

## Vice President for Information Technology Status and Activity Report for January 2017

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

### 1. Announcements for Faculty and Staff Meetings

- *Default VPN Requires ArchPass Duo:* ArchPass Duo, UGA's two-factor authentication method, is now required to log in to UGA's Remote Access Virtual Private Network (VPN) groups. Requiring ArchPass Duo for authentication for all VPN groups is an extra security measure designed to prevent fraudulent log-ins. Students, faculty and staff who need the VPN for general off-campus use should select the 01 Default VPN group, enter their MyID and password, and then enter their ArchPass Duo authentication method. ArchPass Duo offers you multiple methods for receiving passcodes and authenticating to systems. You can authenticate with a phone call, SMS text message or through the Duo mobile app on a smartphone or tablet. If you are not already an ArchPass user, you can enroll a cell phone, landline or tablet in ArchPass Duo through the Duo Self-Service Portal on the EITS website. Any student, faculty and staff member with a MyID may self-enroll in ArchPass Duo. ArchPass access to the 01 Default VPN does not require users to complete a request to access registration form. You can find complete instructions for enrolling at [archpass.uga.edu/enroll](http://archpass.uga.edu/enroll). For more information about ArchPass Duo, contact Ben Myers at [bmyers@uga.edu](mailto:bmyers@uga.edu).
- *Legacy ArchPass Devices to be Decommissioned:* Users that need access to sensitive and restricted systems should enroll in ArchPass Duo, UGA's phone-enabled two-factor authentication system, by the end of the month. ArchPass Duo is replacing the legacy ArchPass hard tokens. ArchPass Duo offers users multiple methods for receiving passcodes and authenticating into systems. You can authenticate with a phone call, SMS text message or through the Duo app on a smartphone or tablet. To continue accessing systems that require an ArchPass, all current ArchPass users should enroll and begin using ArchPass Duo by January 31. Current ArchPass hardware tokens will cease to function after this date. If you are a current ArchPass user and have not yet enrolled in Duo, you can enroll via the Self-Service Portal on the ArchPass website, [archpass.uga.edu/enroll](http://archpass.uga.edu/enroll). For more information about ArchPass Duo, contact Ben Myers at [bmyers@uga.edu](mailto:bmyers@uga.edu).
- *OneSource Town Hall Meeting Planned:* A town hall meeting about UGA's OneSource project, a multi-year project to launch a new finance and human resources administration system, is planned for February 2, at 10 a.m. in the Georgia Center's Mahler Hall. The town hall meeting will be an opportunity for faculty and staff to learn more about the progress of the OneSource project and ask questions. Information about the meeting will be posted on various campus listservs. The town hall also will be available via a live Collaborate web session at [UGA's OneSource Town Hall](http://UGA's OneSource Town Hall). If you would like to attend the town hall, either in person or online, an RSVP is requested, but not required, by visiting: <http://bit.ly/FebTH>. For more information about the OneSource project, visit [onesource.uga.edu](http://onesource.uga.edu).
- *Account Cleanup Notices Sent to Former Students:* In November, EITS notified many former undergraduate and graduate students that their MyID and UGAMail account information would be deleted soon. This account cleanup process applied to inactive users who last enrolled in classes during the Summer 2015 term or earlier, and who had not logged into UGAMail in the last six months. People who enrolled in classes in the Fall 2015

term or later and those who had updated their password within the last six months were not affected. The clean-up process included accounts of alumni who were forwarding their UGAMail to a third-party email account. Owners of accounts targeted for deletion received notices in November advising them that their account would be inactivated and deleted. Alumni who had a justified reason for keeping their UGA MyID and UGAMail account, such as completing post-doctoral research, were able to appeal and keep their account. Accounts were deactivated December 16 and deleted January 5. For more information about the account clean-up process, please contact Keith Martin at [keith.martin@uga.edu](mailto:keith.martin@uga.edu).

## 2. Support for Student Technology Services

- *Office 2016 Available in vLab:* vLab, the University's virtual computer lab, now features Office 2016. Previously, Office 2013 was available on the vLab, which can be accessed by any student, faculty or staff member on any device at any time by visiting [vlab.uga.edu](http://vlab.uga.edu). Transitioning the vLab to Office 2016 is part of plans to modernize services in the vLab in the coming months. Office 2016 is the current version of the Office suite supported by Microsoft. Office 2016 includes Microsoft Word, Excel, PowerPoint, Publisher and Access. Files created in earlier versions of Office are compatible with Office 2016. The vLab also features SPSS, MATLAB and Stata. In addition, the vLab is also available at select computer labs on campus, such as the Miller Learning Center. A valid MyID is required to access the vLab. For more information or questions, please contact Tommy Jones at [tomjones@uga.edu](mailto:tomjones@uga.edu).

## 3. Support for Academic and Administrative Computing

- *FY17 User Verification Audit To Start Soon:* In preparation for the annual financial state audit for FY17, EITS will be conducting 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 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. Emails will be sent to users and managers in late March, asking them to verify their need for access. Users and managers must complete the verification process by April 28. Users who do not respond will have their access to these systems revoked May 8. For more information about the user verification process, please contact Lynn Wilson at [llatimer@uga.edu](mailto:llatimer@uga.edu).
- *Legacy Data Conversion in Student Information System:* As part of the transition to Banner, there is a need to convert data from the legacy student information system (IMS) into an environment where the legacy information can be accessed. Banner will be the authoritative source for legacy student data, including transcripts, after February 3. Users who still view or update legacy student data on the mainframe have been contacted to ensure they have access to appropriate tools in Banner before the conversion. For more information about the legacy data conversion, please contact Karen Chastonay at [karenemc@uga.edu](mailto:karenemc@uga.edu).
- *Several Maintenance Windows Planned for Athena, Banner Services:* Athena and Banner Administrative INB will be unavailable for users during planned maintenances on several weekends in January and possibly February. Athena and Banner Administrative INB will be unavailable during the following weekends: January 21, from 8 a.m. until January 22, at 10 p.m.; January 27, from 5 p.m. until January 29, at 11:59 p.m.; and possibly February 3, from 5 p.m. until February 5, at 11:59 p.m. UGA students, faculty and staff should

anticipate not having access to these services during the maintenance window. Reports from Banner services will be unavailable during the maintenance window. In addition, the Operational Data Storage (ODS) may be unavailable for all or part of January 23, January 30 and possibly February 6. For more information, please visit [connectuga.uga.edu](http://connectuga.uga.edu) or contact Karen Chastonay at [karenemc@uga.edu](mailto:karenemc@uga.edu).

- *Account Standards Refresher Training Class to be Offered:* The University System of Georgia (USG) released standards regarding user account management for information systems containing restricted or sensitive data in 2013. These standards were made effective July 1, 2013. A refresher training on these standards is being conducted on Tuesday, February 28, from 10:00-11:00 a.m., at the Georgia Center, room K/L. Data stewards, their designees, or individuals who are responsible for provisioning and removing employee account access to IT systems are encouraged to attend this training. If you have questions regarding the Account Standard Training, please contact Lynn Wilson at [llatimer@uga.edu](mailto:llatimer@uga.edu).
- *CESS Training Class Open to Participants:* A training class on the Computer Equipment, Software & Services (CESS) process will be available at UGA Training & Development (T&D) on January 24, from 9:00 to 10:30 a.m. CESS approval is required for technology purchases over a specified amount or for equipment that meets certain security risks. The class will provide a walk-through of the CESS approval request process; determining when it's necessary; understanding the CESS approval request steps and processing lead times; and identifying who is responsible for submission of CESS requests. Registration is available at: <http://www.hr.uga.edu/training>. For more information on the CESS approval process, visit <https://t.uga.edu/2Rz> or email [cess-eits@uga.edu](mailto:cess-eits@uga.edu).
- *FY18 Cost Recovery Rates Now Available:* EITS has published its cost recovery service rates for FY18 to help departments in their budget development planning. The FY18 rates and service details are available at <http://eitscostrecovery.uga.edu>. Any changes to service rates are noted on the rate chart on the website. Additional information about FY18 costs for VMWare and Adobe products will be provided this month. For questions, please contact Pam Burkhart at [pamburk@uga.edu](mailto:pamburk@uga.edu).

#### 4. Support for Research

- *GACRC Training Sessions Available in January:* The Georgia Advanced Computing Resource Center (GACRC) will offer more training sessions in January for researchers interested in using the research computing clusters. The GACRC will offer introductory courses to high-performance computing and using the Sapelo and z-clusters. Training in Linux Basics and Python Basics will also be available. There will also be a course on submitting and running jobs on Sapelo. All training sessions are held in Room C128 of the Davison Life Sciences Complex. A complete schedule can be found on the GACRC website at <http://gacrc.uga.edu/training>. For more information, contact Dr. Guy Cormier at [gcormier@uga.edu](mailto:gcormier@uga.edu).

#### 5. Data Reporting and Analytics

- *New Website Coming for Office of Institutional Research:* The Office of Institutional Research (OIR) will relaunch its website ([oir.uga.edu](http://oir.uga.edu)) this spring semester, as part of an effort to revamp its resources in an online tool that's modern, efficient and presents institutional data using data visualization. The website will have a new look and design that will make it easier for visitors to understand complex patterns and concepts by using

data visualization. In addition, the print edition of the FACT Book will be available in February. A digital copy of the FACT Book will also be posted on the OIR website. For more information, please contact Paul Klute at [pklute@uga.edu](mailto:pklute@uga.edu).

## 6. Core Campus Infrastructure

- *Cable TV System Switches to DISH Network:* University Cablevision, UGA's on-campus cable TV system, transitioned from DirecTV to DISH Network prior to the winter break. Under the contract terms with the new provider, several cable networks were added to the channel lineup for University Cablevision, while some networks were dropped. University Cablevision offers 138 channels for viewers on campus, such as those in University Housing and the Georgia Center for Continuing Education and Hotel. For more information, including the new channel lineup, please visit <https://t.uga.edu/2RA>.
- *Support to End for Select Office Products:* Microsoft will end technical updates of Office 2013 that has been available in Office 365 ProPlus, effective February 28, 2017. People who are using Office 2013 are advised to upgrade to Office 2016, which is available for UGA students, faculty and staff to install on their personal devices on Office 365 via their web-based UGAMail accounts. Office 2016 includes Microsoft Word, Excel, PowerPoint and OneNote. Microsoft will release critical security updates to Office 2013 until next year, but customers will not be able to receive support for Office 2013 after February 28, 2017. In addition, Microsoft has announced that Outlook 2007 and earlier versions for Windows will not be able to access mailboxes in Office 365, effective October 31, 2017. Microsoft is changing its connection protocol for Outlook services, which will affect older versions of Outlook. Customers are encouraged to upgrade their version of Outlook or access email via the web. For more information, visit [office365.uga.edu](http://office365.uga.edu).

## 7. Did You Know?

- Since the UGA Mobile App was relaunched with a new design in August, more than 41,000 people have used the app. During the fall semester, the UGA Mobile App logged 1.9 million sessions with the bus tracker being the most popular feature. On most class days, the app averages about 9,800 users. The single highest use day was the first day of fall semester classes with 13,800 users. For more information, please visit [mobileapps.uga.edu](http://mobileapps.uga.edu).

## 8. Productivity Tip

- Need to find a printer in a hurry? Print kiosks by wepa are located throughout the main UGA campus, Health Sciences Campus and the Gwinnett campus. The print kiosks accept credit cards, debit cards and Bulldog Bucks for payment. A location of all the kiosks can be found on the campus map in the UGA Mobile App or on the EITS website at [printkiosks.uga.edu](http://printkiosks.uga.edu).

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