

EITS Status and Activity Report for November 2013

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

1. Announcements for Faculty and Staff Meetings

- *Upgrade of UGAMail Complete.* At approximately 3am on Monday, November 4th Microsoft notified UGA that the upgrade of UGAMail to the latest version of Office 365 was complete. Microsoft started migrating more than 116,000 UGAMail accounts on November 1. The upgrade is primarily a different look for UGAMail online, but students, faculty, and staff also benefit from an increase in email storage limits to 50gb. The link to access UGAMail (<http://ugamail.uga.edu>) has not changed, but people using UGAMail on a web browser will notice a new look after they log in. In addition, people who use Mac Mail or Mozilla Thunderbird may need to change their settings in order to send and/or receive emails. EITS has instructions on how to change those settings and answers to other frequently asked questions about the upgrade of UGAMail at office365.uga.edu.
- *New MyID Profile Management Application Launched.* EITS has launched a new application for managing MyIDs that allows people to use self-service features to reset their UGA MyID passwords if they forget them and to change their UGAMail address. The application also features a new look that is easier to use on mobile devices and various web browsers. One of the features of the app allows an individual to create a MyID Profile that can generate a one-time, six-digit passcode to be sent to a verified mobile device via a text message or to a non-UGAMail address if the user forgets their password. The option to change UGAMail addresses (@uga.edu) allows each person to have an email address that is different from their MyID. This is a security measure to reduce visibility of an individual's MyID to potential threats. The new MyID profile management application and existing ID management tools are available at <http://myid.uga.edu>. For more information on the MyID profile management application, please contact Stacy Boyles at 706-542-7625 srahn@uga.edu.
- *People Skills Course to Improve Employee Relationships Available.* EITS has two certified People Skills instructors who offer a two-day class on how employees can strengthen their relationships with team members, improve communications, and modify behavior to work better with others. EITS requires all of its employees to complete this valuable program to improve individual, team, and organizational relationships. A class for any UGA faculty or staff member will be offered Thursday and Friday, November 21-22, from 9 a.m. to 5 p.m., at Training and Development. The class is \$150 per a person. For more information about People Skills or to register for the class, please contact Patrick Wagman, at 706-363-0407 or pwagman@uga.edu.

2. Support for Student Technology Services

- *Increased Availability of Print Kiosks on Campus.* In the year since the University began to offer a cloud-based solution for printing, 9 additional print kiosks have been installed throughout campus. UGA currently has 19 print kiosks available in libraries, dining halls and other buildings on the main campus and Health Sciences Campus. Soon, additional print kiosks will be added at Aderhold Hall, Dawson Hall, and at the UGA Gwinnett campus. UGA is one of the largest clients of WEPA, the vendor providing the print kiosks. In October, more than 200,000 pages were printed by the print kiosks at UGA.

For more information on the print kiosks, point a browser to printkiosk.uga.edu or contact Shawn Ellis at spellis@uga.edu.

- *All Classes to be Taught with eLC-New Starting in January.* The University will stop using eLC (powered by Blackboard Vista) on December 31 and will switch to eLC-New (powered by Desire2Learn) in January 2014. During this fall semester, instructors had the option to use either eLC or eLC-New for their courses. eLC-New will not be available December 19-24, while it is updated to the latest version of Desire2Learn. Content on eLC for the past two years will continue to be migrated to eLC-New. UGA's Center for Teaching and Learning (CTL) has eLC-New training courses available for faculty members. For more information about eLC-New, please point a browser to www.ctl.uga.edu/elc or contact Sherry Clouser at sac@uga.edu.
- *Laptop Security Checkups Remain Popular Outreach Event.* Twice an academic year, EITS offers its free Computer Health and Security Fair, where technical volunteers check the personal laptops of UGA students, faculty, and staff for security gaps or issues. This event has been popular because of its one-on-one opportunity for students, faculty, and staff to meet with a technical volunteer and get answers to their security questions and problems with their personal laptops. The fair was part of National Cyber Security Awareness Month in October, when EITS also shared security tips and offered a basic computer security boot camp class. UGA was named a "Champion" of the month for its promotional efforts by the National Cyber Security Alliance. For more information, please point a browser to <http://tinyurl.com/q8yw65m> or contact Kerri Testament at kerriuga@uga.edu.

3. Support for Academic and Administrative Computing

- *Banner Training for Course Scheduling Underway.* Part of the rollout of the new student information system is a requirement that anyone who schedules courses for a department must complete training in the basics of Banner and the fundamentals of creating a course section. In October, the Office of the Registrar conducted the first round of mandatory two-day classes, which are required before a person can load courses in Banner. Because the sessions filled up quickly, more sessions will be scheduled to accommodate staff who are on waiting lists and those who have not yet registered. For more information, please point a browser to connectuga.uga.edu or contact Donna Mitchell at mitcheld@uga.edu or 706-542-8768.
- *More Courses Added to Microsoft IT Academy.* UGA's offering of the Microsoft IT Academy now has additional courses for people who want to learn about Microsoft's products and prepare for certifications. Courses are designed for people with beginning to advanced skills. The Microsoft IT Academy is a free option for UGA students, faculty, and staff seeking training on Microsoft products. For more information, please point a browser to <http://tinyurl.com/lhqe5a7>.

4. Support for Research

- *Researchers Participating in Grant Program.* The Georgia Advanced Computing Resource Center (GACRC) is testing the Penguin On Demand (POD) service with several University research groups. UGA recently received a \$15,000 grant from Penguin Computing to pilot the service, which allows researchers to run their computational code on POD. In return, the GACRC is asking researchers for their assessment of the POD

service. The GACRC is still seeking several research groups to participate in the pilot. For more information about the GACRC, please contact Guy Cormier at gcormier@uga.edu.

- *Access to New Technologies Possibility for Researchers.* Company executives from Penguin Computing recently visited several universities, including UGA, that offer research-computing services. UGA may have the opportunity to access Penguin Computing's technologies and products being developed in its research and development lab, thus giving University researchers a trial of these services prior to deployment. For more information about the GACRC, please contact Guy Cormier at gcormier@uga.edu.
- *GACRC Advisory Committee Starts Strategic Planning.* The new composition of the GACRC Advisory Committee, chaired by Dr. Peter Kner, recently discussed proposals to redefine the mission, vision and strategic goals of the GACRC. A subcommittee will be established to provide feedback to the Office of the Vice President for Research (OVPR) and the Office of the Vice President for Information Technology (OVPIT). The subcommittee's work will focus on the GACRC's existing bylaws, as well as proposals for a revised mission, vision and goals. For more information about the GACRC, please contact Guy Cormier at gcormier@uga.edu.

5. Core Campus Infrastructure

- *EITS Reviewing Cost Recovery Services.* In preparation for the development of FY15 cost recovery services rates, EITS has initiated a project to provide greater transparency regarding cost recovery rates. The project involves ensuring a consistent methodology to determine the cost basis for cost recovery charges. Information regarding the standard methodology will be available later this calendar year and will be used to set FY15 cost recovery rates. For more information about cost recovery service rates, please contact Lynn Wilson at llatimer@uga.edu.
- *Web Hosting Services Project Initiated.* EITS has initiated a project to define requirements for web hosting services. This project involves evaluating the relative advantages of third-party hosting of the main University web pages. The focus is to transition the web infrastructure to a more stable and cost-effective platform and provide options to UGA departments hosting their own web pages. A request for proposal (RFP) to qualified hosting providers will be released later this fall. For more information about the web hosting RFP, please contact Lynn Wilson at llatimer@uga.edu.
- *MyWeb/MyDrive to be Decommissioned in June 2014.* As part of the decision to no longer purchase campus-wide licenses for specific Novell products effective July 1, 2014, the MyWeb/MyDrive services will be decommissioned in June 2014. Both are supported by Novell products whose campus-wide licenses will not be renewed because of rising costs. MyDrive is a file storage system that includes MyWeb, which offers personal webpages. EITS will communicate with affected students, faculty, and staff about the end of MyWeb/MyDrive. The Novell products that will no longer have a campus-wide license are: Novell Open Enterprise Server, Novell ZENWorks Server and Configuration Tools, Novell GroupWise, and SUSE LINUX. For Novell licensing options or available alternatives, please contact Shawn Ellis at spellis@uga.edu.

6. Did You Know?

- *UGA IT Personnel Present at Annual Computing Conference.* A number of IT professionals across the University recently presented at the University System of Georgia's 42nd Annual Computing Conference at Rock Eagle. The conference allows IT personnel to explore new technologies, share ideas and experiences, and network with colleagues in the USG.
- *Vice President for Information Technology Named One of the Most Social CIOs in Higher Education.* The Huffington Post recently named Dr. Timothy M. Chester, vice president for information technology, one of the "50 Most Social CIOs in Higher Education" for his frequent Twitter postings (@accidentialcio). Chester was #14 on the list.

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.