the MLC, with the installation of a virtual computing capable environment that can be shared across other University and departmental computing labs. Planning is underway for a pilot that will commence in 2013, incorporating collaborations with the Franklin College, the Terry College, and the College of Agriculture. With these infrastructure upgrades will come an update of the student computing and collaboration spaces within the MLC. Through these efforts, it is expected that some computer lab cubicles will be replaced with more expanses of open space designed for group collaboration, similar to the recent updates to the Main Library. Plans are ongoing, in close collaboration with the UGA Libraries.
- *Cloud Printing Options for Students.* Ten print kiosks have been installed at locations across the UGA main campus and Health Sciences Campus (HSC) to support cloud printing from students' personal computers and mobile devices. Locations include: the Main Library near the reference desk; the Science Library, near the reference desk; the Veterinary Science Reading Room entrance; the Miller Learning Center, second floor, across from Jittery Joe's; Joe Frank Harris Commons, in the main lobby; Snelling Dining Hall, in the main lobby; Oglethorpe Dining Hall, near the mail lobby; Bolton Dining Hall, near the main lobby; Caldwell Hall, across from Room 104; and Russell Hall, second floor, at the HSC campus. For more information, point a Web browser to <http://printkiosk.uga.edu>.

3. Support for Academic and Administrative Computing

- *Additional Staff Support for Administrative Information Systems.* Up to three new staff positions are being added to the teams that provide support for UGA's finance, payroll, and HR related administrative systems. Previously, Linda Rogers joined the team and is providing additional project management support. In 2013, two additional staff positions will be added to the programming teams in order to increase support. Funding for these new resources comes from cost savings across EITS, as the division works to reduce expenses, take better advantage of its economies of scale, and reduce its administrative overhead.
- *Implementation of Desire2Learn at UGA.* January marks the first term for a pilot group of faculty who are using the new learning management system (LMS) Desire2Learn (D2L) to support their courses. Progressively larger groups of faculty will adopt the platform for the summer and fall 2013 semesters. In addition to supporting these faculty and students, significant work is underway to automatically load UGA student, faculty, and course lists into D2L and to plan for conversion of existing courses from Blackboard to the new platform. Staff members from the Center for Teaching and Learning are leading this project, with support from EITS. For more information on this project, point a Web browser to <http://www.ctl.uga.edu/elc>.
- *Decommissioning of the Sakai Platform.* Given the University's adoption of Desire2Learn as its next-generation learning management system (LMS), the test deployment of the Sakai system will be taken offline, effective June 30, 2013. While no official courses are presently being hosted via Sakai, EITS is aware of several offices that are using the Sakai LMS to organize and distribute documents. Individuals who currently have access to Sakai have been contacted. EITS is working with individuals to provide recommendations for replacing their use of Sakai. Individuals who have questions about the Sakai decommission are encouraged to contact Shawn Ellis (spellis@uga.edu).

4. Support for Research

- *HADOOP Cluster Now Available through the GACRC.* Working through the GACRC Advisory Committee, GACRC staff has installed a twelve node cluster to support HADOOP processing. HADOOP is a new approach to analyzing large amounts of data, commonly referred to as "Big Data." The cluster has HADOOP's implementation of MapReduce and the R programming language available. For more information on accessing this new offering, contact Guy Cormier (gcormier@uga.edu)
- *"Big Data" Lunch and Learn Event.* The recent Lunch and Learn on the topic of "Big Data" attracted an attendance of over 100 faculty and researchers. This event provided students and faculty with information on the availability of resources for collecting, managing, and analyzing large research datasets at UGA. For more information on the material distributed through this event, point a Web browser to <http://gacrc.uga.edu>.

5. Core Campus Infrastructure

- *Boyd Data Center Improvements Underway.* Over the fall 2012 semester, major efforts to renovate and upgrade infrastructure in the Boyd Data Center has been underway. During this time, approximately 20% of the floor space has been vacated, as aging legacy

equipment was powered down and moved to surplus. Beginning in 2013, new data center cages will be installed, which will provide additional security for computer systems operating in Boyd. New row based cooling will also be added to support critical systems that require round-the-clock operations regardless of power disruptions. These upgrades are expected to be completed by the beginning of the fall 2013 semester.

- *Two-factor Authentication Infrastructure Pilot Underway.* EITS is now actively piloting network infrastructure to support two-factor, token based authentication for access to information systems containing sensitive or restricted information. Under this approach, end users are first required to log on to the University network, regardless of their physical location, using their MyID, password, and a random number generated by a hardware key fob unique to them. Once on this secure network, end users can then access their systems as they would normally. This additional layer of protection is designed to protect sensitive information maintained by the University, even in cases where legitimate MyID/password combinations are lost through malware or other social engineering techniques. Implementation of this system is being reviewed and assessed by the Administrative Systems Advisory Council (ASAC), which is developing guidelines to establish which systems should be secured behind this technology.

6. Did You Know?

- Vice President for Information Technology Timothy Chester was recently invited to serve on the Council for the Hawkins Leadership Roundtable, an EDUCAUSE professional development program that provides leadership training and mentoring to current and aspiring CIOs and IT leaders in higher education.
- Both Lynn Wilson and Brian Rivers were recently promoted to the rank of Associate Chief Information Officer, as Associate CIO for Planning and Engagement and Associate CIO for University Information Security, respectively. Both these promotions are in recognition of their successful performance as well as the additional responsibilities both have undertaken recently.