

## Vice President for Information Technology Status and Activity Report for July 2015

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

### 1. Announcements for Faculty and Staff Meetings

- *Kaltura Available in eLearning Commons:* Kaltura, a solution for media storage and video streaming, is available as a campus-wide resource within eLearning Commons (eLC). Additional options for using Kaltura will be available soon. Kaltura allows people to create, upload and publish their videos, such as webcam recordings and screenshots. Kaltura is a replacement for the podcasting service, which was decommissioned by the University System of Georgia on June 30. Kaltura is being made available to all colleges and units, thanks to a shared agreement with the Center for Teaching and Learning (CTL), Office of Online Learning, EITS, the Terry College of Business, the College of Education, the Franklin College of Arts and Sciences, and UGA Libraries. For more information on how to use Kaltura in eLC, please visit <http://ctl.uga.edu/kaltura>. For questions about Kaltura, please contact Dr. Sherry Clouser at CTL at [sac@uga.edu](mailto:sac@uga.edu) by email. For questions about Kaltura's use in online programs or online courses, please contact James Castle, Office of Online Learning instructional designer, at [jcastle@uga.edu](mailto:jcastle@uga.edu) by email.
- *FAR System Decommissioned:* The UGA Faculty Activity Repository (FAR) has been decommissioned as of June 15. FAR is being replaced with a new system called UGA Elements. UGA Elements will be launched in fall and will be the primary source of data regarding the research, scholarship, service, awards and honors of UGA faculty. Beginning in 2016, all UGA faculty will be required to use UGA Elements to facilitate the annual performance evaluation process. Each college and school has identified an administrative liaison as an initial point of contact for UGA Elements. The administrative liaisons may designate additional contacts for each college and school. EITS is working with the Office of Academic Planning, the Office of the Vice President for Research, and the Office of the Senior Vice President for Academic Affairs and Provost on the UGA Elements project. Additional information about UGA Elements will be forthcoming and posted at <http://elements.uga.edu>.
- *Lucas Named CTO:* Following a national search, Michael Lucas, Associate CIO for Infrastructure and Research Computing at UGA, has been named Chief Technology Officer (CTO) for the University. Lucas started his new role on July 1. As CTO, Lucas will provide overall leadership and day-to-day management of departments supporting infrastructure delivery, voice and data communications, academic and administrative information systems, and training and support services. The CTO reports directly to the Vice President for Information Technology. For more information, please visit <http://t.uga.edu/1zE>.

### 2. Support for Student Technology Services

- *EITS Distributing Student Guides, Conducting Presentations:* EITS is speaking to new undergraduate students and their parents at almost 20 orientation sessions this summer. During its presentation to students, EITS outlines the technology resources available to students, such as the UGA Mobile App, the Technology Lending Program and Digital Media Lab at the Miller Learning Center, and instructional tools. During its presentation to parents, EITS highlights technology resources available to students and offers security tips. EITS also distributes its student guide to new students in a tote bag at orientation.

The EITS Student Guide is available online at <http://newtocampus.uga.edu>. Departments that want print copies of the student guide may contact Kerri Testement at [kerriuga@uga.edu](mailto:kerriuga@uga.edu) by email.

- *vLab Upgrade to be Completed Soon:* The University's virtual computer lab, vLab, will be upgraded this summer to offer users faster response times when loading applications and enhanced video capabilities. One of the most notable changes is that users will no longer have to download and install Citrix Receiver to use vLab on their personal devices. With this upgrade, the lab environment will be accessible through any web browser, including Google Chrome. Faculty, staff and students will also be able to stream videos within the virtual desktop. Users will still be able to access all of the applications offered on the current vLab, including Adobe Digital Editions, EndNote and Microsoft Office. The upgrade involves the replacement of servers and the transition from a VDI in a Box platform to XenDesktop. Testing of the pilot environment began in May, and a full campus rollout is expected at the beginning of August. For more information, visit <http://vlab.uga.edu> or contact Keith Martin at [keith.martin@uga.edu](mailto:keith.martin@uga.edu) by email.

### 3. Support for Academic and Administrative Computing

- *User Verification Audit Completed:* As part of the preparation for the annual financial audit by the State of Georgia Department of Audits and Accounts, EITS recently completed an in-depth audit of all users who have access to the University's mainframe services. This audit was conducted to ensure employees have appropriate access to mainframe services, such as IMS, TSO and DB2. Both employees and their supervisors were required to complete verification tasks as part of the audit. Overall, 80% of employees were confirmed to keep their existing access to mainframe services. Of the 20% of employees who had their access revoked, 13% percent said they no longer required access to mainframe services. This user verification process is expected to be an annual process in preparation for the financial audit. For questions about the user verification process, please contact EITS Access Services at 706-542-4000, ext. 2 or at [adminfo@uga.edu](mailto:adminfo@uga.edu).

### 4. Support for Research

- *Training Workshops Scheduled for Researchers:* The Georgia Advanced Computing Resources Center (GACRC) is offering training workshops for researchers interested in learning more about the GACRC's research computing resources. Three workshops have been scheduled in July. They will all be held at the Institute of Bioinformatics at the Davison Life Sciences Building in room C128. The workshops are: Linux Basics, July 20, from 10-11:30 a.m.; zcluster, July 27, from 10-11:30 a.m.; and the GACRC's new cluster, July 27, from 2-3:30 p.m. Future training opportunities will be posted on the GACRC's website at <http://gacrc.uga.edu/help/training>. Participants are asked to register by July 17. For more information, please contact Dr. Guy Cormier at [gcormier@uga.edu](mailto:gcormier@uga.edu).

### 5. Data Reporting and Analytics

- *Student Enrollment Data by Credit Hour Now Available:* Colleges at UGA can now monitor their semester student enrollment by level, campus and credit hour load. The Office of Institutional Research (OIR) has launched this new resource, called Preliminary Student Enrollment by Credit Hour Load. It is available at the OIR's website (<http://oir.uga.edu>) under the Institutional Statistics page, and under the Enrollment tab, or by visiting <http://t.uga.edu/1Cu>. The preliminary student enrollment is refreshed daily

until after the semester mid-term census date. For more information, please contact Meihua Zhai at [mzhai@uga.edu](mailto:mzhai@uga.edu).

## 6. Core Campus Infrastructure

- *Caching Servers Easing Bandwidth Demand on UGA's Network:* New servers on the University's network are helping to improve Internet performance for students, faculty, staff and visitors on campus. Akamai, a cloud services provider, provided the servers to EITS as part of the Akamai Accelerated Network Partner Program (AANP). The caching servers, installed in the University's Boyd Data Center, save frequently visited content from the Internet locally, so users of the network can access it more quickly. Users on the University's network may be able to access content stored on the Akamai servers at a significantly increased rate that's up to 70 times faster. These caching servers will help free up bandwidth on UGA's network for high demand online services, such as Facebook, Twitter, Hulu and CNN. It is rare for a university network to have Akamai servers on campus. Akamai's content delivery network is one of the world's largest distributed computing platforms, responsible for serving between 15 and 30 percent of all web traffic. For more information, please visit <http://t.uga.edu/1D2> or contact Christian Cummings at [ccummin@uga.edu](mailto:ccummin@uga.edu).
- *New Version of UGAAAlert Software Program Available to Install:* The UGAAAlert emergency notification system has been transitioned to a new technical vendor. As part of the transition, the UGAAAlert desktop software has been updated. In the event of an emergency, the desktop app scrolls a message by UGAAAlert on a user's computer screen. The new version is available for Mac and PCs using Windows, and for the Athens or Gwinnett campuses. UGA students, faculty and staff will be advised to update the UGAAAlert desktop software on their computers. Departments that require an IT professional to install any software on University-owned computers should contact their IT professional for assistance. A test of the UGAAAlert system with the new provider will be conducted on July 9, at 10:15 a.m. Prior to the test, students and employees are asked to review their contact information for phone and email alerts at [www.ugaalert.uga.edu](http://www.ugaalert.uga.edu). For questions about UGAAAlert, please contact the Office of Emergency Preparedness at [ugaalert@uga.edu](mailto:ugaalert@uga.edu). For more information about the UGAAAlert desktop program, please visit [http://eits.uga.edu/hardware\\_and\\_software/software](http://eits.uga.edu/hardware_and_software/software) and click on the section for UGAAAlert Desktop.

## 7. Did You Know?

- The Office of Information Security has additional information on its website about how UGA employees can properly secure sensitive Personally Identifiable Information (PII), such as UGA ID numbers, dates of birth, research information, and other records related to students, prospective students, donors and alumni. The new information provides examples of PII and guidelines on how UGA employees can properly protect that information. It further outlines UGA resources, such as SendFiles, to help secure Personally Identifiable Information. The new best practices guidelines for handling sensitive Personally Identifiable Information are available at [infosec.uga.edu](http://infosec.uga.edu) or at <http://t.uga.edu/1yC>. For more information, please contact Brian Rivers at [brivers@uga.edu](mailto:brivers@uga.edu) by email.

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