

## EITS Status and Activity Report for August 2012

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### 1. Announcements for Faculty and Staff Meetings

- *New Online Resources for Student, Faculty, & Staff Training.* Through collaboration with Human Resources and the Center for Teaching and Learning, EITS is pleased to present additional online training resources. This includes the availability of Lynda.com, which provides an online video-based library of over 1300 courses on topics such as business and productivity software, design and communications software, and general IT support. Lynda.com will complement an enhanced offering from Skillsoft, formally known as Element K, called Books 24/7, which will provide access to over 1200 eBooks that supplement the Skillsoft online courses. Information about Lynda.com is available on the UGA Lynda.com Web site at <http://lynda.uga.edu>. For more information about all of the online training resources available through EITS, browse to [http://eits.uga.edu/online\\_learning/](http://eits.uga.edu/online_learning/).
- *ConnectUGA Base Camp Completed.* The UGA Banner student system implementation, formally known as ConnectUGA, was officially launched during a two-day Base Camp Kickoff event held July 17-18, 2012. During this event, participants learned about Banner and the plan for implementation over the next two years. The next steps for the project are a series of Business Process Review (BPR) sessions, where key student service business processes will be reviewed and documented. These sessions are ongoing through August and are designed to assist the project's functional consultants in getting up to speed on UGA's current business processes, to identify potential gaps with the best practices available through the Banner software, and to help the entire team work to implement a version of Banner that is configured to UGA's requirements. In the near future, a project Web site will be announced that will provide up-to-date information on the status of the project, as well as information on both current and future activities.
- *New Service for Emailing Sensitive Information and Large Attachments.* In August, EITS will be launching a new service that will allow faculty and staff to send email attachments that contain sensitive information or to send large file attachments that cannot normally be mailed through Microsoft Outlook. Using SendFiles, faculty and staff will be able to email these types of attachments to students, faculty, and staff, as well as to individuals outside of the University community. For more information on SendFiles, browse to <http://sendfiles.uga.edu>.

### 2. Support for Student Technology Services

- *Ubiquitous Wireless Service Rollout Continues.* The PAWS-Secure wireless service is now available to all students, faculty, and staff throughout the Athens campus. All campus constituents are encouraged to use this secure ubiquitous service, which requires only a one-time setup. Once a device is configured for PAWS-Secure, it will remain connected to the wireless network throughout the Athens campus. For more information about PAWS-Secure, browse to [http://eits.uga.edu/network\\_and\\_phones/wireless](http://eits.uga.edu/network_and_phones/wireless).
- *Upgrades to the Miller Learning Center Computer Labs.* Planning is underway to upgrade a significant portion of the computers available to students in the Miller Learning Center in FY13. The planned upgrades are intended to ensure that students

have access to the latest hardware and software, to help enhance their learning experiences. During this planning phase, site visits to several institutions are scheduled for collection of peer data on current trends in student computing.

- *Student Technology Orientations.* First-year students have had an opportunity to learn more about the technology resources available to them at UGA, by participating in the new student orientations this summer. Through these sessions, students and their parents were provided with information about EITS services, assistance available through the EITS Helpdesk, wireless connectivity, and sound information security practices.

### 3. Support for Academic and Administrative Information Systems

- *Securing Administrative Information Systems.* In July 2012, EITS staff completed the “Securing the Mainframe Transfers” project, which resulted in a 93% reduction in the routine transmission of SSN data across the University. As a follow-on project, the “Security Administrative Information” initiative seeks to eliminate or reduce the use of SSNs in the Human Resources, Payroll, and Financial Administrative System databases, software applications, and business processes. Since the beginning of this new initiative, the SSN removal effort has focused on three applications – the Training and Development Application, the Employment Tracking Application, and the Benefits on Hold Application – and their dependency on SSN data has been eliminated (accounting for approximately 3.25 million database records). This project will continue over the next twelve to eighteen months and will culminate in a substantial reduction of UGA dependency on SSN data in core administrative systems.
- *DegreeWorks Rollout Completed for All Colleges and Schools.* The Office of the University Registrar recently completed the rollout of the DegreeWorks software for all undergraduate students with a matriculation term of Fall 2007 or later. Through DegreeWorks, students and their undergraduate advisors have easy access to degree requirements and progress on the Web, which will help to ensure that students are on the right track to graduate when expected. This completion is the result of significant efforts across UGA, led by the Office of the Registrar through partnerships with many units across campus. EITS recently completed a major upgrade of the hardware and software underlying DegreeWorks, which will ensure that the Web site performs more quickly and reliably, and that the underlying student data are synchronized on a timelier basis.
- *Rollout of eLearning Commons 2 (eLC2).* The software underlying the eLearning Commons platform at UGA is being migrated from Blackboard Vista (eLC) to Desire2Learn (eLC2), which will bring UGA into a common Learning Management System (LMS) platform operated by the University System of Georgia Board of Regents for all USG schools. Both eLC and eLC2 will run in parallel for two semesters. During the Spring 2013 semester, eLC2 will be available to a small number of faculty for piloting, while others will continue to use eLC. By the fall of 2013, it is expected that all University courses will be taught on the new eLC2 platform. During this transition, faculty are being provided with training and support to assist them with this migration. For more information on this transition, browse to <http://wwwctl.uga.edu/lms/>.
- *Responding to Mainframe Outage on July 24 – 25, 2012.* EITS regrets the unplanned outage of mainframe information systems that occurred July 24 – 25, 2012. Ultimately,

this outage resulted from unexpected and unforeseen impacts of an upgrade of the mainframe operating software that had been completed weeks earlier. After-action assessments will continue to help ensure that the risk of similar occurrences is minimized to the greatest degree possible.

#### 4. Support for Research

- *New EITS Division focusing on Support for Research.* Effective August 1, 2012, the EITS units supporting the Boyd data center, network operations, and other core infrastructure services have been reorganized and will report to the new Associate CIO for Research, Michael Lucas. The University's High Performance Computing (HPC) service, known as the Georgia Advanced Computing Resource Center (GACRC), will also report to Associate CIO Lucas. The goal in combining these resources and operating them first and foremost as research services is to enhance support for faculty and student research, while also delivering a more robust IT infrastructure for all of UGA.
- *Search for a new GACRC Director Continues.* Through an intensive recruiting effort, ten qualified candidates have been identified as candidates for the position of Director of the Georgia Advanced Computing Resource Center (GACRC). In August, these candidates are being referred to a search committee, who will scrutinize their backgrounds and make recommendations for on-campus interviews in the Fall 2012.
- *Core GACRC Upgrades Ongoing.* Upgrades to critical infrastructure components supporting the GACRC continue. These include a new 160TB high-speed storage area network and upgraded 10gb connectivity between GACRC HPC resources and storage resources. During the Fall 2012, new Associate CIO Michael Lucas will be assessing the bottlenecks and obstacles that currently prevent the more widespread use of GACRC resources, and further upgrades will be undertaken to overcome these problems.

#### 5. Core Campus Infrastructure

- *UGA Campus Bandwidth Upgraded.* Additional Internet capacity for the UGA campus network has been added, effective August 1, 2012, to provide the Athens campus community with more reliable Internet access. Total campus wide-area connectivity has been upgraded from 2.6Gb to 10Gb, with an additional redundant 10Gb connection planned for later in the fall semester. In addition, the University will no longer rely primarily on the PeachNet network for 600MB of commodity Internet service, opting instead for a new 1Gb+ commodity connection from Southern Crossroads (SoX). SoX is a consortium operated by Georgia Tech that provides Universities with ultra-high speed Internet service. With these upgrades, UGA students, faculty, and staff will enjoy Internet services, including access to Internet2/NLR services for research, that are more equivalent to those provided at other peer and aspirational flagship institutions.
- *Health Sciences Campus (HSC) Internet Service Available.* The new HSC campus at UGA enjoys a 10Gb Internet connection, which in turn provides students, faculty, and staff with Internet services equal to those on the main campus. To date, both wired and wireless Internet service has been extended to Miller Hall, Wright Hall, Russell Hall, Pound / Wheeler, Georgia Hall, the Public Works Shop, and the Housing Office on Kenny Rd. In addition, a substantial portion of the interior part of the campus has been provided with green-space, outdoor wireless capability. Further expansion of these services will continue, in parallel with the regular expansion of the HSC campus.

## 6. Did you Know?

- *Chester Speaks at 2012 Campus Technology Executive Summit.* Timothy Chester recently participated as an invited panelist at the 2012 Campus Technology Executive Summit, along with colleagues from the University of Massachusetts–Boston, Athabasca University, and Western Governors University. The discussion topic was technology's role in the transformation of higher education.
- *EITS Staff Present at EDUCAUSE Event.* Three EITS staff made presentations at the EDUCAUSE Southeastern Conference held June 2012 in Tampa, Florida. Stacy Boyles presented on the EITS Mentorship program, Patrick Wagman presented on the topic of project management, and both Stacy Boyles and Sarah Nutt presented on the topic of IT documentation standards.
- *Search for a Director of Web & Mobile Technology.* EITS is currently searching to fill a new position for director of web and mobile technologies. This position will supervise a merged portal, Web content management and application integration team that can take on new initiatives related to mobile and collaboration technologies. First priorities for this new team, upon the selection of a new director, shall be to continue to support UGA's rollout of eLC2, to streamline the integration of the Banner software into the MyUGA portal, and to deliver a better platform for the routine storage and sharing of files.