

EITS Status and Activity Report for August 2014

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

1. Announcements for Faculty and Staff Meetings

- *Subsidy Available to support Wireless Installation for Faculty, Staff Areas:* In order to expand faculty and staff access to the PAWS-Secure wireless network, the Office of the Vice President for Information Technology is offering a 50% subsidy towards installation of new PAWS-Secure wireless access. The University offers PAWS-Secure throughout campus to areas primarily used by students through funds provided by the Student Technology Fee. For faculty and staff areas, wireless service is charged to departments. To qualify for a subsidy, PAWS-Secure must be in areas primarily used by faculty and staff offices or meeting and collaboration spaces. A total of \$100,000 will be made available through the program in FY15 and will be awarded on a first-come, first-served basis. Departments should request a quote for PAWS-Secure wireless service by using the form available at <https://eits.uga.edu/support/request/cable>. After a quote is received from EITS, it should be forwarded to the VPIT office with a memo seeking a 50% subsidy. For more information about this program, please contact Mike Lucas by email at mlucas@uga.edu.
- *Microsoft Office 365 ProPlus Free for Students:* All UGA students may download and install Microsoft Office 365 ProPlus for free on up to five devices, including computers, tablets, and phones. Office 365 ProPlus includes Microsoft Word, Excel, PowerPoint and more. The program is available on devices using Windows, Android, and Mac operating systems, including iPad. Called the Student Advantage program, this offering is available through UGA's existing license with Microsoft for email and calendar services at no additional charge to the University. This free offering of Office 365 ProPlus has been a popular frequently asked question from parents and students at orientation this summer. The program at UGA was launched in May. For more information about the Student Advantage program, please contact Shawn Ellis by email at shawn.ellis@uga.edu or point a web browser to <http://office365.uga.edu>.

2. Support for Student Technology Services

- *UGA Mobile App for Android Devices Coming Soon:* EITS is preparing to launch the first official UGA Mobile App for Android in September. The iOS app, which was initially launched in 2013, will also be updated to a new version this fall. Both apps will have the same look and features, including campus bus tracker, daily dining hall menus, campus maps, recreational sports schedules, access to UGA Libraries, and more. A key change with the apps will be improved bus tracking functionality, including the ability to view Campus Transit buses on a map in real time. EITS is working with the Student Government Association (SGA), Auxiliary Services, and Campus Transit to launch the new Android and iOS apps. The existing iOS mobile app has received more than 21,000 downloads. The Android app will be available in the Google Play store. For more information about the UGA Mobile Apps, please contact Lance Peiper at lpeiper@uga.edu by email or point a web browser to <http://mobileapps.uga.edu>.

3. Support for Academic and Administrative Computing

- *Data Warehouse Assessment Underway:* The University has enlisted the external consulting services of Collegiate Project Services to develop a needs assessment of financial reporting tools used by UGA. This assessment is related to, but not part of, the readiness assessment underway for a potential next generation solution for the University's financial and human resources systems. The financial reporting assessment will include an inventory of the financial reports currently used on campus and reports needed. CPS will also recommend possible solutions for the University to consider. The new reporting system/data warehouse is expected to be available prior to the implementation of a new finance/HR system. For more information about this project, please contact Russell Hatfield at hatfield@uga.edu by email.
- *Student Accounts Now Live in Athena:* Another significant milestone has been reached with the implementation of Athena, the new student information system. On July 1, the student accounts component of Athena went live, enabling students to view tuition and fee payment information. To date, more than 29,862 students have registered for almost 144,057 courses in Athena. The ConnectUGA project team continues to work together as more than 5,000 incoming first-year students continue to register for classes as they proceed through freshman orientation. Call volume to the EITS Help Desk remains low, signifying the ease with which students are able to use Athena. The staff are now preparing for the drop-add process during the first three days of fall semester, which will generate increased traffic within Athena. The ConnectUGA team is made up of more than 150 faculty and staff from across campus, including personnel from the offices of Undergraduate Admissions, Financial Aid, Registrar, Curriculum Systems, Bursar, EITS, Institutional Research, Graduate Admissions and Student Affairs. For more information, please point a web browser to <http://connectuga.uga.edu>.

4. Support for Research

- *Installation of New GACRC Cluster Begins:* The Georgia Advanced Computing Resource Center (GACRC) has started to install its new cluster, which will expand computational research resources for the University. The GACRC currently has one cluster, called the Zcluster. This fall, the GACRC will engage with faculty to name the new cluster. For more information about the new GACRC cluster, please contact Guy Cormier at gcormier@uga.edu by email.
- *Galaxy Workshop for Researchers Available:* The GACRC is co-sponsoring a workshop this fall about Galaxy, a web-based platform for data intensive bioinformatics. The day-long workshop will introduce participants to Galaxy, including how to construct and share workflows, and how to use the Galaxy Tool Shed and local Galaxy instance. The workshop will be held on October 17, from 9 a.m. to 4 p.m., at the Paul D. Coverdell Center, room S175. The class is free, but limited to the first 70 participants. For more information, or to register, please point a web browser to <http://qbcg.uga.edu/galaxy-workshop>. The workshop is also sponsored by the Institute of Bioinformatics and the Quantitative Biology Consulting Group.

5. Core Campus Infrastructure

- *Buckhead Campus To Join UGA Network:* The Buckhead campus will soon receive a direct fiber optic connection to the UGA campus network, thus allowing students, faculty, and staff at Buckhead to fully access the same technology services as if they were

physically located in Athens. The upgrade to 1 GB will also improve Internet speed and reliability for the Buckhead campus. A year ago, the Griffin campus also joined the UGA network to take advantage of improved performance and security. For more information about this expanded service, please contact Brian Rivers at brivers@uga.edu by email.

- *Wireless Upgrades at Sanford Stadium:* AT&T and Verizon are installing new equipment at Sanford Stadium to improve wireless service for fans attending football games and other events. These vendor-led projects, which include assistance from UGA, entail the installation of new cables, antennae, and equipment rooms. AT&T plans to complete its work before the start of the football season. Verizon plans to complete some of its wireless upgrades before the football season starts and finish the remainder after the season. Both companies are upgrading to 4G LTE service at Sanford Stadium.
- *Network Change for Some UGA Applications:* EITS recently completed a security change to certain University applications when people are connecting to those systems via the residential hall, Miller Learning Center (MLC), or PAWS-Secure wireless networks. People connecting to the mainframe student systems, financial systems, the HR/payroll system, and QMF must use the UGA VPN (Virtual Private Network) when connecting via one of those three networks. Most people connect to those applications by the University's standard wired network and are not affected by the change. The change also doesn't impact students accessing OASIS web. EITS has communicated with the affected users about this change, which took effect on August 1. For more information on the mainframe/VPN change, please contact Will Laney by email at wlaney@uga.edu.

6. Did You Know?

- In the year since its launch, the number of people using their own devices to connect to the vLab, UGA's virtual computer lab, has grown significantly. The vLab allows UGA students to use their personal devices to access the virtual computer lab "anytime, anywhere" via a web browser, after installing Citrix Receiver, which is free. Then, students can use the same software available in physical computer labs on campus at their convenience on their own devices. The vLab is also accessible by more than 475 new workstations using thin clients in physical computer labs at UGA. Overall, there have been about 163,000 total logins and about 20,000 unique logins to the UGA vLab in almost a year. In September 2013, about 7% of users connected to the vLab with their own devices; by April 2014, that figure had climbed to 37%. Off-campus logins to the vLab peaks late at night, when students are accessing the vLab while studying. The vLab also gets high usage among PAWS-Secure wireless users on campus around lunchtime during the academic sessions. In addition, more faculty are beginning to point their students to the vLab during classroom instruction. For more information about the vLab, please point a web browser to <http://vlab.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 upit-news as the body of the message.