

EITS Status and Activity Report for May 2015

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

1. Announcements for Faculty and Staff Meetings

- *Podcasting Service to End; Kaltura to be Available:* The University System of Georgia (USG) will end its podcasting service on June 30, 2015. UGA uses the older podcasting service for its instructors and units. Those who want to keep their audio and video podcasts are advised to download their content before the USG podcasting service is decommissioned on June 30. Instructions on how to download podcasts are available at <http://ctl.uga.edu/podcast-archive>. Faculty and units interested in a replacement for the podcasting service and video hosting service may soon use Kaltura, a campus solution for media storage and streaming that will be integrated with eLearning Commons (eLC). Kaltura will soon be available for 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. Kaltura allows people to create, upload and publish their videos, such as webcam recordings and screencasts. Additional information about Kaltura will be announced soon. For more information about the end of the USG podcasting service, please contact Robert Ethier at rethier@uga.edu. For questions about Kaltura, please contact Dr. Sherry Clouser at sac@uga.edu.
- *Finalists Named for CTO Position:* A committee, co-chaired by Lynn Wilson and Chris Wilkins, is in the process of leading a national search for the position of Chief Technology Officer (CTO). The committee is assisted by the UGA Search Group in Human Resources. The CTO is a newly created position that will report to the Vice President for Information Technology. The CTO will be responsible for the day-to-day management of departments supporting infrastructure delivery, voice and data communications, academic and administrative information systems, and training and support services. The finalists have been named. They are: Robert A. Yanckello, Chief Technology Officer at the University of Central Florida; Sallie Wright, AVP and Deputy Chief Information Technology Officer at Georgia State University; Robert P. Howard, Chief Information Officer at Armstrong State University; and Michael S. Lucas, Associate CIO for Infrastructure and Research Computing at the University of Georgia. The finalists will participate in presentations, and meet and greet sessions in May. More information about the finalists and their on-campus visits is posted on the EITS website at: eits.uga.edu/about/cto. For more information about the CTO position, please contact Lynn Wilson at llatimer@uga.edu or Chris Wilkins at chris.wilkins@uga.edu by email.
- *Search Underway for ACIO for Data Reporting and Analytics:* The Vice President for Information Technology is leading a search for a newly created position that will report to him on data analytics for the University. The Associate CIO for Data Reporting and Analytics will focus on leading better data governance, architectures, policies, practices and procedures that properly support the full data lifecycle and analytics needs of the University. This senior-level position will fit the growing need for a strategic focus on data and analytics across the University and will be a strong collaborator with UGA's Office of Institutional Research, which also reports to the Vice President for Information Technology. These changes reflect an internal reorganization to improve operational efficiencies. For more information about the Associate CIO position, please contact Dr. Timothy Chester at tchester@uga.edu by email.

2. Support for Student Technology Services

- *New Print Kiosks Available in Chemistry, Art Buildings:* Two additional WEPA print kiosks are now available at the Department of Chemistry and the Lamar Dodd School of Art buildings. UGA now has 30 print kiosks at its Athens and Gwinnett campuses. The print kiosks are a cloud-based option that allows students, faculty and staff to send their documents to one of five sources before printing at a kiosk. Documents can be uploaded to WEPA's website, print driver software on computers, mobile apps for Android and iOS, or a USB flash drive, and then printed. The new print kiosk at the Lamar Dodd School of Art is located on the second floor in the student lounge. The new print kiosk at the Department of Chemistry is located on the sixth floor in the Chemistry Learning Center (CLC). Departments interested in learning more about installing print kiosks in their buildings may contact Shawn Ellis at shawn.ellis@uga.edu by email. For additional information about the print kiosks, please visit <http://printkiosk.uga.edu>.
- *eLC Website to Offer New Log-In Process:* eLearning Commons (eLC) will change its log-in process to use the University's Central Authentication System (CAS), which is a unified log-in process used by many UGA web applications. Visitors on the eLC web site (elc.uga.edu) will notice two avenues to log in. UGA students, faculty and staff with a valid MyID will use CAS. Other visitors without a MyID will be asked to provide their assigned username and password, as usual. This change will take place during eLC's maintenance window, which starts on Friday, May 22, at 10 p.m., and ends on Saturday, May 23, at 7 a.m. eLC will be unavailable during that time. For more information about this change, please visit <http://t.uga.edu/1uY> or contact Dr. Sherry Clouser at sac@uga.edu by email.
- *Summer and Fall 2015 Class Registration Open in Athena:* Registration for summer and fall 2015 classes is available in Athena, which uses a time ticketing system to enable students to register for classes in an efficient manner. Students are given a date and a time to log in to Athena to register for classes. Students may register for classes from their appointment times until the summer semester drop/add period.

3. Support for Academic and Administrative Computing

- *ArchPass Required to Access Mainframe Services:* Employees accessing UGA's mainframe services must now use an ArchPass, which is an additional security measure that uses two-factor authentication. UGA's mainframe services include IMS, TSO, DB2 and access systems, such as WebDFS. The ArchPass is a device that generates a one-time, six-digit code that is used in conjunction with a MyID password to access specified systems with restricted data. Most of the people who have access to mainframe services had an ArchPass before the change on April 24. EITS has notified people who access mainframe services, but don't have an ArchPass, on how they may receive the device. For more information about the ArchPass, please visit <http://archpass.uga.edu> or contact Brian Rivers at brivers@uga.edu.
- *Mainframe Users, Supervisors Must Complete User Verification Process:* As part of the preparation for the annual financial audit by the State of Georgia Department of Audits and Accounts, employees who use UGA's mainframe services must verify their access to those services by May 20. This in-depth audit of all user accounts on the mainframe systems is being conducted to ensure employees have the appropriate access. For the verification process, mainframe users must verify their access, which is then verified by

their supervisors. Both employees and supervisors must complete their tasks for the verification process by May 20. EITS will be sending communications to people who have not completed their verification process. UGA's mainframe services include IMS, TSO, DB2 and access systems, such as WebDFS. For more information about the user verification process, please visit a FAQ web page at <http://t.uga.edu/1ne> or contact EITS Access Services at 706-542-4000, ext. 2 or at adminfo@uga.edu.

- *Upgrade Planned May 23 for Mainframe:* EITS is in the process of purchasing a smaller, more cost efficient IBM mainframe. The mainframe supports a number of administrative and access systems for the University. As the University transitions to new systems, such as Banner for student data, and a proposed new finance and HR administrative system, the workloads on the mainframe are reducing. The upgrade to the mainframe will start on Saturday, May 23, at 9 a.m. and is expected to take 12 hours to complete. Access to the mainframe and mainframe-attached storage will be unavailable during the maintenance time. For more information about the mainframe upgrade, please contact Shannon Marable at Shannon.marable@uga.edu by email.

4. Support for Research

- *High Performance Storage Option Available for New Cluster:* The Georgia Advanced Computing Resources Center (GACRC) has a new scratch storage environment for its new cluster. This Lustre high performance file storage system is a leading technology for organizations with computer clusters. A select number of research groups have started to use the University's new cluster, called Sapelo, which also includes this new scratch environment. The Vice President for Information Technology is funding the purchase for the new Lustre file storage system for Sapelo. For more information, please contact Dr. Guy Cormier at gcormier@uga.edu by email.
- *Training Resource Available for Researchers:* The Georgia Advanced Computing Resources Center (GACRC) now has a dedicated trainer for researchers using GACRC resources. Dr. Zhuofei (Moses) Hou will offer one-on-one and group training sessions for researchers using GACRC resources. Researchers who will be using the GACRC's new high performance cluster, called Sapelo, are required to complete training. Dr. Hou earned his Ph.D. in computational condensed-matter physics and his master's degree in statistics from the University of Georgia. The GACRC plans to announce additional training opportunities with Dr. Hou when they become available. For more information, please contact Dr. Guy Cormier at gcormier@uga.edu by email.

5. Data Reporting and Analytics

- *Data Being Submitted for School Ranking Publications:* The Office of Institutional Research (OIR) is coordinating the University's response to the annual U.S. News and World Report best colleges rankings for undergraduate education. According to the magazine, prospective students consider the rankings an important factor in deciding which school to attend. Data submitted by OIR on behalf of the University includes college characteristics, academic programs offered, enrollments, student retention and graduation rates, financial aid, faculty resources, faculty-student ratios, organized class section size, admission standards and selectivity, and alumni giving rate. In addition to the U.S. News and World Report survey, OIR is coordinating the University's response to international surveys of best research universities, such as Times Higher Education (THE), QS World University Rankings, and Global Research University Profiles (GRUP).

For more information about data submitted for these rankings, please contact Meihau Zhai at mzhai@uga.edu by email.

- *Report on Student Enrollment Trends by Colleges, Degrees Updated:* The Office of Institutional Research (OIR) has updated its five-year report for comparing student enrollment trends by college and degree level. This report outlines enrollment figures by degree level for each college at UGA from 2010-2014. The updated five-year report is available on the OIR website (<http://oir.uga.edu>) under the Institutional Statistics page. Under the Enrollment tab, the report is listed as “Enrollment by Degree Objectives.” For more information about the five-year report, please contact Meihau Zhai at mzhai@uga.edu by email.

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 toward 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, please contact Mike Lucas at mlucas@uga.edu by email.
- *Major Network Maintenance Projects Planned in May:* EITS Network Engineering is planning two major network maintenance projects on two weekends in May, which are typically lower demand periods for UGA network resources. These projects are being done to enhance network services and reliability for the University. The first maintenance project will take place on Saturday, May 16, from midnight to 7 a.m. The second maintenance project will take place on Saturday, May 30, from midnight to 7 a.m. For both projects, the affected services in the Boyd Data Center may experience outages during the maintenance windows. These services include websites on servers in the data center, DNS, mainframe services and other potential services residing in the Boyd Data Center. EITS will work with campus IT professionals to provide additional technical details about the changes. For more information, please contact Christian Cummings at ccummin@uga.edu.

7. Did You Know?

- UGA’s Office of Information Security, a unit of EITS, is using new software developed by University researchers to help guard against malicious software attacks on UGA’s network. Roberto Perdisci, an assistant professor of computer science at UGA, and his students developed AMICO, which stands for Accurate Malware Identification by Classification of live network traffic network Observations. The EITS website has a closer look at how this software was developed by UGA students and how the University is using it on its network at <http://t.uga.edu/1uU>.
- EITS is continuing to develop high-performing IT professionals at the University with its ongoing project to outline competencies for each career path available to EITS. To date, all

EITS employees have participated in workshops to identify the skills and competencies that determine a high performer. This month, EITS managers will be trained on the new evaluation/assessment tool for each career path. The new assessment tool will be reviewed between supervisors and employees during mid-year performance reviews this summer. Employees may provide additional feedback about the assessment tool to a committee of EITS and UGA human resources personnel overseeing the project. The new assessment tool is expected to be used for annual performance reviews in 2016. For more information about this project, please contact Wes Johnson at wesjo6@uga.edu by email.

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.