

Vice President for Information Technology Status and Activity Report for November 2016

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

1. Announcements for Faculty and Staff Meetings

- *State of Technology Presentation to be Held November 16:* Dr. Timothy M. Chester, Vice President for Information Technology, will present the annual State of Technology at the University of Georgia on Wednesday, November 16, from 10:30 a.m. to 12:00 p.m. at the Richard B. Russell Special Collections Library Auditorium. The presentation is open to all UGA students, faculty, staff and IT professionals at the university. The State of Technology provides an annual assessment of technology initiatives, services and projects at the university. Reservations are not required. For more information, please visit <https://t.uga.edu/2Kc> or contact Kerri Testement at kerriuga@uga.edu.
- *Enroll in ArchPass Duo:* EITS is upgrading ArchPass to a new phone-enabled method of two-factor authentication, known as ArchPass Duo. 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 with ArchPass security, all current ArchPass users should enroll and begin using ArchPass Duo by the end of the calendar year. Current ArchPass hardware tokens will continue to function until January 2017 and can be used as a backup method for accessing restricted systems until that time. If you are a current ArchPass user and have not yet enrolled in Duo, you will receive another enrollment email this month. The sender address on the email is no-reply@duosecurity.com. ArchPass users will need that email to complete their enrollment. A screenshot of the email and further instructions for enrollment can be found at archpass.uga.edu. For more information about ArchPass Duo, contact Ben Myers at bmyers@uga.edu.
- *ArchPass Duo Roadshows Offer Troubleshooting Help:* To help with the transition to ArchPass Duo, EITS will host two campus roadshows for users in November. The roadshows are open to users who are already enrolled in ArchPass Duo, and have questions, and those who have yet to enroll. At the roadshows, EITS technicians will give a short overview of ArchPass Duo and assist with any issues. Technicians will answer questions and will offer assistance with enrolling in ArchPass Duo; adding multiple devices to use for authentication; authenticating with ArchPass Duo and any other troubleshooting issues with ArchPass Duo. The roadshows will be held Monday, November 7, from 1 p.m. to 2 p.m., at the Georgia Center and Tuesday, November 15, from 2 p.m. to 3 p.m., at the Main Library Instructional Room. These events do not require reservations. For more information about ArchPass Duo, visit archpass.uga.edu or contact Ben Myers at bmyers@uga.edu.
- *Account Cleanup Notices to be Sent to Former Students:* Later this month, EITS will notify many former undergraduate and graduate students that their MyID and UGAMail account information will be deleted in December. This account cleanup process will apply to inactive users who last enrolled in classes during the Summer 2015 term or earlier, and who have not logged into UGAMail in the last six months. People who enrolled in classes in the Fall 2015 term or later and those who have updated their password within the last six months should not be affected. The clean-up process will include accounts of alumni who are forwarding their UGAMail to a third-party email account. Owners of accounts targeted for deletion will receive notices advising them that their account will be

inactivated December 6 and deleted December 20. Alumni who have a justified reason for keeping their UGA MyID and UGAMail account, such as completing post-doctoral research, will have the option to appeal and keep their account. For more information about the account clean-up process, please contact Keith Martin at keith.martin@uga.edu.

2. Support for Student Technology Services

- *Student Education Planner Now Part of DegreeWorks:* DegreeWorks now features Ellucian's Student Education Planner, a user-friendly tool with drag-and-drop functionality that provides undergraduate and pharmacy students and advisors the ability to create academic plans for degree completion. Training documentation may be found at <http://reg.uga.edu/degreeWorks>, and training will also be offered through Staff Training & Development on Nov. 16 and 17 (<http://www.hr.uga.edu/training>). The Student Education Planner is part of an upgrade to DegreeWorks that EITS has been coordinating with the Office of the Registrar. To access DegreeWorks, visit the MyUGA Portal at my.uga.edu and log in through UGA's Central Authentication Service (CAS), a more secure method of authenticating access to systems. For questions regarding DegreeWorks, please contact the Registrar's Office at 706-542-4040 or degrewk@uga.edu.

3. Support for Academic and Administrative Computing

- *Banner Upgrade Planned for November:* Banner/Athena services will be unavailable for an upgrade starting on Friday, November 18, at 5 p.m., until Sunday, November 20, at 5 p.m. During the maintenance window, Banner/Athena services will be unavailable for users to access. Affected services will include: Athena, UC4 and Banner Administrative INB. This maintenance helps ensure consistent and reliable service for these services. For more information, contact Karen Chastonay at kareneme@uga.edu.
- *Students to Confirm Their Emergency Contact Information:* As part of the registration process each semester, students will be asked to confirm their emergency contact information in Athena. This information is used by the University to contact students' selected contacts, such as parents, in the event of an emergency involving the student. This functionality was previously available in the former student information system, OASIS, but will now be available in Athena, starting with the spring semester registration process. During registration, students will be asked to confirm if their emergency contact information is accurate by typing their initials in a time stamped form in Athena. A registration hold will be placed on students' accounts for class registration until they confirm the accuracy of their emergency contact information each registration term. For more information, please contact the Office of the Registrar at reghelp@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, 2017. Users who still view or update legacy student data on the mainframe will be contacted before the conversion to ensure they have access to appropriate tools in Banner. For more information about the legacy data conversion, contact Karen Chastonay at kareneme@uga.edu.
- *Current Activities for OneSource Project:* UGA's OneSource project is in the plan and discover phase with key efforts underway for financials planning, business intelligence assessment, and partnering with the University System of Georgia on the OneUSG

HR/Payroll project and planning for a R1 shared strategy and requirements session. To make these efforts possible, UGA's OneSource project leadership team is encouraging involvement from faculty and staff across the university. Faculty and staff may learn more about the project by visiting onesource.uga.edu. For more information or to learn how to participate on the project, please email onesource@uga.edu.

4. Support for Research

- *GACRC Cluster to be Unavailable During Week-Long Upgrade:* A major upgrade to the InfiniBand network fabric will be performed in November to increase the resiliency and expansion capabilities of the Sapelo cluster for the Georgia Advanced Computing Resource Center (GACRC). Access to the Sapelo cluster will be suspended for the duration of the week-long maintenance, beginning Sunday, November 13, at 9 p.m. The maintenance is expected to be completed no later than Friday, November 18, at 5 p.m. In addition, the Sapelo/home and/lustre1 filesystems will be unavailable during this outage. Users are advised to plan job submissions around this maintenance window. Any job still running at the time the cluster is shut down for maintenance will be lost. The zcluster will not be affected by this maintenance. After the maintenance is completed, users will be advised the cluster is available. If you have any questions or concerns about this maintenance, please contact Dr. Guy Cormier at gcormier@uga.edu.
- *Additional Compute Nodes Available for Researchers:* Recognizing that there is an increased interest in large-scale data analysis with significant memory requirements, the GACRC has recently deployed a number of high-memory compute nodes on the Sapelo cluster. Currently available are four compute nodes with 256GigaBytes of memory, six with 512GigaBytes and four with 1TeraBytes, with a total processor-core count of 612. For more information about the GACRC, contact Dr. Guy Cormier at gcormier@uga.edu.

5. Data Reporting and Analytics

- The Office of Institutional Research (OIR) is revamping its resources in to a cohesive online tool that's modern, efficient and presents institutional data using data visualization. OIR provides the printed annual FACT Book, the online FACTS reporting system, the Unit Profile system with seven years of data for seven major data sets, coordinates the university's response to external surveys, and provides institutional data for ad hoc requests. OIR is currently restructuring these resources to streamline them under a new data reporting tool that's visually easier for users to understand complex patterns and concepts. OIR is planning to launch the new online tool in the spring semester. For more information, please contact Paul Klute at pklute@uga.edu.

6. Core Campus Infrastructure

- *Faculty Wireless Survey Completed:* A survey to all faculty about wireless service on campus was recently conducted by the Office of the Vice President for Information Technology. At the conclusion of the survey, more than 30% of UGA faculty completed the survey, which focused on wireless service in offices and meeting spaces. The results are being evaluated to determine potential gaps in coverage in wireless service on campus and to develop a technical plan. For more information, please contact Kerri Testement at kerriuga@uga.edu.
- *College Station Bridge Work Affects Telephone, Network Services:* A recent project to replace the bridges on College Station Road in East Athens impacted network and phone

services to University of Georgia buildings in that area. The first maintenance was completed October 29-31 and focused on network fiber infrastructure. The second maintenance, completed November 5-6, focused on telephone infrastructure. For more information about the maintenance and the buildings impacted, visit the story on the EITS website at <https://t.uga.edu/2Jq>.

7. Did You Know?

Dr. Timothy M. Chester, Vice President for Information Technology at the University of Georgia, was selected as recipient of the EDUCAUSE Community Leadership Award for 2016. The Community Leadership award, which is presented annually, recognizes community leaders and active volunteers in professional service to the higher education IT community. Since his arrival at UGA in 2011, Dr. Chester has focused on strategies to elevate the work, influence and impact of the university's central IT department and Office of Institutional Research. As part of the award, EDUCAUSE will make a \$3,000 contribution to the Terry College of Business' Department of Management and Information Systems, where Dr. Chester serves on the faculty. EDUCAUSE is a nonprofit association and community of IT leaders and professionals for higher education. He was recently honored at the annual EDUCAUSE conference in Anaheim, Calif. For more information about EDUCAUSE and the Community Leadership Award, visit <https://t.uga.edu/2La>.

8. Productivity Tip

- *Use eduroam Wireless When Visiting Participating Schools:* eduroam is the secure, world-wide wireless service developed for international research and education. eduroam is available to UGA students, faculty and staff while on UGA's campuses, and when visiting participating eduroam institutions. By using their UGA credentials (MyID@uga.edu and MyID password), students, faculty and staff can connect to wireless service while visiting other participating eduroam institutions. To connect to eduroam, users must login with their full MyID credentials followed by @uga.edu. For a list of participating institutions, please visit: https://www.eduroam.us/institutions_list.

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