

## **Vice President for Information Technology Status and Activity Report for September 2015**

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

### 1. Announcements for Faculty and Staff Meetings

- *UGA Mobile App Now Includes Athens Transit Buses:* Since releasing an updated version on August 7, the UGA Mobile App has been downloaded more than 3,350 times on iOS and Android devices. Overall, the UGA Mobile App has been downloaded more than 45,000 times. Initially released in 2013, the UGA Mobile App now includes a bus tracker for Athens Transit. The existing bus tracker with Campus Transit has been the most popular feature of the UGA Mobile App. By downloading the updated app from the App Store or Google Play, UGA students, faculty, staff and visitors can view buses for Campus Transit and Athens Transit within the UGA Mobile App. The app also includes new features for football gamedays, Greek Life and the Graduate School. Other popular features on the app include a campus map with the ability to select points of interest, a dining commons meal planner and streaming content from the WUOG student-run radio station. For more information, please visit <http://mobileapps.uga.edu> or contact Lance Peiper at [lpeiper@uga.edu](mailto:lpeiper@uga.edu).
- *UGA Elements System Launched:* UGA Elements, the new professional profile system that replaces the Faculty Activity Repository (FAR), has been launched. UGA Elements is the primary source of data regarding the research, scholarship, service, awards and honors of UGA faculty. All UGA faculty will be required to use the system to facilitate the annual performance evaluation process for 2016 and beyond. All faculty have a profile in UGA Elements, which includes information about their education, official appointments, grants and courses taught. Articles from most scholarly journals will also be imported upon publication, although faculty members will be responsible for ensuring the data is correct. Faculty members will receive email notifications when new articles are available for their review. Each unit has an administrative liaison who is coordinating training opportunities for faculty using UGA Elements. The UGA Elements website ([elements.uga.edu](http://elements.uga.edu)) has more information, including training materials and a list of administrative liaisons and support staff as contact resources for faculty. EITS has been 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.

### 2. Support for Student Technology Services

- *Busy Start to Fall Semester for Technical Support Teams:* The start of the fall semester is typically the peak period for requests to the EITS Help Desk and EITS' Network Operations Center (NOC) call center, which helps students in the residence halls get connected to the wireless and wired networks. University Housing opened its residence halls for student move-in on August 11. Fall classes started the following week on August 17. From August 11-18, the EITS Help Desk received more than 4,200 phone calls and 1,500 emails requesting technical support. The first day of class had the most calls during that time with 525 calls. For the NOC call center, most of the requests from students centered on connecting their smart TVs in residence halls to the University's wired network. The EITS Help Desk also helps students, faculty and staff with their MyID passwords, UGAMail questions and many other requests about enterprise-provided services.

### 3. Support for Academic and Administrative Computing

- *eLearning Commons Offers New Option for Media Storage, Video Streaming:* Kaltura, a solution for media storage and video streaming, is now available in the University's learning management system, eLearning Commons (eLC). Kaltura allows people to create, upload and publish their videos, such as webcam recordings and screencasts. Kaltura is a replacement option for the podcasting service, which was recently decommissioned by the University System of Georgia. 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 Franklin College of Arts and Sciences, the Terry College of Business, the College of Education, 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). 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).

### 4. Support for Research

- The Institute of Bioinformatics is hosting a day-long symposium on big data challenges in life sciences featuring researchers and entrepreneurs from diverse disciplines. The event will be held on October 12 at the Georgia Center Hotel and Conference Center. Keynote speakers will include: Phillip E. Bourne, Associate Director for Data Science at the National Institutes of Health; Gregory Cooper, Professor of Biomedical Informatics and Computational Biology at the University of Pittsburg; Mark Craven, Professor in the Department of Biostatistics and Medical Informatics at the University of Wisconsin; Art Edison, Georgia Research Alliance Eminent Scholar and Professor in the Department of Genetics, Biology and Molecular Biology, and the Institute of Bioinformatics at the University of Georgia; Jessica Kissinger, Professor of the Department of Genetics, and Director of the Institute of Bioinformatics at the University of Georgia; and Peipel Ping, Professor of Physiology and Medicine, and Director of the NHLBI Proteomics Center at the University of California-Los Angeles. The Georgia Advanced Computing Resource Center (GACRC) is one of the sponsors of the symposium. For more information, or to register, please visit <http://iob.uga.edu/events/symposium/>.
- *Training Required for New GACRC Users:* The Georgia Advanced Computing Resource Center (GACRC) now requires researchers using the GACRC's resources for the first time to complete an introductory training session. The training sessions help researchers understand how to use the computational and storage resources available through the GACRC. Training is available for individual researchers and research groups on an ad hoc basis and through scheduled training sessions. Once new GACRC accounts are established, additional information about training opportunities is shared with researchers. Training opportunities are also posted on the GACRC's website at: <http://gacrc.uga.edu/help/training>. For more information, please contact Dr. Guy Cormier, Director of Research Computing, at [gcormier@uga.edu](mailto:gcormier@uga.edu) by email.
- *Buy-In Program Extended for Researchers:* The Vice President for Information Technology is continuing a matching program to encourage faculty to use the new cluster for the Georgia Advanced Computing Resource Center (GACRC). This program was offered in FY15 and has been extended to FY16 with an additional \$100,000 commitment from the Vice President for Information Technology. The program provides an additional computing node at no cost to researchers who purchase through the options available in the buy-in program. For more information, including details about the buy-in program,

please contact Dr. Guy Cormier, Director of Research Computing, at [gcormier@uga.edu](mailto:gcormier@uga.edu) by email.

#### 5. Data Reporting and Analytics

- *New Data Added to Student Credit Hours by Paying Department:* Credit hours by college of paying department for spring 2015 are now available on the FACTS website for the Office of Institutional Research (OIR). A summary is available under the credit hours and course information section on the website ([facts.oir.uga.edu](http://facts.oir.uga.edu)). Users may view a summary of credit hours by semester, fiscal year (summer, fall and spring semesters), calendar year (spring and fall semesters), and academic year (fall and spring semesters). Users may select a college to query, and narrow data down to department and faculty. Access to the FACTS website requires a MyID. For more information, please contact Meihua Zhai at [mzhai@uga.edu](mailto:mzhai@uga.edu).

#### 6. Core Campus Infrastructure

- *Funds Available for Wireless Network Access in 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 the 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 in meeting and collaboration spaces. A total of \$100,000 is available 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 at [mlucas@uga.edu](mailto:mlucas@uga.edu) by email.
- *Phishing Awareness Resources Available:* The Office of Information Security is offering new resources on how students, faculty and staff can identify potential phishing scams. Phishing emails are designed to look like they originate from legitimate organizations, but are intended to trick people to replying with personal information, such as usernames and passwords, which can be used for criminal purposes. In recent months, phishing emails have increased. The Office of Information Security has developed new web pages called the “Phish Tank” and “Fresh Phish” to help students and employees identify potential phishing and provide examples of recent real-life phishing emails. UGA never sends emails asking people for their MyID or password. The Office of Information Security is also available to speak to departments about phishing. For more information about the phishing presentations, please email [sate@uga.edu](mailto:sate@uga.edu). For more information about phishing, please visit <http://t.uga.edu/1JU>.

#### 7. Did You Know?

- All UGA students, faculty and staff have free access to lynda.com, which is a LinkedIn company. lynda.com has more than 3,800 video courses taught by industry experts in business skills, web development, design, education, video production and more. lynda.com has also launched new practice environments, a browser-based code editor that’s helpful for web designers and designers. lynda.com has step-by-step instructional videos for all levels of learners. Some of the most popular recent videos include those for

essential training in Windows 10, Excel, Photoshop, WordPress and time management skills. lynda.com is available on the MyUGA Portal at <http://my.uga.edu>.

- Dr. Timothy M. Chester, Vice President for Information Technology, was recently featured in the EDUCAUSE Review publication, which is the flagship publication for the higher education IT community. Chester was featured in a multimedia presentation called the CIO Minute. In the video, Chester talks about the importance of providing professional development for staff and how EITS is providing career growth opportunities for employees. The video may be viewed at <https://youtu.be/p72OQc7IJmA>.

*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](mailto:listserv@listserv.uga.edu) with the phrase subscribe vpit-news as the body of the message.*